

## Medical Management

### **This is How WEA Trust does Care Management**

Care Management at WEA Trust doesn't look like the care management done by most insurance companies. Between the rising out of pocket expenses and multiple new plan designs with different networks of providers to choose from, the healthcare journey has taken on a whole new experience for individuals; an often very intimidating and frustrating one. At WEA Trust, our Care Management staff work compassionately to ease this frustration and advocate for our members, so that they get the care they need, when they need it, and with the best possible outcomes.

WEA Trust has a multi-disciplinary team that works together to deliver a personalized approach for each member with the goal that they have all the objective information they need to be an active participant with their provider care team and make healthcare choices that align with their goals.

We identify gaps in care and work with the member to fill those gaps. Some examples of this are providing education about disease processes, self-management of symptoms, and proper use of healthcare resources. In addition, we work with our members to identify barriers they may be facing and assist them to take steps to overcome those barriers. If appropriate, a Care Manager may provide community resources to fill a gap that the health system or plan cannot.

Controlling the rise in healthcare costs are everyone's responsibility. We teach our members to be good consumers by giving them options. We are here to partner with you to manage population health. We have health solutions that are easy to access, cost effective and have positive health outcomes which complement the services providers offer. This allows us to control avoidable spend.

We empathize with our members in times of confusion or sadness, and we celebrate with them in times of joy. We acknowledge the complexities of healthcare and health insurance, and we try our very best on each interaction to make sure our members know they are the center of everything we do. That's just how we do Care Management at WEA Trust. ■

## Preauthorization Updates

### **Cochlear Implants**

Effective November 1, 2019, WEA Trust will no longer require preauthorization for follow up care after a cochlear implant. The initial cochlear implant and device will continue to require preauthorization. ■

### **Neurostimulators**

Effective April 1, 2020, WEA Trust will require preauthorization for ALL neurostimulators. This is in addition to gastric neurostimulators that currently require preauthorization. ■

## Pharmacy

### **Vyondys 53 (Golodirsen)**

Vyondys 53 (Golodirsen) is a new specialty drug that will be excluded for the first six months to market to determine efficacy and coverage policy. ■

## Reminders

### **Provider Service Contact Information**

If you need to reach our Provider Service team for assistance you may contact the department directly toll free at 800.279.4090. ■

### **Provider Manual**

The WEA Trust provider manual has been revised for calendar year 2020. The provider manual is available on our website at [weatrust.com/providers](http://weatrust.com/providers). ■

### **Surgical Assistants**

WEA Trust follows the Center for Medicare & Medicaid Services (CMS) standards for surgical assistants, which restrict reimbursement to Physicians, Nurse Practitioners, Clinical Nurse Specialists and Physician Assistants.

Surgeons may determine which personnel are qualified to assist with surgical procedures, however WEA Trust will not reimburse separately for services provided by Registered Nurse First Assistants, Licensed Surgical Assistants, Unlicensed Surgical Assistants or Surgical Technologists. These practitioners' services should be included in the facility fee. ■



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IMPORTANT UPDATES ENCLOSED

## Provider Network Contacts



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 & Network Management  
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TO SIGN UP TO RECEIVE THIS VIA EMAIL

Go to [weatrust.com/providers](http://weatrust.com/providers)

