

PROVIDER SELF-SERVICE OPTIONS

GUIDE TO ACCESSING OUR SERVICES

The Plan is proud to offer our providers several efficient self-service options. By having valuable information and features available online and via our newly enhanced interactive voice response (IVR) system, you are able to conduct transactions when it is convenient for you.

The user-friendly self-service solutions give you immediate access to pertinent information regarding member eligibility, your submitted claims, authorization requests and more.

SERVICE

OPTIONS

1

Visit our Web site at www.wellcare.com.

Once you become a registered user on wellcare.com, you can verify eligibility, check claims status and receive updates on authorization requests. If you still have questions, you can submit an e-mail form under the "Contact Us" option.

2

Register for free on Availity's Web site at www.availity.com to access real-time HIPAA 276/277 Claim Status electronic transactions and HIPAA 270 Eligibility Request and 271 Payer Response transactions. You can check member eligibility and claim status information for all of the health plans partnered with Availity. Increased functionality will be coming in the future.

Members can also use the Web site to submit questions, request changes of information, print temporary ID cards and much more.

3

Call the automated IVR telephone system. This toll-free number can be found at the top of your Quick Reference Guide.

Use the IVR system to check the status of authorizations and claims or verify eligibility.

You may also speak with a Customer Service representative by calling the toll-free number listed at the top of your Quick Reference Guide if you are unable to find answers on the Web or through the IVR system.

If you still need assistance, contact your local Provider Relations representative. Your representative can help with questions regarding contracts, credentialing/configuration and persistent claims/authorization issues.

