

PROVIDER *Update*



NEWS & ANNOUNCEMENTS

AUGUST 10, 2022

UPDATE 22-659

2 PAGES

State of Emergency to Support State's Response to Monkeypox

Support for Wellcare members impacted by monkeypox

On August 1, 2022, Governor Gavin Newsom declared a statewide state of emergency to support the state's response to monkeypox. Wellcare is providing assistance to members statewide who are affected by monkeypox.

We want to help ensure that members who have been impacted have continued access to health care services and prescriptions during the state of emergency.

Here is what you need to know.

Prior authorization, precertification and referrals

We are taking steps to ensure that participating providers statewide who are impacted by patients affected by monkeypox are able to continue providing care for members' medical needs.

Participating providers can call 866-999-3945 for guidance on:

- Easing of time limitations for prior authorizations, precertification and referrals for treatment.
- Approval for out-of-network services in the event a contracting provider or facility cannot treat a member affected by monkeypox.

Filing claims

The deadline to file claims for providers impacted by members affected by monkeypox will be extended. Providers can call 866-999-3945 for additional guidance on claims extension time frames.

Prescription information

We will approve any essential prescription medications (with current copayments and deductibles) for any member statewide who is affected by monkeypox.

Coping assistance

Members who are affected by monkeypox may contact Wellcare Member Services at 866-999-3945 (TTY: 711), Monday–Sunday, 8 a.m. to 8 p.m., for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, or other trauma resulting from the monkeypox outbreak.

THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

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Additional information

Depending on how the outbreak progresses, Wellcare may make additional changes to its policies as needed to ensure members have access to necessary health care services.

If you have questions regarding the information contained in this update, contact 866-999-3945.