

Office Locations

<p>New York City 110 Fifth Avenue, 3rd Floor, New York, New York 10011 Fax: (212) 337-5197</p>	<p>Mid Hudson Valley One Civic Center Plaza, Suite 107 Poughkeepsie, NY 12601 Fax: (813) 283-5292 or (813) 675-2895</p>	<p>Capital District 2 E-Comm - 324 Broadway Albany, NY 12207 Fax: (813) 283-5292 or (813) 675-2895</p>	<p>Western Region 39 State Street, 1st Floor Rochester, NY 14614 Fax: (585) 328-1422</p>
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Important Telephone Numbers

<p>Provider Services Eligibility Verification, Claims, Utilization Mgmt TTY/TDD NY Managed Long Term Care (Advocate and Advocate Complete)</p>	<p>(800) 278-5155 (877) 247-6272 (800) 215-1531</p>	<p>Personal Health Advisor Members may call this number to speak to a health advisor, 24 hours a day, 7 days a week. Case and Disease Management Referrals</p>	<p>(800) 919-8807 (866) 635-7045</p>
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Pharmacy

<p>Pharmacy Services Including After Hours / Weekends (WHI) Coverage Determination Request Fax Web-Based Information</p> <ul style="list-style-type: none"> Pharmacy updates Formulary Coverage Determination Request forms Participating pharmacies 	<p>(866) 653-0976 (866) 388-1767 www.wellcare.com</p>	<p>Medication Appeals WellCare Health Plans, Inc. Attn: Pharmacy Appeals Department P.O. Box 31383 Tampa, FL 33631-3383</p> <p>Medication appeals may also be called into Customer Service using the appropriate telephone number from above.</p>	<p>Fax: 1-866-388-1766</p>
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Claims

<p>EDI Questions and Assistance (800) 960-2530 x4096 EDI Partners</p> <table border="1"> <thead> <tr> <th>EDI Partner</th> <th>EDI Payer ID</th> <th>Contact</th> </tr> </thead> <tbody> <tr> <td>ACS EDI Gateway, Inc.</td> <td>77004</td> <td>(800) 987-6720</td> </tr> <tr> <td>Availity</td> <td>14163</td> <td>(800) 282-4548</td> </tr> <tr> <td>Emdeon (former WebMD®)</td> <td>14163</td> <td>(800) 845-6592</td> </tr> <tr> <td>RelayHealth (McKesson)</td> <td>14163</td> <td>(800) 522-6562</td> </tr> <tr> <td>SSI Group</td> <td>14163</td> <td>(800) 880-3032</td> </tr> <tr> <td>ZirMed</td> <td>14163</td> <td>(877) 494-7633</td> </tr> </tbody> </table> <p>Encounter Data Submissions 59354 Electronic Funds Transfers & Remittance Advice (EFT/ERA) Customer Service (800) 278-5155 or www.payspanhealth.com</p>	EDI Partner	EDI Payer ID	Contact	ACS EDI Gateway, Inc.	77004	(800) 987-6720	Availity	14163	(800) 282-4548	Emdeon (former WebMD®)	14163	(800) 845-6592	RelayHealth (McKesson)	14163	(800) 522-6562	SSI Group	14163	(800) 880-3032	ZirMed	14163	(877) 494-7633	<p>Claims Department (800) 278-5155 Mail medical paper claim submissions to: WellCare Health Plans, Inc. Claims Department P.O. Box 31372 Tampa, FL 33631-3372</p> <p>Timely claims filing is 180 days from the date of service to primary payers.</p>
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Claim Appeals

<p>Claim Appeals (800) 278-5155 For issues related to untimely filing, incidental procedures, bundling, unbundling, unlisted procedure codes, non-covered codes, etc., mail to: WellCare Health Plans, Inc. Attn: NY Claim Appeals P.O. Box 31372 Tampa, FL 33631-3372</p>	<p>Claim Appeals Fax (813) 262-2802 Please reference the section below for instructions regarding the process for medical necessity/authorization-related claim denials.</p>
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Medical Benefit Appeals

A provider may file an appeal or grievance on behalf of the member with the member's written consent. A provider may also seek an appeal for a claim denial within 90 calendar days.

<p>Mail or fax an appeal with supporting clinical documentation to: WellCare Health Plans, Inc. • Attn: Appeals Department P.O. Box 31368 • Tampa, FL 33631-3368 Fax: (866) 201-0657</p>	<p>Grievances may be initiated in writing or by a call to the Customer Service department. WellCare Health Plans, Inc. Attn: Grievance Department (800) 278-5155 P.O. Box 31384 • Tampa, FL 33631-3384 Fax: (866) 388-1769</p>
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Risk Management

<p>Trust Program Hotline (report suspected fraud and/or abuse) (866) 678-8355</p>

Provider Inquiries

A provider may file an inquiry regarding administrative issues such as WellCare's policies and procedures by submitting the written inquiry to:
 WellCare Health Plans, Inc. • Attn: VP Network Management
 110 Fifth Avenue, 3rd Floor • New York, New York 10011

CareCore National (Radiology Vendor) All counties except Erie, Monroe, Onondaga and Wayne.

<p>CareCore National is our in-network radiology services provider for all places of service (POS) except: 21, 22, 23 & 24. Contact CareCore for all <i>authorization</i> and <i>claims</i> related submissions for services rendered at locations other than those listed above.</p>	<p>Telephone (urgent authorizations & Provider Services) (888) 333-8641 Fax (866) 896-2152 Web Address www.carecorenational.com Electronic Claim Submissions Emdeon or MCNet – Payor #14188 Mailing Paper Claims PO Box 758, Lake Katrine, NY 12449</p>
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Other Contracted Networks

<p>Behavioral Health <i>Harmony Behavioral Health</i> (800) 241-1103 Chiropractic <i>Triad</i> (800) 409-9081 Dental <i>Healthplex</i> (800) 468-9868</p>	<p>Laboratory <i>LabCorp</i> (800) 788-9091 <i>Quest Diagnostics</i> (888) 277-8772 Vision <i>Block Vision</i> (800) 879-6901</p>
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Utilization Management (UM) Department – Authorizations

Urgent Authorization Requests and Admission Notifications - Call (800) 278-5155 and follow the prompts.

- To notify the Plan of unplanned inpatient hospital admissions and observations within the next business day (except normal maternity delivery admission). A telephone authorization must be followed by a fax submission of clinical information -- by the next business day.
- You may also call to request outpatient authorizations for urgent and time sensitive services when warranted by the member's condition. Please include CPT and ICD-9 codes with your authorization request.

Authorization Required

Standard Authorization Requests

Fax your request to the numbers listed below. *Place of Service codes are specified for some services. Please include CPT and ICD-9 codes with your authorization request. Specialists must coordinate all services with the member's PCP.

PCPs are required to obtain authorizations for all out-of-network requests:

- Requests for Point-of-Service benefits must be submitted and reviewed for authorization.
- Urgent or emergent care services rendered in emergency rooms and urgent care centers (20 & 23)* **DO NOT** require authorization.

Ancillary – Fax: (877) 431- 8859

- Occupational, physical and speech therapy –after initial three visits (11 & 22)*
- Respiratory therapy services

Home Health Care and Durable Medical Equipment – Fax: (877) 431- 8859

- All durable medical equipment purchases
- Orthotics and prosthetics
- All durable medical equipment rentals
- Home health care (12)*

Inpatient – Fax: (877) 431-8860

- All inpatient hospital admissions and outpatient observations (21 & 22)*
- Clinical updates for continued length-of-stay
- Behavioral health and alcohol or substance abuse (see Behavioral Health under Contracted Networks on page 1)
- Rehabilitation facility admissions (61)*
- Skilled nursing facility admissions (31 & 32)*

Outpatient – Fax: (877) 892-8214

- Alcohol and substance abuse, behavioral health services, (see Behavioral Health under Contracted Networks on page 1)
- All services performed in an outpatient hospital or ambulatory surgery setting (22 & 24)*, except CPT ranges 43200-43258, 44360-44397, 45300-45392
- Ambulance/ambulette transportation (non-emergent)
- Cardiac and pulmonary rehabilitation programs
- Cosmetic procedures (ALL)*
- Court-ordered services
- Cytogenetic, reproductive, molecular laboratory tests not performed by vendor (LabCorp or Quest Diagnostics)
- Diagnostic laboratory services (22 & 24)*
- dialysis (first visit)
- Domiciliary, rest home and custodial services (32,33)*
- Hearing services
- Hospice care services
- Investigational and experimental procedures and treatments
- Pain management treatment (11,22,24)*
- Advanced radiology - CT, MRI, MRA, nuclear medicine & cardiology, PET & SPECT scans (21, 22, 23 & 24)*
- Rehabilitation facility services (62)*
- Skilled nursing facility services (31, 32)*

No Authorization Required

No Authorization Required CPT code list available on wellcare.com

Emergency and Urgent Care

- Emergent transportation services
- Urgent or emergent care services rendered in emergency rooms and urgent care centers (20 & 23)*

Primary Care

- PCP office visits and treatment
- Diagnostic tests and procedures considered by the plan to be routinely part of an office visit (11 – *please submit radiology claims to CareCore*)*

Specialists

- Office visits and treatment with PCP referral (11)*
- Diagnostic tests and procedures considered by the plan to be routinely part of an office visit (11 – *please submit radiology claims to CareCore*)*

Ancillary

- Occupational, physical, speech therapy, first 3 visits (11 & 22)*

Laboratory

- Laboratory tests by vendor (LabCorp or Quest Diagnostics - 81)*
- Lab tests consistent with CLIA guidelines (11)*

Radiology

- Routine radiology (21, 22, 23 & 24) *
- Mammograms (21, 22, 23 & 24) *

Ultrasonography

- Diagnostic ultrasounds (21, 22, 23 & 24)*
- OB ultrasounds (21, 22, 23 & 24)*

CareCore National is our in-network radiology services provider for all places of service (POS) except: 21, 22, 23 & 24. – see page 1 for details

Referrals

WellCare supports the concept of the PCP as the "medical home" for its members. PCPs may refer members to network specialists when services will be rendered at an office, clinic or free-standing facility (11, 50, 71 & 72)*. The specialist must document the receipt of the request for a consultation and the reason for the referral in the medical record. No communication with the Plan is necessary.

*** Place of Service Codes**

11 - Office	33 – Custodial Care Facility
12 – Home	50 - FQHC
20 - Urgent Care Facility	61 - Inpatient Rehab
21 - Inpatient Hospital	62 - Outpatient Rehab
22 - Outpatient Hospital	65 - ESRD
23 - Emergency Room	71 - Public Health Clinic
24 - Ambulatory Surgery Center	72 - Rural Health Clinic
31 - Skilled Nursing Facility	81 - Laboratory
32 - Nursing Facility	