



[Date]

[Provider Name]

[Provider Address]

[Provider City, State Zip]

Re: Children's Medical Services Health Plan

Dear Provider:

Effective February 1, 2019, the Florida Department of Health (DOH) will partner with WellCare to offer the Children's Medical Services Health Plan (CMS Health Plan)¹.

What does this change mean for you?

- **Providers should not cancel appointments with current CMS Plan patients.** We will honor ongoing treatment that was authorized prior to February 1st, for up to 180 days.
- **Providers will be paid.** Providers should continue providing services that were previously authorized, regardless of whether the provider is participating in our CMS Health Plan network. We will use information provided by DOH to identify whether a member had services authorized. We will pay for these previously authorized services for up to 180 days.
- **Providers will be paid promptly.** We will follow all timely claims payment contractual requirements.
- **Prescriptions will be honored.** We will allow CMS Health Plan members to continue to receive their prescriptions through their current provider, for up to 180 days, until their prescriptions can be transferred to a provider in our network.

What does this change mean for you and your CMS Health Plan Patients?

This partnership will bring about positive changes that will greatly benefit children and youth with special health care needs and providers.

- **Families of children enrolled in the CMS Health Plan are being notified of this change.** We will send each child a new CMS Health Plan member ID card. These ID cards will include new pharmacy and claims processing information.
- **Children enrolled in the CMS Health Plan will be offered highly specialized pediatric Care Management.** Our CMS Health Plan Care Managers/Care Coordinators will work with you and your CMS Health Plan patients to ensure they receive the care they need, when it is needed.
- **Providers serving CMS members will be eligible to earn quality-based financial incentives.** We will be introducing P4Q and MPIP for the CMS Health Plan.
- **Children enrolled in the CMS Health Plan will have access to an array of expanded benefits, and special programs and services.** Together with the DOH, we designed benefits and services that will allow children and families to adhere to their providers' treatment plans and achieve their individual health and quality of life goals.

¹ The Florida Department of Health Children's Medical Services Health Plan has partnered with WellCare of Florida, Inc. (WellCare) to provide managed care services. WellCare is a licensed Florida health plan.

How can you learn more?

If you have questions about becoming a network provider, including credentialing, claims, and navigating our systems, please contact your WellCare Provider Relations representative. If you do not know your Provider Relations representative, you may contact FloridaProviderRelations@wellcare.com or call **407-551-3200**, option 2. If you are not currently in our network and would like to join, contact Barbara Mason at Barbara.Mason@wellcare.com or 407-551-3238. You can also access provider training materials and additional information on our website at www.wellcare.com/Florida/Providers/Medicaid

What if you have questions?

If you have questions about this notice, please call CMS Health Plan Provider Service toll-free at **1-866-799-5321 (TTY 711)**. Call us Monday–Friday, 8 a.m. to 7 p.m.

Again, we look forward to serving you.

Sincerely,

Dr. Al Smith
Chief Medical Officer