

WellCare Telehealth Operational Highlights

- **All Providers** in our network are authorized to provide telehealth services within the scope of their practice.
 - Requirements specific to telehealth are addressed in all of our Provider agreements.
 - There is no separate contract amendment or approval process required for a provider to begin offering telehealth services.
 - We practice **payment parity** for telehealth services (e.g. they pay the same as a face-to-face visit).
- All providers are educated about our telehealth policies and practices through their initial onboarding and ongoing training.
- WellCare provider directory indicates which network providers offer telemedicine services.
- WellCare telehealth visits are integrated into our member's overall care plan and visit information is shared with the member's care team to support collaboration.
 - WellCare record documentation standards require, at a minimum, a brief explanation of the telehealth services delivered in each progress note and documentation of the telemedicine equipment used for the particular service.
- WellCare also reimburses providers for store-and-forward communications to allow them to share x-rays, MRIs and other documentation to support diagnoses within the medical record.