



Louisiana Department of Health Wells Compliance Bulletin 17-2 June 22, 2017

New and Revised Wells Templates and Guidance

This bulletin announces the revision of the active Wells template for member notices as well as new templates for two specific services: Pediatric Day Health Care (PDHC) and Hepatitis C pharmacy. Also included is additional guidance relative to section B.12 of the Partial Resolution which prompted the newly developed template for Hepatitis C pharmacy denials.

All contractors are expected to utilize the new and revised templates, incorporating the changes within contractually required timeframes. All templates and additional Wells resources can be found on the Wells Compliance page.

- **Denial and Partial Denial Templates**
 - Two new templates were developed to replace the current denial notice template.
 - To simplify the notice drafting and monitoring process, revisions were made to separate the full denial language from the partial denial language, creating two separate and unique templates that are specific to either denial or partial denial requirements.
 - The denial template and an example as well as the partial denial template and an example are available on the Wells web page.

- **Pediatric Day Health Care Template**
 - The Louisiana Department of Health (LDH) worked with The Advocacy Center in developing a notice of denial template for PDHC services.
 - As noted in the template, the notice shall include the specific reason(s) for denial that apply to the particular member, including a description of any changes in the individual's condition or if the member qualified for services in the past.
 - The PDHC template is available on the Wells Compliance web page.

- **B.12 Guidance – Applicable to All Notices based on Lack of Information**
 - Section B.12 of the Partial Resolution addresses notices where the denial is based on a lack of information.
 - LDH and the Advocacy Center have come to an agreement regarding the information that must be included in any notices where the cause for denial is lack of information:
 - Do not include an exhaustive list of criteria and information needed.
 - Do not to list what the contractor already has in its possession.
 - Only list the missing items needed to process for approval.

- **Hepatitis C Drug Template**
 - Many Hepatitis C drug prior authorization requests are denied for lack of information and include an exhaustive list of criteria and information needed for approval. This includes request for drugs such as Epsculusa, Solvadi and Harvoni.
 - To comply with the B.12 guidance noted above, LDH has developed a template for Hepatitis C drugs denied due to lack of information and/or criteria unmet. The new template is intended to streamline the notice and comply with the Wells Stipulated Order and B.12 of the Partial Resolution. The template and example are available on the Wells Compliance web page.

For questions regarding this bulletin, feel free to email Tahirah.Rashadeen@la.gov.