



How to Verify Eligibility of Medicaid Plan Members in Florida

Providers must verify the member's eligibility in one of three ways:

Please see the Provider Manual for additional information. Visit our Web site at www.wellcare.com for regular updates.

1. Online



Log in to the secure provider portal of www.wellcare.com. If you are not a registered Web user, you may complete the registration process online.

You may verify eligibility directly from the Eligibility portlet on the home page. Enter the member's identification (ID) number and click *Show Eligibility Co-Pay*.

You may also look up members using the lookup tool. Fill in the last name, first name and DOB fields and click *Find Members*. Select the member from the list that appears and click *OK*.

Eligibility and co-pay information for the member will appear. You may print this information.

2. Interactive Voice Response System by Telephone



Call the Provider Hotline at **1-800-278-0656** (HealthEase), **1-800-278-8178** (HealthEase Kids), **1-866-334-7927** (Staywell), **1-866-698-5437** (Staywell Kids), Monday–Friday, 7am to 7pm Eastern. For automated verification of eligibility, enter the prompts when instructed to do so.

Have your provider ID number handy to access the system. The system will also ask for the member's name and ID number.

The voice response system will then provide you with the member's effective date of coverage and co-pay information.

3. Speaking to a Customer Service Representative



Call the Provider Hotline at:

HealthEase	1-800-278-0656
HealthEase Kids	1-800-278-8178
Staywell	1-866-334-7927
Staywell Kids	1-866-698-5437

You can be connected to a customer service representative who will request the member's name and DOB, as well as the name of the office, your provider ID number and the name of the staff person making the request.

The representative will provide the effective date of coverage. Co-pay and benefit information is also available upon request.