

**H9730 WellCare Health Insurance Company of Kentucky Inc.
Dual Eligible (Subset-Medicare Zero Cost Sharing) Special Needs Plan**

Model of Care Score: 100.00%

3-Year Approval

January 1, 2015 to December 31, 2017

Target Population

WellCare of Kentucky (WellCare) Dual Eligible SNP serves 1,898 members. More than half of members are younger than 65 years old and 63 percent are female. WellCare's overall D SNP membership faces multiple medical, cultural, socioeconomic and linguistic challenges. Many members have multiple chronic and debilitating conditions, which have a direct impact on their quality of life and ability to obtain needed care. The majority of members speak English as their primary language, with less than 1 percent of members speaking another language or sign language. The most frequent outpatient diagnoses for members include hypertension, diabetes and chronic obstructive pulmonary disease (COPD).

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Provider Network

WellCare maintains a comprehensive network of multidisciplinary practitioners and ancillary providers to meet the extensive acute, chronic and preventive medical, surgical, behavioral and psychosocial needs of the dual-eligible special needs population. Services are available in the home, community and hospital settings.

Care Management and Coordination

The health risk assessment (HRA) assesses risk and provides an opportunity to offer case management services to D SNP members. HRAs are conducted within 90 days of enrollment and again annually, within 365 days of the previous HRA, or more frequently as needed. Based on the initial HRA results, WellCare stratifies its members according to level of need, from Level 1 to 4, Level 4 being the most vulnerable. The HRA must be reviewed by a clinical associate to validate needs, gaps and barriers to care. A member's individualized care plan (ICP) is developed as a result of the HRA and comprehensive assessment results, and based on the member's current diagnosis and health care needs.

Case managers (CM) review, analyze and stratify member needs based on HRA data and other assessments, and share this information with the member's interdisciplinary care team (ICT). ICT responsibilities include managing the medical, cognitive, psychosocial and functional needs of the member; incorporating HRA findings in the development of the ICP; collaborating with team members in the coordination, development and review of the ICP and maintaining open lines of communication with team members for care coordination.

CMs coordinate care and services, promote effective utilization, monitor health care resources and take on a leadership role within the ICT to achieve optimal clinical and resource outcomes. The care plan is shared with the ICT for review, and goals/targets are updated accordingly based on new information. This occurs during initiation of the ICP, annually, and at any significant change in the member's health status.

The CM, in consultation with the medical director, as needed, determines the membership of the ICT based on individual member needs and team requests for additional specialists. ICT composition may vary for each member. At a minimum the ICT includes the member, caregiver, primary care physician (PCP) and WellCare CM. Other members of the ICT include specialists, social service support and behavioral health specialists.

ICT meetings are held regularly, based on the individual member's needs and acuity to discuss the health and care coordination/planning of select members. The CM provides the ICT with an updated care plan when there are changes in health status and stratification level. Updates may be triggered by a hospitalization notification or authorization for other transitions that indicate a change in the member's health status. Follow-up with the member takes place to discuss the care plan in depth, members are encouraged to discuss their care plan with their PCP and specialists during office visits.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses beneficiary needs.

For more information about this health plan refer to the Special Needs Plan's website at:

<https://www.wellcare.com/medicare/snps>