



Dear Provider,

WellCare of Georgia values the feedback we receive from you as our respected partners in the provider community.

Recently, we communicated our plans to implement a PCP-to-specialist referral process called Primary Care Physician Care Coordination (PCPCC). Our intention in moving toward this model was to support the PCP as the member's medical home by asking PCPs to authorize specialist referrals.

We received feedback from many of you regarding your support for the PCPCC model, combined with your concerns about the administration of the PCP-to-specialist authorization process. Based on your feedback, we have elected to delay the implementation of the PCPCC model at this time.

It is important to note that WellCare strongly supports the establishment of the PCP as the member's medical home within its Georgia provider network. This year we implemented two reimbursement incentives for Medicaid providers who have obtained the patient-centered medical home (PCMH) certification.

We are committed to partnering with you to provide the highest quality of care to the members whom we serve. We ask for your support in increasing communication and coordinating care between PCPs and specialists. In addition, we ask that you talk to your patients about care received outside of your office in order to gain a more complete picture of your patients and their needs. Having those conversations with your patients lets them know that you are coordinating care with all members of their medical team.

We welcome your feedback, and if you have suggestions about how we can better support your efforts toward care coordination and the patient-centered medical home, please contact your Provider Relations representative.

As always, we thank you for your valued partnership in delivering quality health care that improves the health and lives of our members.

Sincerely,

WellCare Health Plans