



WellCare of North Carolina Monthly Provider Email

April 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:



Personal Care Service Office Hours

WellCare Case Management offers **quarterly virtual office hours** for **Personal Care Services**, and all agencies are welcome to join us online.

We'll cover the full scope of Personal Care Services, including:

- Contracting
- Referral and authorization processes
- HHAX
- Transition of care

☐ **Bonus:** Occasionally, we offer enhanced education and services —perfect for frontline caregivers to attend as well.

Schedule:

- ✓ First month of each quarter – *April, July, October*
- ✓ First Tuesday of the month
- ✓ Two times offered – *9:00 AM and 1:00 PM*

Thank you for all you do to support our members and keep them safe in their communities.



Upcoming Change: Provider Claims Appeal and Dispute Forms

Currently, there are three separate forms available for providers to submit claim appeals, disputes, or reconsiderations.

Beginning in April, these forms will be consolidated into one streamlined form to simplify the process and improve routing to the appropriate department for timely review.

More details and instructions will be shared once the new form is launched.



Project ECHO Autism – Spring 2025 Cohort

In partnership with WellCare, **UNC TEACCH** is launching a **Spring 2025 cohort of Project ECHO Autism for medical providers**, beginning April 7, 2025.

This opportunity includes **12 free teleconsultation sessions**, each featuring a brief didactic followed by case presentations. Sessions will be held via Zoom on the **1st and 3rd Monday of each month during lunchtime from 12:30–2:00 PM**.

Who should participate?

Medical providers across North Carolina—including pediatricians, family medicine doctors, nurses, PAs, and NPs—who are interested in learning more about **screening, treatment options, and resources for individuals with autism and their families**.

- ☐ **CME and Level IV MOC credits are available at no cost.**
- ☐ **View session dates and details:** [Click here](#)
- ☐ **Register now:** [Sign up here](#)



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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