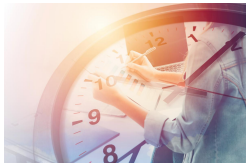




Provider Pulse Newsletter

October 2025

We created this newsletter to share timely updates and important information for your awareness. Inside, you'll find notices, reminders, and resources to support your practice and ensure you have the latest updates from WellCare.



Monthly Provider Office Hours

The Provider Engagement Team will be hosting our monthly Provider Office Hour on October 28th!

In this session we will be discussing the improvement we have made to our processes, merger updates, and the upcoming provider satisfaction scores for 2025. We are excited to announce that our response rate has increased from last year.

These sessions are designed to:

- Foster integration and collaboration
- Enhance provider satisfaction (process improve)
- Address your questions and concerns
- Create a space for regular connection

Please see the link in the invite to join.

Dates for Provider office hours, last Tuesday of the month

- 10/28/25
- 11/18/25 (moved 1 week earlier for Thanksgiving)
- 12/16/25 (moved 1 week earlier due to holidays)
- 1/27/26
- 2/24/26
- 3/31/26

If you have any questions, feel free to reach out to your Provider Engagement representative or simply reply to this email.

Provider Claims Clinics

Meet with the WellCare Claims team to address issues and concerns.

If you are interested in participating in the 2025 Provider Claims Clinic virtually, please visit the website form here [Provider Claims Clinic Registration](#) and indicate "Virtual Session Requested" for question 9 along with any additional feedback needed. Please



select from the remaining sessions available for 2025 (Greenville, October 23-24 and Raleigh, December 3-4) and complete your Calendly date selection.

A WellCare representative will be in contact with you to confirm your selections. We are looking forward to working with you.



Supporting Teen Mental Health

Providers can help North Carolina teens access free mental health support through a new partnership between Somethings and the North Carolina Department of Health and Human Services (NCDHHS).

This program offers confidential services designed to help teens feel better faster—55% report improvement in under two weeks. You can share these resources with families to connect teens to timely, effective care. Additional program details and materials are available in the documents linked below.

[Teen Mental Health Support: Information for Youth](#)
[Free Mental Health Resources: Overview](#)

Thank You for Staying Connected!

We appreciate your partnership in staying informed about important updates and resources. Your attention helps ensure your practice is prepared and well-equipped to support the members we serve together.

Questions? Contact us at: NCProviderRelations@wellcare.com.



Get In
Touch



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

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!