



WellCare of North Carolina Monthly Provider Email

February 2025

Dear Providers,

Thank you for your continued partnership with WellCare of North Carolina (WellCare). We remain committed to keeping you informed and supporting your practice with timely updates and resources.

Each month, we share important information to help streamline your experience and enhance the services we provide.

Here are this month's provider updates:



Peer support available for teens

Somethings connects teens with Certified Peer Specialist Mentors (ages 20-28) who offer relatable guidance during challenging times. In partnership with NCDHHS, Somethings is free and available to all teens in North Carolina, regardless of insurance coverage. Visit www.somethings.com to sign up or make a referral.



Member Card Change to reduce administrative burden

To improve member and provider experiences, ID cards will no longer display an individual PCP's first and last name. The ID card will show the **Advanced Medical Home (AMH)** name and address, which means:

- ☐ Members ID cards list the assignment to an **AMH/PCP practice**, not a specific provider.
- ☐ They can receive care from any provider within that practice.
- ☐ This update minimizes unnecessary AMH/PCP change requests and reduces administrative burdens.



Itemized Bills

As a reminder, to help reduce claim denials, ensure prompt payment, and reduce administrative hardship on providers, WellCare of North Carolina has defined a high dollar pre-payment and post-payment review process. Providers should submit itemized bills with claims that meet the criteria below:

- a hospital inpatient claim is submitted with a header or total billed amount greater than \$250,000.
- a hospital outpatient claim is submitted with a header or total billed amount greater than \$75,000.
- a professional claim is submitted with a header or total billed

amount greater than \$25,000.

Itemized bills can be sent via mail, and electronic attachment through standard HIPAA X12 transactions. Providers may submit itemized bill attachments (related to pre-adjudicated claims). Electronic attachments (275 transactions) are supplemental documents providing additional patient medical information to the payer that cannot be accommodated within the ANSI ASC X12, 837 claim format. Common attachments are certificates of medical necessity (CMNs), discharge summaries, itemized bills, and operative reports to support a healthcare claim adjudication. The 275 transaction is not intended to initiate Provider or Member appeals, grievances, or payment disputes. Providers can locate this information on the WellCare provider portal and contact their provider representative at NCProviderRelations@wellcare.com if additional assistance is needed.



Thank you for your ongoing collaboration and commitment to providing exceptional care to our members. Should you have any questions or require further assistance, please do not hesitate to reach out to your designated Provider Representative or contact our Provider Services team at ncproviderrelations@wellcare.com.

Warm regards,
The Provider Services Team
WellCare of North Carolina

WellCare of North Carolina | 3128 Highwoods Boulevard Suite 200 | Raleigh, NC 27604 US

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