



WellCare of New York's Medicaid Customer Service	1-800-288-5441 8 a.m. – 6 p.m. EST
Provider Services	Press [3] Then prompts:
Use our automated system for verification of member eligibility, claims status, obtain a list of participating providers or pharmacies	[1]
Authorization requests for medical services [2] – Automated authorization status requests [2] then [0] – Inpatient-related services including: • deliveries • urgent requests • requests after business hours [2] then [1] – Outpatient services [2] then [2] – Durable medical equipment or therapy services [2] then [3] – Prenatal notifications or authorizations for OB-related services [2] then [4] – Disease Management [2] then [5] – If you know your party's extension number [2] then 8]	
Pharmacy inquiries	[3]
Contact Harmony Behavioral Health	[4]
Web support	[5]
Electronic Claims Submission information	[6]
For all other inquiries, or to be connected to the Provider Service Center	[7]

After Hours Menu

If you call Customer Service after regular business hours, you can continue to use the IVR for self servicing such as automated eligibility checks and claims status. You can also be connected to inpatient and outpatient services, pharmacy and behavioral health.

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