

# Wellcare Provider-Patient Experience

The Wellcare logo consists of the word "wellcare" in a white, lowercase, sans-serif font, centered within a teal circular background.

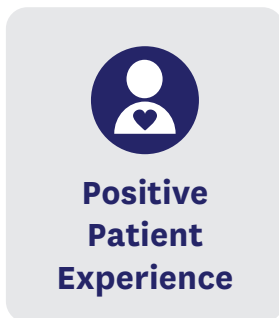
WELLCARE UNDERSTANDS THAT THE PROVIDER-PATIENT RELATIONSHIP IS A KEY COMPONENT IN ENSURING EXCEPTIONAL HEALTHCARE AND SATISFACTION AMONG PATIENTS.

We are committed to partnering with our providers to deliver an outstanding patient experience. As a provider, you are the most critical component of that experience. We want to ensure that you know exactly how your patients are evaluating your care.

**Consumer Assessment of Healthcare Providers and Systems (CAHPS)** is a survey tool that asks patients to evaluate their experience with their health plan and at providers' offices. The following are the provider-influenced measures and their weight.

Impactable Program Measures	Weight
Flu vaccine	1
Care coordination	4
Getting appointments and care quickly	4
Getting needed care	4
Rating of personal doctor	4
Rating of health care quality	4

## What we know:



- ✓ Clinical outcomes.
- ✓ Care coordination.
- ✓ Patient engagement in their own care.
- ✓ Patient loyalty.
- ✓ Medication adherence.
- ✓ Ratings.

(continued)

## Opportunities for improving your score:



### Effective Patient Communication

- ✓ Make a personal connection and demonstrate empathy.
- ✓ Use simple, easy-to-understand wording that matches the individual patient's ability.
- ✓ Explain why tests, treatments, or referrals are necessary.
- ✓ Be proactive with timely post-care communication about test or lab results, and if results are posted in a patient portal, reach out quickly for the patient's questions.
- ✓ Demonstrate cultural sensitivity and use interpreter services if needed.
- ✓ Involve patients in decision-making and share goals for treatment.
- ✓ Discuss tobacco cessation and treatment options, when appropriate.



### Enhance Care Coordination

- ✓ Review the patient's medical record for details before entering the exam room; patients are surveyed if their doctor knew their medical history.
- ✓ Receive prior authorization for care ahead of appointment.
- ✓ Review medications together.
- ✓ Ask patients about other doctors or specialists they have seen, and provide recommendations as needed.
- ✓ Encourage patients to make routine and follow-up appointments in advance.



### Improve Access to Care

- ✓ Keep same-day appointment slots open for urgent visits.
- ✓ Provide clear instructions on how to access medical care after office hours, including extended hours, weekend availability, and use of urgent care centers.
- ✓ Expand the roles of non-physician staff, including medical assistants, physician assistants and nurse practitioners, to deliver care more resourcefully and sensitively.
- ✓ Implement daily office huddles to manage patient flow and maximize efficiency.



### Flu Shot

- ✓ Help patients understand the value of the flu shot.
- ✓ Work with Wellcare on joint initiatives or programs that focus on flu education.
- ✓ Recommend your patients get flu vaccines.



### Telehealth

- ✓ Improve access to care with virtual visits for established patients, when an in-office appointment may not be available right away, and create options for patients who may be unable or unlikely to come to an in-office appointment.
- ✓ Reduce healthcare costs.
- ✓ Improve the quality of care delivered by reducing hospital admissions and readmissions while advancing patient engagement.