

NEW JERSEY MEDICARE FAQs

To help answer some of the most frequently asked questions we receive from providers and members, please see below. If you have a question that isn't listed here, or if you need additional information, please call the Provider Hotline at **(866) 687-8570**.

FREQUENTLY ASKED QUESTIONS FROM PROVIDERS

Q: I don't know my Provider ID number. Where can I find it?

A: Your Provider ID number was included in the welcome materials you received from WellCare when you first became a participating provider. It can also be found on any Explanation of Payment (EOP) you receive from WellCare or by calling your local Provider Relations representative. You should keep your Provider ID number where it can be easily accessed when calling WellCare.

Q: Where is WellCare of New Jersey's office located?

A: 33 Washington Street
First Floor, Suite G
Newark, NJ 07102

Please note that this address should be used for **general correspondence only**. Documentation regarding claims and appeals should be sent to the addresses listed in the following FAQs.

Q: Who are your vendors for DME and other ancillary benefits?

A: DME benefits are handled at WellCare through our Utilization Management department. Other ancillary providers are listed below.

Chiropractic - Triad (800) 409-9081

Dental - Healthplex (800) 468-9868

Laboratory - LabCorp (800) 788-9091 or (800) 631-5250

Vision - Block Vision (800) 879-6901

Q: Where do I send paper claims and claim appeals?

A: WellCare Health Plans of New Jersey, Inc.
Claims Department
P.O. Box 31412
Tampa, FL 33631-3412

Q: How can I file my claims electronically?

A: Filing claims electronically is the fastest and most efficient way to submit claims to WellCare. Currently, WellCare receives electronic claims from six clearinghouses:

- ACS EDI Gateway,
- Availity,
- Emdeon,
- RelayHealth,
- SSI Group, and
- ZirMed.

Contact us at (866) 687-8570, Option 2 then Option 4 for details on filing claims electronically.

Q: Who can I call for help regarding electronic claims submission?

A: For inquiries related to your electronic claim submission to WellCare, please call our EDI team who will assist to identify, test and correct any issues.

EDI Team Direct.....(800) 960-2530 Ext. 4096

EDI Team Fax.....(813) 675-2988 (inquiries only)

Q: How long does it take to get a claim paid?

A: The processing of clean claims is completed within 15 business days. Ensuring the claims you submit include all of the necessary information can aid us greatly in processing claims quickly. Claims that are missing information or include inaccurate information will result in delays.

It is important to use the same vendor information (i.e., name of provider/practice, Tax ID and NPI numbers) that is submitted with your credentialing information or as filed with the IRS. Simply using a slightly different version of the name of your practice can delay the processing of your claims. Using invalid or dated CPT codes can also delay processing.

Q: Where do I send appeals on a member's behalf?

A: WellCare Health Plans of New Jersey, Inc.
Appeals Department
P.O. Box 31368
Tampa, FL 33631-3368

Or, you may fax an appeal with supporting documentation to 866-201-0657

Q: Where do I send provider inquiries?

A: WellCare Health Plans of New Jersey, Inc.
Customer Service
P.O. Box 31370
Tampa, FL 33631-3370

Q: What functions are available through wellcare.com?

A: WellCare offers secure Web access to participating providers. Functions available include the ability to:

- Check member eligibility and co pay information,
- Request authorizations,
- File claims, and
- Check the status of submitted claims.

Providers must register with their WellCare-assigned Provider ID number to gain access. Each registered provider may assign Administrative Users within their practice who will oversee all additional WellCare website users (Subusers).

To register, log on to www.wellcare.com/registration/provider and follow the simple steps. Once that process is complete, you will receive your user ID and password via email.

Q: How can I submit my National Provider Identifier (NPI) number to WellCare?

A: Please contact your local Provider Relations Representative to submit your NPI number to WellCare. Have your NPI, WellCare ID number, tax ID number and such demographic information as address and date of birth available so that we may validate the number and enter it into our system.

New providers are required to submit NPI numbers as part of the application process.

Q: How can I confirm a member's eligibility?

A: You can do this one of three ways:

1. **WEB:** Log on to www.wellcare.com, if you are a registered user. (If not a registered user, complete the registration process online).
2. **TELEPHONE AUTOMATED SYSTEM:** Call the Provider Hotline at (866) 687-8570 and use the automated system to verify eligibility. (Have your Provider ID number handy to access the system).
3. **PROVIDER HOTLINE:** Call the Provider Hotline at (866) 687-8570 and speak to a representative. (Have your Provider ID number handy)

Q: If I am a non-participating WellCare provider, how do I obtain an authorization?

A: You should follow the steps below:

1. Our list of services that require an authorization appear on the Quick Reference Guide (QRG). Call our Provider Hotline at (866) 687-8570 and a Customer Service representative can fax you a copy.
2. For standard authorizations, you will need to fax your request to the appropriate number listed on the QRG.
3. For urgent authorization requests, you need to call our Utilization Management department by calling (866) 687-8570.

Q: Are referrals required for specialist visits?

PCPs may refer members directly to network specialists when services will be rendered at an office, clinic or free-standing facility (Place of Service 11, 50, 71 & 72) by using a script. The specialist must document the receipt of the request for a consultation and the reason for the referral in the patient's medical record. No communication with the Plan is necessary.

Q: Who do I call with Pharmacy-related questions?

A: WellCare Pharmacy Services (including after-hours and weekends): (866) 653-0976.

Q: How do our members find out what drugs are on the formulary?

A: The formulary may be found on our Web site at www.wellcare.com.

FREQUENTLY ASKED QUESTIONS FROM MEMBERS

Q: I've lost my member ID card. How can I get a replacement?

A: Members should call WellCare Customer Service at (866) 687-8570 (TTY/TDD (877) 247-6272) to request a replacement WellCare ID card.

Q: Do I need a referral to see a specialist?

A: Yes. Members should visit their PCP for a referral to a network specialist.

Q: Where can I get my prescriptions filled?

A: Prescriptions written by network providers must be filled at a participating pharmacy. Members can utilize our automated voice response system available through the Customer Service toll-free number or logon to www.wellcare.com for a list of participating pharmacies.

Members can also call WellCare Customer Service at (866) 687-8570 (TTY/TDD (877) 247-6272) to inquire about participating pharmacies.

Q: What is a formulary?

A: The formulary is a list of medications developed by WellCare that providers use when prescribing medications for members. WellCare will only pay for the medications that are listed on the formulary with a few exceptions. The formulary is updated quarterly. Providers can tell members if a particular drug is on the formulary.

Q: How much do services cost?

A: For some services, there is no cost. However, members are responsible for copays for services such as prescription drugs. Information on covered services and copays can be found in WellCare's Member Handbook.

Q: What happens if I need care over a weekend when your office is closed? Should I go to the emergency room?

A: If it is an emergency, members should proceed immediately to the emergency room for care. If it is not an emergency, WellCare PCPs are available to members 24 hours a day, 7 days a week. After-hours care may be provided by a 24-hour answering service, an answering system with an option to page the physician, or an advice nurse with access to the PCP or on-call physician.

Members may also call the WellCare Health Advice Line at (800) 919-8807 which is available to all New Jersey members.

