



WellCare of North Carolina Monthly Provider Email

September 2025

We appreciate the feedback we've received through our associates, surveys, and calls. Based on your input, we've made several improvements to better support both you and our members.

Below is an overview of the services and resources available for providers and members. If you have any questions, please contact us at ncproviderrelations@wellcare.com.



WellCare Support

☐ Care Management Overview

- Care management is coordinated with the **member's assigned Primary Care Provider (PCP)**.

☐ How to Refer a Member

Email: SM_NC_CareCoordination@wellcare.com

Include the following in your referral:

- Member name
- Medicaid or WellCare ID
- Preferred member contact info
- Office contact for follow-up
- Summary of needs

For maternity members:

Email: WellCare_MaternityCM@wellcare.com

We'll confirm if the member is engaged with plan care managers or CMHRP and share referral information. If they are not yet engaged we will have a plan care manager initiate outreach immediately.

☐ Member-Initiated Help

Members may call Care Coordination directly at **833-298-4301** for help connecting with a care manager.

☐ Delegated Care Management

If the member's care management is delegated to an **AMH Tier 3 provider** or **CIN**, we'll **forward the referral** accordingly.

☐ Urgent Needs (Immediate Outreach)

We may provide **immediate support** for:

- ☐ Transportation barriers
- ☐ Medication access
- ☐ Access to care
- ☐ Social Determinants of Health (SDOH)

➔ Once stabilized, the member will transition to their delegated care team.

☐ **Personal Care Services (PCS)**

For members needing help with Activities of Daily Living (ADLs):

Email: SM_NC_CareCoordination@wellcare.com

Options for submission:

- Use the [WellCare PCS Referral Form](#)
- **Submit DHB3051 form**
- **Or send an email summary with the required details**
 - Member Name
 - Medicaid or WellCare ID
 - Preferred contact for member
 - Summary of needs/concerns
 - Office contact for follow-up

→ A care manager will schedule a **home evaluation**.

→ If services begin, the **PCP receives the member's care plan and service plan to update you on member level interventions regularly.**

☐ **Extra Member Benefits**

WellCare offers value-added services:

- Fitness & wellness programs
- GED prep, tutoring, school supplies
- Pest control for home health
- Asthma supplies & support
- Pregnancy support (e.g., breast pumps)
- Youth programs (Boys & Girls Club, Scouts, 4H)

☐ *Visit the WellCare website for full benefit details.*

<https://www.wellcarenc.com/members/medicaid/benefits/additional-benefits.html>

☐ **Non-Emergency Medical Transportation (NEMT)**

Managed by MTM — rides available to:

- Medical appointments
- Pharmacies
- Grocery/WIC/DSS offices
- Support groups

☐ **877-598-7602**

→ **Schedule at least 2 business days in advance.**

Please be aware WellCare offers **gas mileage reimbursement** for members for the services listed above. They may seek guidance on use of the benefit by contact MTM at the number listed above.

☐ **Housing & Utility Allowance**

Members may qualify for up to \$250/year (7/1–6/30) for:

- Rent deposits
- Utility deposits or bills

Eligibility:

1. Active WellCare member
2. Health impacted by housing instability
3. Documented hardship (e.g., illness, job loss)
4. Contacted **2+ community resources** prior to requesting this benefit for assistance

☐ **1-866-799-5318 (TTY: 711)**

☐ **Post-Discharge Meals**

- **10 meals** delivered to member's home after discharge from

hospital, SNF, or rehab

- **No yearly limit**

☐ **1-866-799-5318** (TTY: 711)

☐ **Home Monitoring Devices**

Need a **blood pressure cuff** or **scale** for a member?

☐ Call **833-298-4301** to request device and arrange home delivery via Care Coordination.



Maternity Provider Incentive Program Overview:

WellCare of North Carolina® truly values the strong relationships between our providers and members—it's a key part of delivering great care and keeping our members satisfied. We're excited to introduce our 2025 Maternity Provider Incentive Program, created to recognize and reward obstetric practitioners like you for delivering high-quality care and adherence to the North Carolina Department of Health and Human Services recent OB policy guidelines related to the use of CPT II coding.

This program offers incentive monies for delivering timely pre-natal and post-partum care visits to our members in accordance with the HEDIS® sub-measure care gap specifications and the submission of claims containing the corresponding CPT II-F codes. Details of the program are enclosed or may be found on the WellCare of North Carolina® website at <https://www.wellcarenc.com/providers.html>.

OBGYN Medicaid Provider Incentive Program
OBGYN Provider Incentives



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



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