



# Tips on How to File Claims

## How to File a Claim

### Claims submitted to WellCare for payment should:

- Be on the nationally accepted 837 file format and submitted electronically using your WellCare Payer ID. If all EDI methods have failed and you have contacted the WellCare EDI Ops Team for assistance, you may then submit your claim on paper CMS 1500 or UB-04 forms including any additional documents required;
- Include all necessary, complete, correct and compliant data including current CPT and ICD-9 codes;
- Contain your tax ID and NPI numbers (optional for paper claims), 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.

## Claim Payments

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

**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 call our EDI team, who will help identify, test and correct any issues.

EDI Team Direct: 1-800-960-2530, Ext. 4096

EDI Team Fax: 1-813-464-8735 (inquiries only)

EDI Team E-mail: EDI-Master@wellcare.com

## Mailing Claims

Submit paper claims to:

**WellCare Health Plans, Inc.**  
**Claims Department**  
**P.O. Box 31224**  
**Tampa, FL 33631-3224**

## Clearinghouses for Electronic Claims

WellCare is presently receiving electronic claims from six 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
RelayHealth (McKesson)	14163	1-800-522-6562
SSI Group	14163	1-800-880-3032
ZirMed	14163	1-877-494-7633

## 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.

