



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. 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: **1-866-334-7730**

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

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.

Please see the WellCare Provider Manual for additional information.

