



Provider Pulse Newsletter

September 2025

Your Guide to October Updates

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 monthly Provider Office Hours starting September 30th!

In this session we will be discussing the improvement we have made to our provider's load process 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

- 9/30/25
- 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.

Medicaid Behavioral Health Authorization Guidelines and FAQ

Effective 10/1/2025, authorization requirements for behavioral health services have turned back on. All

the prior authorization requirements for WellCare of North Carolina have been reviewed with the NC Division of Health Benefits and approved as compliant with the Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA).



For additional details related to authorizations, claims, appeals or benefits, you may access our quick reference guide: [NC Medicaid Quick Reference Guide](#)

Services provided by non-Par providers require prior authorization.

Read more here: [Medicaid Behavioral Health Authorization Guidelines and FAQ](#)



Update: Enhanced PCP Member Move Process Effective October 1, 2025

Beginning October 1, 2025, Providers will have a new, streamlined way to submit PCP change requests using a spreadsheet with an enhanced validation process.

What's Changing:

- Providers can now submit Provider Initiated PCP changes via secured email to NCPProviderRelations@WellCare.com.
- The spreadsheet must be fully completed, including the required attestation section and/or supporting documentation.
- Incomplete submissions will be returned and not processed.
- PCP assignments are made at the **practice or group level**, not by individual provider.

Submitting Requests to Assign Members INTO Your Practice

- Complete the provided spreadsheet.
- All required fields must be completed.
- Include the reason for assignment (e.g., date of last visit).
- Complete the attestation to confirm that your practice has been communicated with each member listed.
- Send via secured email to NCPProviderRelations@WellCare.com.

Submitting Requests to Assign Members OUT OF Your Practice

Use the same spreadsheet to request removal of members who:

- Have been **discharged** (must attach a discharge letter).
- Have **moved care to another PCP** (include Transfer of Care documentation or record of patient conversation in patient chart).
- Have **moved out of service area** (including the members' new address if available).
- Send via secured email to NCPProviderRelations@WellCare.com with supporting documentation.

Key Notes

- All AMH/PCP assignment requests are submitted to NCFast for confirmation.
 - PCP Changes related to members "never seen" or "could not contact" are not valid reassignment reasons.
 - Effective Dates:
 - Requests **received on or before the 20th of the month** will be effective on the **1st of the following month**.
 - Requests **received after the 20th** will be effective from the **1st of the second following month**.
 - Per State contract, Medicaid members can change their PCP up to **two times per year**, including one change within 30 days of AMH assignment and one "without cause."
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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



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