

Missouri Medicare Quick Reference Guide

January 2010

Web Address: www.wellcare.com

Important Telephone Numbers			
Provider Services Eligibility Verification, Claims, Utilization Mgmt	(866) 687-8994	Personal Health Advisor Members may call this number to speak to a health advisor, 24 hours a day, 7 days a week.	(800) 919-8807
TTY/TDD	(877) 247-6272	Case and Disease Management Referrals	(866) 635-7045
Pharmacy			
Pharmacy Services Including After Hours / Weekends (WHI)	(866) 653-0976	Medication Appeals WellCare Health Plans, Inc. Attn: Pharmacy Appeals Department P.O. Box 31383 Tampa, FL 33631-3383	Fax: 1-866-388-1766
Coverage Determination Request Fax	(866) 388-1767		
Web-Based Information • Pharmacy updates • Formulary • Coverage Determination Request forms • Participating pharmacies	www.wellcare.com	Medication appeals may also be called into Customer Service using the appropriate telephone number from above.	
Claims			
EDI Questions and Assistance	(800) 960-2530 x4096	Claims Department	(866) 687-8994
EDI Partners	EDI Payer ID	Contact	
ACS EDI Gateway, Inc.	77004	(800) 987-6720	
Availity	14163	(800) 282-4548	
Emdeon (former WebMD®)	14163	(800) 845-6592	
RelayHealth (McKesson)	14163	(800) 522-6562	
SSI Group	14163	(800) 880-3032	
ZirMed	14163	(877) 494-7633	
Encounter Data Submissions	59354		
Electronic Funds Transfers & Remittance Advice (EFT/ERA) Customer Service	(866) 687-8994 www.payspanhealth.com	Mail medical paper claim submissions to: WellCare Health Plans, Inc. Claims Department P.O. Box 31372 Tampa, FL 33631-3372	
		Timely claims filing is 180 days from the date of service to primary payers.	
Claim Appeals			
Claim Appeals	(866) 687-8994	Claim Appeals Fax	(813) 262-2802
The Claims Appeal process is designed to address claim denials for issues related to untimely filing, incidental procedures, bundling, unbundling, unlisted procedure codes, non-covered codes, etc. Claim appeals must be submitted to WellCare, in writing, within 90 days of the date of denial on the EOB. To initiate this process, please mail written Claims Appeals and documentation to: WellCare Health Plans, Inc. Attn: MO Claim Appeals P.O. Box 31372 Tampa, FL 33631-3372		Providers may also fax written Claim Appeals and documentation to the number listed above, attention of MO Claim Appeals. There is a separate and distinct appeals process available for medical necessity/authorization related claim denials. Please reference the Appeals section on this guide for instructions.	
Medical Benefit Appeals			
A provider may file an appeal or grievance on behalf of the member with the member's written consent. A provider may also seek an appeal through the Appeals Department within 90 calendar days when a claim is denied for lack of prior authorization, the service exceeds authorization, insufficient supporting documentation or late notification.			
Mail or fax an appeal with supporting clinical documentation to: WellCare Health Plans, Inc. Attn: Appeals Department P.O. Box 31368 Tampa, FL 33631-3368	Fax: (866) 201-0657	Grievances may be initiated in writing or by a call to the Customer Service department. WellCare Health Plans, Inc. Attn: Grievance Department P.O. Box 31384 Tampa, FL 33631-3384	(866) 687-8994 Fax: (866) 388-1769
Provider Complaints & Grievances			
Provider Complaints Related to any administrative issue such as WellCare's policies and procedures or authorization/referral process must be submitted within 45 calendar days of the event giving rise to the complaint. You may submit your complaint in writing by mail or fax to: WellCare Health Plans, Inc. • Attn: Customer Service P.O. Box 31370 • Tampa, FL 33631-3370	Fax (813) 262-2802		
Risk Management			
Trust Program (Fraud & Abuse Hotline)			(866) 678-8355
Contracted Networks			
Behavioral Health - Harmony Behavioral Health	(888) 684-2026	Fitness - Prism	(877) 712-2778
Dental - First Continental Life	(866)-534-4107	Hearing - HearUSA	(800) 333-3389

Utilization Management (UM) Department – Authorizations

Urgent Authorization Requests and Admission Notifications

Call (866) 687-8994 and follow the prompts.

- To notify the Plan of unplanned inpatient hospital admissions and observations within the next business day (except normal maternity delivery admission). A telephone authorization must be followed by a fax submission of clinical information -- by the next business day.
- You may also call to request outpatient authorizations, especially for urgent and time sensitive services when warranted by the patient's condition. Please include CPT and ICD-9 codes with your authorization request.

Authorization Required

Standard Authorization Requests

Fax your request to the numbers listed below. Note that *Place of Service codes are specified for some services. Please include CPT and ICD-9 codes with your authorization request. Specialists must coordinate all services with the member's PCP.

PCPs are required to obtain authorization for all out-of-network requests:

- Requests for Point-of-Service benefits must be submitted and reviewed for authorization.
- Urgent or emergent care services rendered in emergency rooms and urgent care centers (20 & 23)* **do not** require authorization

Ancillary – Fax: (877) 431-8859

- Occupational, physical, speech therapy after initial 3 visits (22)*

Home Health Care and Durable Medical Equipment – Fax: (877) 431-8859

- Durable medical equipment purchases billed at \$200 or more (includes orthotics & prosthetics)
- Durable medical equipment rentals
- Home health care (11 & 12)*

Inpatient – Fax: (877) 431-8860

- All inpatient hospital admissions and outpatient observations (21 & 22)*
- Clinical updates for continued length-of-stay
- Behavioral Health or alcohol/or substance abuse (see Behavioral Health under Contracted Networks on page 1)
- Rehabilitation facility admissions (61)*
- Skilled nursing facility admissions (31 & 32)*

Outpatient – Fax: (877) 899-2033

- Alcohol or substance abuse or Behavioral Health (see Behavioral Health under Contracted Networks on page 1)
- Air ambulance in non-emergent situations
- Cosmetic procedures (ALL)*
- Court-ordered services
- Dialysis (first visit)
- Domiciliary, rest home and custodial care services (32 & 33)*
- Hearing services (see Contracted Networks on page 1)
- Hospice care services
- Investigational and experimental procedures and treatment
- Pain management treatment (22)*
- Advanced Radiology – **including** CAT, MRA, MRI, PET and SPECT (22)*
- Rehabilitation facility services (62)*
- Skilled nursing facility services (31 & 32)*
- Surgical procedures performed in an outpatient hospital or ambulatory surgery setting (22 & 24)*, **except** CPT ranges 43200 – 43258, 44360 – 44397, 45300 -- 45393

NO Authorization Required

No Authorization Required CPT code list available on wellcare.com

Emergency and Urgent Care

- Emergent transportation services
- Urgent or emergent care services rendered in emergency rooms and urgent care centers (20 & 23)*

Primary Care

- PCP office visits and treatment
- Diagnostic tests and procedures considered by the plan to routinely part of an office visit (11)*

Specialists

- Office visits and treatment with PCP referral (11)*
- Diagnostic tests and procedures considered by the plan to routinely part of an office visit (11)*

Ancillary

- Occupational, physical, speech therapy - first three visits

Laboratory

- Laboratory tests consistent with CLIA guidelines
- Laboratory tests by vendor (81)*
- Laboratory tests by any participating provider

Radiology

- Radiology services (11)*
- Mammograms (ALL)*

Ultrasonography

- Diagnostic ultrasounds (ALL)

Referrals

WellCare supports the concept of the PCP as the "medical home" for its members. PCPs may refer members to network specialists when services will be rendered at an office, clinic or free-standing facility (11, 50, 71 & 72)*. The specialist must document the receipt of the request for a consultation and the reason for the referral in the medical record. No communication with the Plan is necessary.

*** Place of Service Codes**

11 - Office	33 - Custodial Care Facility
12 - Home	50 - FQHC
20 - Urgent Care Facility	61 - Inpatient Rehab
21 - Inpatient Hospital	62 - Outpatient Rehab
22 - Outpatient Hospital	65 - ESRD
23 - Emergency Room	71 - Public Health Clinic
24 - Ambulatory Surgery Center	72 - Rural Health Clinic
31 - Skilled Nursing Facility	81 - Laboratory
32 - Nursing Facility	

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