

**Office Location**

**New York City**  
110 Fifth Avenue, Third Floor • New York, New York 10011  
**Phone:** (800) 215-1531 or (212) 463-6100 • **Fax:** (888) 812-5862

**Important Telephone Numbers**

<b>WellCare Customer Service</b>	(866) 661-1232	<b>Authorizations*</b>	(800) 405-7551
<b>TTY/TDD</b>	(877) 247-6272	<b>Care Managers</b>	(800) 405-7551
<b>Monday – Friday, 8am-9pm EST</b>		<b>Dental (Healthplex)</b>	(800) 468-9868
<b>WellCare Claims/Inpatient Authorizations</b>	(866) 661-1232	<b>Hearing (HEARx)</b>	(800) 731-3277
<b>iCare</b>	(866) 364-1350	<b>Laboratory (LabCorp)</b>	(800) 788-9091
(Hotline for suspected fraud & abuse)		<b>Laboratory (Quest Diagnostic)</b>	(888) 277-8772
<b>WellCare Pharmacy Services</b>	(877) 647-7473	<b>Optometry (Block Vision)</b>	(800) 879-6901
<b>WellCare Drug Evaluation Review (Fax)</b>	(866) 388-1767	<b>Radiology (CareCore National)</b>	(888) 333-8641
<b>Pharmacy After Hours/Weekends (WHI)</b>	(877) 647-7473		

**Advocate**

**Covered Services**

**Advocate Complete**

- Adult day health care
- Care management
- Dentistry
- Durable medical equipment and medical/surgical supplies
- Hearing services
- Home-delivered or congregate meals
- Home care services – nursing, home health aide (HHA) or personal care services, physical therapy, occupational therapy, speech pathology, medical social services
- Nutrition and nutritional supplements
- Personal emergency response system (PERS)
- Physical therapy, occupational therapy, speech pathology, or other therapies provided in a setting other than a home
- Podiatry
- Private duty nursing
- Prosthetics and orthotics
- Respiratory therapy
- Skilled nursing facility
- Social/environmental supports (e.g., housekeeping and chore services)
- Social day care
- Transportation – non-emergent
- Vision

- Adult day health care
- Ambulance
- Care management
- Chiropractic services
- Dentistry
- Diagnostic and lab services
- Durable medical equipment and medical/surgical supplies
- Hearing services
- Home-delivered or congregate meals
- Home care services – nursing, home health aide (HHA) or personal care services, physical therapy, occupational therapy, speech pathology, medical social services
- Hospice
- Inpatient hospital care
- Inpatient mental health care
- Non-emergent transportation
- Nutrition and nutritional supplements
- Outpatient mental health care
- Outpatient services/surgery
- Outpatient substance abuse care
- Part B & D prescription coverage
- Personal emergency response system (PERS)
- Physical therapy, occupational therapy, speech pathology, or other therapies provided in a setting other than a home
- Podiatry
- Primary care doctor visits
- Private duty nursing
- Prosthetics and orthotics
- Respiratory therapy
- Skilled nursing facility
- Social/environmental supports (e.g., housekeeping and chore services)
- Social day care
- Specialist visits
- Transportation – emergent and non-emergent
- Vision
- Worldwide emergency coverage/urgent care

**No Referral or Authorization Required**

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| <ul style="list-style-type: none"> <li>• Dental services (Healthplex)</li> <li>• Diagnostic radiology services at contracted freestanding facilities <b>except</b> CT, CTA, MRA, MRI, PET and SPECT scans – all POS</li> <li>• Diagnosis and treatment of sexually transmitted/communicable diseases</li> <li>• Emergency behavioral health services</li> <li>• Emergent care services</li> <li>• Emergent transportation services</li> <li>• Family planning and reproductive health services – Sterilization requires a properly executed consent form</li> </ul> | <ul style="list-style-type: none"> <li>• Hearing services (HEARx)</li> <li>• Immunizations (as medically indicated) <b>except</b> those required for employment or travel</li> <li>• Lab services</li> <li>• Mammograms</li> <li>• Optometry services (Block Vision)</li> <li>• Outpatient OB/Gyn services</li> <li>• PCP office visits <b>including</b> preventative medicine services</li> <li>• Podiatry</li> </ul> |
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**Behavioral Health**

**Magellan Behavioral Health (800) 241-1103**

- Contact Magellan for **all** Mental Health and Substance Abuse services including Inpatient hospitalization **and** Outpatient counseling.
- Inpatient admission notification is required within 24 hours.
- Authorization is not required for the first outpatient visit. Prior approval is required for continued services.

**Claims Department**

**WellCare Claims Department (866) 661-1232**

**Mailing Paper Claims**

**Note:** If the provider chooses to submit paper claims, we stress that the provider TYPE all of the information using the “Red” CMS mandated claim form. **The following will not be accepted:** hand-written claims, faxed or altered claim forms, black and white copied forms, out-dated CMS claim forms, or claims submitted using correction fluid

To ensure timely and accurate processing, mail UB04 (FCFA 1450) and CMS 1500 claim forms to:

**WellCare of New York**  
Attn: Claims Department  
P.O. Box 31372  
Tampa, FL 33632

**Electronic Claims Submission (EDI)**

Claims submitted to WellCare for payment should:

- Include all necessary, complete, correct, and compliant data, including current CPT and ICD-9 codes with 4<sup>th</sup> and 5<sup>th</sup> digits.
- Claims must contain the National Provider Identifier (NPI) for all primary and secondary provider fields on all electronic and paper claims (UB-04 and CMS 1500) submissions.
- Claims must contain the Federal Tax ID (Employer Identification Number or Social Security number) for the provider of service or supplier.
- Be submitted within six months of date of service.

**WellCare Payer IDs:**

Availity*	14163	(800) 282-4548
Emdeon	14163	(800) 845-6592
SSI Group	14163	(800) 880-3032
ACS EDI Gateway	77004	(800) 987-6720
RelayHealth	14163	(800) 522-6562
ZirMed	14163	(877) 494-7633
Legacy Consulting	14163	(888) 751-3271

\*WellCare has partnered with Availity, LLC, a premier health information network, to offer real-time HIPAA 270/271 Eligibility and 276/277 Claim Status to providers. These services improve data interchange, provide an innovative solution to provider requests and will be leveraged to implement other HIPAA-compliant transactions in the future. Logon to [www.Availity.com](http://www.Availity.com) for more information.