

Care Management Program FAQ

What is Care Management?

The Care Management program was designed to help people who have long-term, or chronic, conditions, such as high blood pressure, heart disease or diabetes, stay on top of their health. The service is performed entirely virtually, from the comfort of your own home, in between your regularly scheduled doctor's visits.

Who is Wellbox? Do you work with my doctor?

Wellbox was engaged by your healthcare provider to deliver care management services to their patients. While the nurses at Wellbox are not located at the same physical address as your doctor, we work as part of the practice team, updating patient health records just as any nurse in the office would do.

How does the doctor use this information?

Care Management allows for routine maintenance of your health, giving your doctor monthly information that they can use to adapt care plans, medications, and more. Your doctor also reviews your nurses' notes. These notes provide insights into your health and any issues you may be experiencing so they can better address your needs.

Why should I participate?

The care management program, as provided by Wellbox, has been shown to have a positive impact on health outcomes for its participants - including fewer emergency visits and hospitalizations. The goal of the program is to anticipate and address health concerns or complications earlier when they are easier to treat, and even prevent.

Can't I just call the doctor on my own?

Having an open line of communication with your healthcare provider when concerns arise is important, however Care Management is meant to serve as proactive preventative care. Through a simple conversation we can often identify any new concerns before they become concerns. Catching these new concerns earlier can often make them easier and less expensive to treat. Studies have shown that better preventative care leads to better outcomes!

Who will I be talking with? What will we talk about?

A team of nurses work as dedicated care coordinators for this program. They will be familiar with your medical history and will update your health record after every interaction so your health care provider(s) can direct your care as he or she sees fit. Every month you will cover some basic information and then discuss a different topic that relates to your health. A care plan will be developed from these conversations which will document your goals and objectives. The nurse will update this care plan every month.

Care Management Program FAQ

Can you email me?

We can send communication via email upon request, however email is not a secure platform to send protected health information so we ask that you acknowledge understanding of that, in writing, before we proceed.

How much does the program cost?

Once your deductible is met, Medicare Part B covers this service at 80%, just as they would cover any face-to-face visit in the office. Most supplemental policies cover the remaining cost. For those with participating secondary insurance policies, once the Medicare deductible is met, this program is available at no cost. For patients without a supplemental policy, or who have a secondary insurance policy that does not cover CCM, they would be billed for their 20% coinsurance cost. **During the public health emergency, Wellbox will work with patients to ensure that patients do not have any out-of-pocket costs for CCM services.**

Why did I get a bill?

If you receive a bill for CCM services, please contact us at 1-833-Wellbox. We will work with you to resolve this promptly, and ensure you have no out-of-pocket cost during the public health emergency. You may also have received an MSN or EOB, which are statements from your insurance provider detailing the services that have been rendered and covered payments; these often look like bills but are not. We are happy to answer any questions you may have about any documentation you receive on your care management services.

I received an MSN or EOB for CCM. Why don't I recognize the doctors name on it?

All CCM encounters are being provided to you by Wellbox NJ PC under the guidance of Wellbox Supervising Physician Dr. Peter Weigel. Please be aware that while CCM is being offered in partnership with your healthcare provider, Wellbox and its physicians will be appearing on your Medicare Summary Notice.

Why does Medicare want to pay for this?

Preventative care drives down the total cost of healthcare in the United States! Studies, published by Medicare, have shown that if everyone who was eligible for Care Management participated it would save the US billions of dollars a year in healthcare expenses. Why? Think of it this way, getting your car regular oil changes and maintenance extends the life the car and helps prevent major issues. The cost of the oil change is a lot less than you would spend if the engine needed to be replaced! Healthcare operates in a similar way – Wellbox has been able to demonstrate a nearly 6% decrease in healthcare costs within our patient population. That's a big win for our patients, providers and Medicare!