



Web Access for WellCare Medicare Providers



WellCare offers secure Web access to participating providers. On our secured Web site, you and your staff will have access to a variety of tools created to streamline your day-to-day administrative tasks with the Plan. Caring for your patients—our members—means working together to ensure they receive the best care possible.

Web Site Features

Authorization Requests – Some providers may submit authorization requests online and check authorization status.

Provider News – View and download the latest announcements to all providers.

Claims Status & Inquiry – Check the status of a submitted claim.

Member Eligibility & Co-pay Information – Verify member eligibility through the Web site and obtain specific co-pay information.

Your Inbox – An inbox where providers receive notices regarding their claims, eligibility inquiries, authorization requests and other provider-specific messages.

Pharmacy Service & Utilization – Access pharmacy utilization reports and obtain information about our pharmacy services.

Provider & Pharmacy Look-Up – Search the Provider Directory by geographic location and medical specialty to refer members to in-network services.

Provider Manuals – Complete copy of WellCare's Provider Manual is available online including all of the necessary forms and education materials.

Please see the WellCare Provider Manual for additional information. Visit our Web site at www.wellcare.com for regular updates.



Do you know?

- ▶ *A provider may have as many administrative users as is needed.*
- ▶ *Each administrative user may manage his/her own team of sub accounts.*

How to Register for Secure Web Access

All participating providers may use the secured Web site once registered. Your first step is to determine who in your office may benefit from having access to the site.

On our Web site, there are two types of users, **administrative users** and **sub accounts**. Administrative users oversee additional Web site users (sub accounts) in their practice or department.

Administrative users can register in four simple steps:

1. Log In to Register – From the WellCare homepage www.wellcare.com, select “*Not Registered? Sign Up Today!*” on the “*Providers*” tab.

2. Complete the Registration Process – Enter your WellCare-issued Provider ID number*, primary address ZIP code**, and tax identification number, then click “*Next.*”

Complete the rest of the registration form and be sure to “*Accept*” the HIPAA Terms and Conditions before you click “*Next.*”

You will be prompted to create a unique user name. You will also need to select a security question from a drop down list and enter the appropriate security answer.

Please be sure to click “*Submit*” to confirm your selections. Once this step is complete, you will be fully registered on the secure WellCare Web site with your preferred user name and security question.

3. Registration Confirmation – The Registration Confirmation page will display a verification of your registration. We encourage you to print this page for your records.

4. Registration E-Mail – After completing your registration, you will receive an e-mail with a temporary password. This password is only valid for 30 days. Upon your next login, you will be prompted to change this temporary password to a permanent one of your choosing.

* Your Provider ID number is found in your WellCare welcome packet or on your Explanation of Benefits.

** We consider your primary address ZIP code to be the one submitted on your credentialing application.

Be sure to keep your login and password information for future reference. For questions on Web registration, feel free to call our Provider Hotline at (866) 687-8994.