

IMPORTANT TELEPHONE NUMBERS

NURSE ADVICE LINE: 1-800-919-8807

Members may call this number to speak to a nurse **24** hours a day, **7** days a week.

BEHAVIORAL HEALTH CRISIS LINE: 1-833-207-4240

Members may call this number **24** hours a day for a Behavioral Health Crisis. For non-crisis related concerns, please call Member Services.

COMMUNITY CONNECTIONS HELPLINE: 1-888-860-1605

Provides WellCare members with assistance obtaining food, rent assistance, and other resources. Monday through Saturday, 7 am to 6 pm

PROVIDER SERVICES: 1-866-799-5318

Interactive voice response system for provider inquiries, authorizations, and more.

PROVIDER RESOURCES

Access the following resources and more on our website WellCareNC.com:

- Provider Resources
- Provider Reference Guide
- Provider Manual
- Clinical Guidelines
- Provider Newsletters
- Payment Policies
- Coding Information and Tip Sheets
- Known Issue Log

The following information is available via the website by logging into the secure portal:

- Member Eligibility
- Claims Submission
- Claims Inquiry
- Request Prior Authorization

MEMBER SERVICES

Members can visit our website to access our Member Handbook and learn more about our programs and services. For more information regarding member benefits, please visit WellCareNC.com.

Member Services is available Monday – Saturday, 7 a.m. to 6 p.m EST at **1-866-799-5318** (TTY: **711**) to answer questions regarding the following issues for your patients:

- Find a Doctor
- PCP Changes
- Replacement ID cards
- Benefit and Eligibility
- and more

ADDITIONAL BENEFITS

Vision Services:

Envolve Vision

Phone: **1-800-334-3937**

visionbenefits.envolvehealth.com

Non-Emergency Transportation Services:

MTM

Phone: **1-877-598-7602**

mtm-inc.net

MemberConnections™

An educational outreach program designed to educate members about how to access healthcare services and benefits. The program conducts one on one education with members to ensure they understand their benefits, the role of the Medical Home (PCP) and why it's important to establish and maintain a relationship with the Medical Home. Contract Member Services if you have a patient that needs help understanding the program.

Start Smart for Your Baby® Is our special program designed to educate women who are pregnant.

The following for lifestyle management:

- Puff Free Pregnancy
- Tobacco Cessation
- Back Pain

CLAIMS SERVICES

Electronic Claims Submission:

WellCare of NC encourages providers to file claims electronically through a clearing house partner or our secure web portal.

WellCare's preferred EDI gateway is Availity. If you need assistance in making a connection with Availity or have any questions, please contact Availity client services at **1-800-282-4548**.

To register, submit the request to [availity.com/essentials-portal-registration](https://www.availity.com/essentials-portal-registration).

Providers can also use their own vendor/clearinghouse to submit electronically. WellCare Payer ID 14163. Support from Provider Services: **1-866-799-5318**.

Type of Claim	Address	Comment
Initial, Resubmission or Corrected Claim	WellCare Health Plans Attn: Claims Department P.O. Box 31224 Tampa, FL 33631-3224	WellCare follows the Centers for Medicare & Medicaid Services (CMS) guidelines for paper claim submissions. Since October 28, 2010, WellCare accepts only the original "red claim" form for claim and encounter submissions. WellCare does not accept handwritten, faxed or replicated claim forms.
Request for Reconsideration	WellCare of NC Attn: Reconsideration PO Box 4050 Farmington, MO 63640-3829	This is a written communication regarding a disagreement in the way a claim was processed but does not require a claim to be corrected.
Claim Dispute Form	WellCare Health Plans Claim Payment Disputes P.O. Box 31370 Tampa, FL 33631-3370	The Claim Dispute Form is used when a provider received an unsatisfactory response to a request for reconsideration. The Claim Dispute Form can be found at WellCareNC.com
Claim Appeals	WellCare Health Plans Attn: Appeals Department P.O. Box 31368 Tampa, FL 33631-3368	Providers may seek an appeal through the Appeals Department within 30 calendar days of a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation, or late notification. Fax: 1-866-201-0657
Refunds/Recovery	WellCare Health Plans CCU Recovery P.O. Box 31584 Tampa, FL 33631-3584	Recovery due to overpayment can be disputed within 30 days. Fax: 1-813-283-3284
Medical Record Reviews by Optum		<p>BY MAIL (U.S. POSTAL SERVICE) Phone: 1-844-458-6739 Fax: 1-267-687-0994</p> <p>OPTUM P.O. Box 52846 Philadelphia, PA 19115</p> <p>BY DELIVERY SERVICES (FEDEX, UPS) OPTUM 458 Pike Road Huntingdon Valley, PA 19006</p>

TIMELY FILING GUIDELINES

Initial Filing and Corrected Claims: Within 365 days of the date of service (as of July 1, 2023)

Reconsiderations or Claims Disputes: Within 90 days from the date of notification of payment or denial is issued. Please see the Provider Manual or Billing Manual for more detailed information.

For your convenience, items on this QRG in bold, underlined fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guides and Forms when the Quick Reference Guide is viewed in an electronic format.

PRIOR AUTHORIZATION

All services rendered by non-participating providers and facilities require authorization.

It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

A searchable [Authorization Lookup Tool](#) is available.

URGENT AUTHORIZATION REQUESTS AND ADMISSION NOTIFICATIONS – CALL 1-866-799-5318 AND FOLLOW THE PROMPTS.

- Notification of an **Inpatient** Hospital Admission is required on the next business day following admission (except delivery admissions). For all admissions, clinical information must be submitted to initiate the inpatient authorization process. Telephone authorizations must be followed by a fax submission of clinical information.
- **Outpatient** authorizations for urgent and time-sensitive services may be submitted by phone when warranted by the member's condition. Please add CPT and ICD-10 codes with your authorization request. Standard authorization requests may be submitted online or via fax to the numbers listed on the associated forms located here.
- **Web submissions are faster**, and if the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference.

The following services will be covered under **Evolent**:

- **National Imaging Associates (NIA)** authorizes high tech radiology imaging services as well as physical medicine, occupational therapy and speech therapy services.
Phone: **1-866-249-1583**
Website: radmd.com
- **New Century Health (NCH)** authorizes interventional Cardiology, Radiation Oncology and Medical Oncology services.
Phone: **1-888-999-7713**
Website: my.newcenturyhealth.com

PHARMACY SERVICES



Express Scripts (effective 1/1/2024)

Phone: **1-866-799-5318**

Rx BIN: **003858** PCN: **MA** RxGRP: **2ESA**



Mailing address:

AcariaHealth Pharmacy #26, Inc.
8715 Henderson Rd.,
Tampa, FL 33634



Specialty Drugs:

AcariaHealth

Phone: **1-866-458-9246** (TTY: **1-855-516-5636**)

Fax: **1-866-458-9245**

Website: acariahealth.com



Medication Appeals:

Mail or Fax Request for Redetermination (medication appeal form link) with supporting documentation to:

Fax: **1-888-865-6531**

Mailing: WellCare Health Plans
Attn: Medication Appeals
P.O. Box 31398
Tampa, FL 33631-3398

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