



## WellCare of North Carolina Monthly Provider Email

May 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:



### Updated Claims Process for Hearing Services – Effective August 1, 2025

Beginning **August 1, 2025**, contracted providers with **WellCare** will submit claims for hearing and hearing aid-related services **directly to WellCare**, instead of HearUSA.

Currently, CPT codes on the hearing aid fee schedule are configured to deny for in-network providers. On **August 1**, this configuration will be updated to allow processing of the following codes:

#### Approved CPT Codes:

V5014, V5050, V5060, V5090, V5110, V5130, V5240, V5241, V5264, V5160, V5266, V5267, V5274, V5299

#### Please note:

- Prior authorization is required for all hearing aid-related CPT codes.
- For members **under age 21**, hearing aid coverage is a **core Medicaid benefit**.

For members **age 21 and older**, hearing aid coverage is available every **two years** if medically necessary and is considered a **Value-Added Benefit (VAB)**.



### Join Us for the 2025 WellCare Provider Claims Clinics

We're pleased to host in-person sessions across the state for our valued provider community.

These clinics are designed to:

- Address claim payment and processing concerns
- Remove barriers to doing business with WellCare
- Strengthen our partnerships with providers

Please use the [Provider Claims Clinic Registration link](#) to choose the date, time, and location that best fits your schedule. We look forward to connecting with you in person.



**WellCare**

**Provider Claims Clinics:**  
*Setting the Standard for Provider Partnerships*

**Overview:**

- Regional, 2-day events for healthcare providers
- Advance registration with submission of claims concerns
- Hands-on support to proactively address issues

**Objectives:**

- Improve provider experience and collaboration
- Reduce claim denials through early intervention
- Deliver tailored guidance on billing and reimbursement

**Expansion:**

- Proven success with large health systems
- Now expanding access to all provider groups



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](mailto:ncproviderrelations@wellcare.com).

Warm regards,  
The Provider Services Team  
WellCare of North Carolina

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