

# Reference Guide

## Home Health Care, Durable Medical Equipment, Medical Supplies, Wound Care, Infusion Services

WellCare, HealthEase, and Staywell Health Plans (the Plan) offer our Florida members Durable Medical Equipment (DME) through two vendors—CareCentrix and All-Med Services of Florida (All-Med). Home Health Care (HHC) services are provided by CareCentrix on a statewide basis.

Please refer to the charts below and the vendor information listed on page 2 to learn more about referrals, authorizations and requests for services or supplies. If you have any questions regarding HHC, DME, wound care or medical supplies, please contact your Provider Relations representative or call the Provider Hotline number listed on your Quick Reference Guide.

Home Health Care (HHC) Referrals/Authorizations			
All HHC referrals statewide must be directed to CareCentrix using the numbers listed to the right.	<b>Fax Number</b>	<b>Call Center</b>	
	800-218-4219	Urgent Requests 888-999-2422	
Durable Medical Equipment / Medical Supplies Referrals/Authorizations			
Please refer to the chart on page 2 for the DME vendor in your county.	<b>Vendor</b>	<b>Fax Number(s)</b>	<b>Call Center</b>
	<b>CareCentrix</b>	800-218-4219	Urgent Requests 888-999-2422
	<b>All-Med</b>	800-722-4148 305-827-5777	All Calls 800-369-1416
<b>*All Counties:</b> Please refer to the chart below for DME exception items that require preauthorization.	<b>The Plan</b> (HealthEase, Staywell, WellCare)	877-431-8859	Urgent Requests 800-351-8777 (Medicaid) 888-888-9355 (Medicare)
Wound Care Referrals/Authorizations			
Outpatient wound care  Home health wound care	<b>Vendor</b>	<b>Fax Number(s)</b>	<b>Call Center</b>
	<b>The Plan</b>	800-935-5752 (Medicaid) 877-892-8216 (Medicare)	800-351-8777 (Medicaid) 888-888-9355 (Medicare)
Medical Supplies			
Counties assigned to All-Med	Contact All-Med directly to request supplies, using the above listed numbers.		
Counties assigned to CareCentrix	Contact the Plan for an authorization.		
Infusion Services Referrals/Authorizations			
Infusion Services (IV nursing and medications)	<b>Vendor</b>	<b>Fax Number</b>	<b>Call Center</b>
	<b>Infusion Technologies</b>	877-726-7752	877-726-7293
Items and Services Requiring Prior Authorization			
<ul style="list-style-type: none"> <li>○ <b>Medical Supplies</b></li> <li>○ <b>DME Exceptions:</b> Bariatric supplies, Big Boyz Beds, bone growth stimulators, diabetic infusion pumps, orthotics, prosthetics, power/custom wheelchairs, and scooters</li> </ul>	<b>Fax Number</b>	<b>Call Center</b>	
	877-431-8859	Urgent Requests 800-351-8777 (Medicaid) 888-888-9355 (Medicare)	

Effective July 1, 2009, the Plan's Florida network for home health and durable medical equipment services transitioned to CareCentrix from Atenda. All-Med's coverage and benefits will remain unchanged.

## Statewide Vendor Information

CareCentrix	All-Med
Referrals for applicable DME counties and ALL Home Health services:	Referrals for applicable DME counties:
FAX referral to 800-218-4219 Phone: 888-999-2422	FAX referral to 800-772-4148 or 305-827-5777 (please call for urgent referrals at 800-369-1416).

### The counties listed below should contact:

- CareCentrix for Home Health and DME
- The Plan for Medical Supplies

Bay	Gulf	Manatee
Brevard	Highlands	Marion
Calhoun	Holmes	Nassau
Charlotte	Indian River	Okeechobee
Citrus	Jefferson	Putnam
Clay	Lake	Sarasota
DeSoto	Lee	St. Lucie
Duval	Leon	Volusia
Franklin	Liberty	Wakulla
Gadsden	Madison	Washington

### The counties listed below should contact:

- CareCentrix for Home Health
- All-Med for DME and Medical Supplies

Broward	Martin	Pasco
Dade	Orange	Pinellas
Hernando	Osceola	Polk
Hillsborough	Palm Beach	Seminole

The lists below include, but are not limited to, examples of both DME items and medical supplies. If you need clarification on a specific item, please contact your Provider Relations representative or the Provider Hotline.

Examples of Durable Medical Equipment Items	Examples of Medical Supplies (Disposables)
Canes CPAP and BIPAP Machines Continuous Positive Airway Pressure Crutches Hospital Beds Humidifiers Oxygen Walkers Wheelchairs	Adhesives Catheters Dressings Gauze Gels Incontinence Supplies Ostomy Supplies Urological Supplies Tape Surgical Stockings

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