

Dental Services

WellCare has contracted with HealthPlex Dental to provide emergency, preventive and routine dental care for Child Health Plus, Family Health Plus and Medicare members.

Customer service, claims management and claims payment services will be administered through HealthPlex, Inc, the company providing management services for this contract. Each eligible member will be issued a separate ID card which will include the name of the member's Primary Dentist. If the member wishes to change the Primary Dentist, they can do so by calling HealthPlex Customer Service at **(800) 468-9868**. The change will take effect at the beginning of the following month and a new ID card will be mailed. It is the responsibility of the Primary Dentist to refer the member and obtain the required authorization for all specialty dental services needed.

Any dentist desiring information on joining the dental network should call **HealthPlex at (800) 468-9868**.

Vision Services

WellCare contracts with Block Vision for vision services. Providers and Members may contact **Block Vision at (800) 879-6901**. Block Vision provides coverage through a large network of participating optometrists and ophthalmologists. The Vision Plan benefits can include, but are not limited to, an annual eye examination and the provision of lenses/frames.

Chiropractic Services

WellCare contracts with Triad HealthCare for chiropractic services. Triad HealthCare has a network of participating Chiropractors for the provision of necessary chiropractic services to all Medicare members. Child Health Plus members under age 21 when receiving EPSDT are also eligible.

Chiropractic care is covered "for detection and correction by manual and/or mechanical means of structural imbalance, distortion or subluxation in the human body for purpose of removing nerve interference, and the effects thereof, where such

interference is the result of or related to distortion, misalignment or subluxation of, or in, the vertebral column". Preventive chiropractic services are not covered.

All chiropractic care requires a referral from the Primary Care Physician. To issue a referral, call **Triad at (800) 409-9081**. Chiropractors must report their findings and treatments to the member's PCP.

Laboratory Services

Laboratory Corporation of America Holdings (LabCorp) provides WellCare members with access to clinical laboratory services throughout our service area. This means that you must refer WellCare members to a LabCorp location (see WellCare Provider Directory) for outpatient Laboratory services not performed in your office.

WellCare encourages all providers to perform phlebotomy services in their offices. LabCorp will provide the administrative training and the supplies necessary to perform the phlebotomy services in your offices. When ordering outpatient laboratory services, you must complete a test request form. Stat testing is available through LabCorp. If you draw the specimen, call LabCorp for courier pick-up. Stat results will be available via telephone or fax in four to six hours from the time testing is received at the facility. To obtain a supply of forms please contact your LabCorp area representative at:

LabCorp maintains two primary testing facilities to service the Northeast in New Jersey and Long Island. Routine specimens will be sent to these facilities for processing. When specialized services are needed, specimens may be sent to one of LabCorp's reference Laboratories (for results: 1-800-223-0631). If you have any questions concerning result interpretations you may contact LabCorp's Technical Director.

As one of the nation's largest clinical laboratory networks, LabCorp is exceptionally qualified to serve our members and providers. LabCorp maintains a very strict quality management program, including daily



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monitoring of results, in addition to inspections by state, federal and other regulatory and accreditation bodies.

New York City - (800) 788-9091
Upstate - (800) 631-5250

Behavioral Health and Substance Abuse Services

WellCare is contracted with Harmony Behavioral Health for all behavioral health and substance abuse services.