



# Tips on How to File Claims

## How to File a Claim

### Claims submitted to WellCare for payment should:

- Be submitted electronically on the nationally accepted 837 file format using one of the payer IDs listed below;
- Include all necessary, complete, correct and compliant data including current CPT and ICD-9 codes;
- Contain your tax ID and NPI numbers as well as the provider and/or practice names that match those on the W-9 initially submitted to WellCare;
- Be submitted within six months from the date of service.

WellCare will no longer accept handwritten or replicated claim forms after **October 28, 2010**. Paper claims will continue to be accepted; however, they must be submitted on original CMS-1500 or UB-04 forms.

## Strategic National Implementation Process (SNIP)

All claims and encounter transactions submitted via paper, direct data entry (DDE) or electronically will be validated for transaction integrity/syntax based on the SNIP guidelines.

The SNIP validations used by the plan to verify transaction integrity/syntax are available on our Web site at [www.wellcare.com](http://www.wellcare.com). The SNIP validation descriptions document may be a helpful resource to share with your billing agent or clearinghouse.

## Clearinghouses for Electronic Claims

**WellCare is presently receiving electronic claims from seven clearinghouses:**

Clearinghouse	Payer ID Number	Phone Number
ACS EDI Gateway	77004	1-800-987-6720
Availity	14163	1-800-282-4548
Emdeon	14163	1-800-845-6592
Legacy Consulting	14163	1-888-751-3271
RelayHealth (McKesson)	14163	1-800-522-6562
SSI Group	14163	1-800-880-3032
ZirMed	14163	1-877-494-7633

Availity, MedData and RelayHealth will provide real-time eligibility (270/271) and claim status (276/277) services.

## Claim Payments

**Paid Claims**—Clean claims are paid within the 15-business-day standard time frame.

**Pended Claims**—Require additional review.

**Denied Claims**—Services indicated on the submitted claim are not covered, or the member is not eligible.

## Claims Department

For claim submission questions, please contact the Provider Hotline at: **1-866-579-8006**

## EDI Questions & Assistance

For inquiries related to your electronic claim submission to WellCare, please contact our EDI team, who will help test and correct any issues.

EDI Team E-mail: [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com)

## Mailing Claims

Submit paper claims to:

**WellCare Health Plans, Inc.**  
**Claims Department**  
 P.O. Box 31372  
 Tampa, FL 33631-3372

## Encounter Data

For claims encounter submissions, please use WellCare Payer ID number **59354** for all clearinghouses.

*Claims forms and guidelines may be found on our Web site at [www.wellcare.com](http://www.wellcare.com).*

*Please see the WellCare Provider Manual for additional information.*

