



# How to Verify Eligibility for WellCare Medicare Members

Member calls to schedule an appointment – Provider must verify the member’s eligibility with WellCare in one of three ways:

**1**

OR

**2**

OR

**3**

Log on to [www.wellcare.com](http://www.wellcare.com), if you are a registered user. (If not a registered user, complete the registration process online).

Call the Provider Hotline at (866) 334-7730 and use the automated system to verify eligibility. (Have your Provider ID number handy to access the system).

Call the Provider Hotline at (866) 334-7730 and speak to a representative. (Have your Provider ID number handy).

Once you are logged on, go to the Eligibility portlet, enter the member’s identification number and click *Show Eligibility Co-pay*.

The system will ask for the member’s name and ID number.

A representative will request the member’s name and date of birth as well as the name of the office, your Provider ID number, and the name of the staff person making the request.

OR

Follow the prompts to complete the request.

Click *Lookup Member*.

Fill in the Last Name, First Name and DOB fields and click *Find Members*.

Choose member from the list that appears below and click *OK*.

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

Representative will provide the effective date of coverage and current PCP on file. Co-pay and benefit information is also available, upon request.

Please see the WellCare Provider Manual for additional information. Visit our Web site at [www.wellcare.com](http://www.wellcare.com) for regular updates.

