

Sneak Preview of 2023 Improvements

wellcare

CHECK OUT NEXT YEAR'S PROVIDER SEARCH AND NETWORK UPGRADES.



NEW IN 2023: Enhanced 'Find a Provider' (FAP) Tool Improves Search Efficiency

A new year brings with it some welcome changes to make it easier for members to search for and locate in-network providers. In 2023, all members will be able to access provider networks on one directory application: **wellcarefindaprovider.com**. Likewise, members will get a new user experience, including easier navigation.

New FAP Tool Enhancements Include:

- ✓ Parameters that allow out-of-state provider searches
- ✓ Ability to compare up to three providers side by side
- ✓ Improved user experience with more accessible navigation features and enhanced device viewing
- ✓ Links to helpful medical definitions
- ✓ Callout box for popular searches
- ✓ Consistent directory look and feel across all of Medicare



Wellcare Expanded Network Coming in 2023!

Wellcare Medicare Advantage members can receive in-network care away from home. This allows members to get the same care that they depend on, trust, and need – whether they're traveling across state lines, across the country, or as part of their daily activities. Coverage, cost-share, and benefits are all determined based on the member's benefit plan. Providers will receive their contracted payment rates.



How to Tell if You Are in the Wellcare Expanded Network:

Your contract with Wellcare allows for participation in the Expanded Network (some contractual exceptions may apply). You can check your status via the provider portal or by contacting your provider representative.

(continued)

What Providers Need to Know:



- ✓ Providers can verify member eligibility by calling the number on the back of the member's ID card or by visiting the portal.
- ✓ The expanded network applies to members of Wellcare Medicare Advantage Plans only, and does not include members of other Centene plans.
- ✓ Cost shares will vary based on the member's benefit plan. In-network amounts will be listed when verifying eligibility.
- ✓ Referrals are not required.
- ✓ Prior authorizations and notification requirements still apply. For complete CPT/HCPCS code listings by plan state, please see the Online Prior Authorization Tool on our website at **www.wellcare.com/auth_lookup**.
- ✓ Members do *not* have to contact Wellcare prior to accessing care outside of their home location.

Limited to Wellcare and not available across all legacy Centene plans. (Note: "legacy Centene plans" specifically refers to Wellcare By Allwell, Wellcare By Health Net, and Wellcare By Fidelis Care.)

