

May 6, 2021

Subject: Wound care program for Anthem Blue Cross and Blue Shield members

Dear Provider:

Anthem Blue Cross and Blue Shield (Anthem), Woundtech* and myNEXUS* are pleased to announce a new collaborative effort focused on enhancing access to precision wound care services for Anthem members in certain Ohio counties, effective **June 1st, 2021**. Woundtech delivers precision wound care services at home and in alternative residential settings via nurse practitioners (NPs) and physician assistants (PAs). The following counties in the state of Ohio will be included in this program: Lorain, Cuyahoga, Geauga, Summit, Portage, Medina, Wayne, Stark, Tuscarawas, Holmes, and Ashland.

Eligible Woundtech candidates include those who have been on wound care service for 30 days or more without improvement. The ultimate goal is to deliver the best possible outcomes for members and to do so in their place of residence. Woundtech's clinical team will coordinate care with the home health agency (HHA), as needed, if non-wound home care services are required or are already in place.

Woundtech will assume primary management of wound care for each member in its program:

- This means that Woundtech is responsible for prescriptive orders, supplies or other details related to the wound care plan of care for each of its members. Woundtech will bill Anthem directly for their services.

Woundtech's standard of care is twice weekly visits from their NPs/PAs:

- Depending on the frequency of wound care, discharge of services from HHA may be necessary if Woundtech is able to assume full care for the member. If additional skilled services are needed or in place, the agency will co-manage the member with Woundtech.

If a member requires co-management with wound management handled by Woundtech and all other home care handled by your agency:

* Woundtech is an independent company providing wound care management services on behalf of Anthem Blue Cross and Blue Shield. myNexus is an independent company providing post-acute benefit management services on behalf of Anthem Blue Cross and Blue Shield.

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- Woundtech will write home health orders related to wound care and be responsible for all wound-related service management. Woundtech co-manages wound cases with home health for an average of 10% to 20% of active members enrolled in Woundtech's services.

Please see the attached *Woundtech Wound Management Program — Frequently Asked Questions* for more information.

You and your team are very important to members receiving home care. We sincerely appreciate your support and active involvement in this program offering. We encourage you and your staff to recognize the value Woundtech brings and the successful outcomes they achieve for members with non-healing wounds.

If you have any questions, please contact your designated Network Representative, or call the Provider Services number on the back of your patient's member ID card.

Sincerely,

Provider Network Management
Anthem Blue Cross and Blue Shield

Enclosure: *Woundtech Wound Management Program — Frequently Asked Questions*

Woundtech Wound Management Program Frequently Asked Questions

Q: Who is Woundtech?*

A: Woundtech is a national specialist physician group focusing on wound care, wound healing and technology-enabled wound management. Woundtech provides concierge wound care at a member's residence, including skilled nursing facilities, assisted living facilities and in their private homes.

Q: Why is the Precision Wound Care program being implemented with another provider?

A: Woundtech has demonstrated its ability to achieve rapid tissue repair and provide personalized service in a more efficient, effective, timely and innovative manner enabled by technological advances. Not all members with wounds will be referred to Woundtech; only persistent, non-healing wounds will be referred. The Precision Wound Care program was developed by Woundtech, and Anthem Blue and Cross Blue Shield (Anthem) has contracted with Woundtech for these specialty services.

Q: What types of wounds does Woundtech treat?

A: For this program, Woundtech will assume care for eligible members with wounds that have not healed for 30 days or more, regardless of where the wound is or how it initially started.

Q: How will members be referred to Anthem for consideration in the Woundtech program?

A: myNEXUS* will provide Anthem with a weekly report based on predetermined criteria. Anthem and Woundtech will identify members who best qualify for the program.

Q: How will the home health agency (HHA) be notified when a member is identified as a Woundtech patient?

A: The HHA will receive notification from Woundtech if one of your patients is accepted into their program; they will also advise if your services for wound care will continue or not based on the prescribed wound care visit frequency.

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Q: What documentation will the HHA use if they remain involved in cases exceeding twice weekly visit frequency?

A: In cases where additional home health wound related services are appropriate, Woundtech will generate the home health order, specifying dressings and dressing instructions, as well as visit days relative to Woundtech's twice weekly schedule. Woundtech orders will be sent to both myNEXUS and the HHA; a copy will also be left with the member in the home. The HHA will use their routine documentation, as Woundtech will still data collect during their twice weekly clinical monitoring. Woundtech data will be incorporated into the member's electronic health record (EHR).

Q: Is there a visit record Woundtech prefers or will the HHA's clinical notes suffice?

A: The most recent wound-related clinical notes should suffice. If additional context is necessary, Woundtech can either contact the myNEXUS Wound Care team or the HHA directly.

Q: Will a separate 485 plan of care (POC) be required for wound care if both the HHA and Woundtech are involved with a member's care?

A: A prescription with wound care orders is sufficient for the HHA to assist with wound management, when needed. A signed member consent form will accompany any updated home health orders.

Q: Will the HHA call myNEXUS to authorize additional wound-related home visits if co-managing with Woundtech?

A: Woundtech functions first as the prescriber of wound care, so any change in orders and/or resulting needs in excess of what has been authorized or approved would be handled routinely with myNEXUS:

- If care is transitioning to Woundtech because the wound care is the only skill needed, then the HHA will have a brief care period to transition to Woundtech.
- If orders on a co-managed member are changing and changes or new authorizations for a POC are required, the HHA will continue with the myNEXUS requirements to obtain new/updated service authorization(s).

Q: If the HHA or member has questions related to Woundtech services, should the nurse practitioner (NP) or physician assistant (PA) specific to the case be contacted, or should questions be routed to the Woundtech office?

A: Woundtech notes will always outline the performing NP or PA by name, including their contact information. In the event the treating clinician is unavailable, the care monitors can be called. Care monitors are clinical and have full sight into the specifics of a case. Woundtech has included care monitor contacts on the *Quick Reference Guides* that will be circulated. Additionally, regional clinical directors who supervise field clinicians, associated medical directors, and the national senior medical director are available 24/7.

Check out Woundtech at www.woundtech.net. For more information, myNEXUS Provider Network Management can be reached at **1-844-411-9622** or provider_network@myNEXUScare.com.