



January 28, 2011

Dear Provider,

WELLCARE HEALTH PLANS, INC.
THE WELLCARE GROUP OF COMPANIES

WellCare of New York, Inc. ("WellCare") is implementing a new diagnostic radiology imaging utilization program for our participating hospitals and ambulatory surgery centers. This program applies to all WellCare of New York Medicaid and Medicare lines of business.

CareCore National, LLC, ("CareCore") is a nationally recognized specialty medical services management company. WellCare has been a partner with CareCore on the management of diagnostic imaging services performed in physician offices and freestanding radiology centers.

Effective Monday, February 28, 2011, CareCore will perform utilization management services for advanced radiology services performed in the outpatient department of participating hospitals and ambulatory surgery centers.

Some important points about the program:

- All WellCare participating hospitals and ambulatory surgery centers will be in the network for radiology services. There is no sub-network of providers in the program.
- WellCare will continue to process claims from all hospital and ambulatory surgery centers. Hospitals and ambulatory surgery centers should continue to submit claims electronically to WellCare.
- The ordering physician is responsible for contacting CareCore to obtain an authorization. Please refer to the attached Frequently Asked Questions document for more information.
- Only advanced radiology procedures including MRI/MRA, CT/CTA, PET Scans, OB Ultrasounds, Nuclear Medicine and Nuclear Cardiology need to be authorized.
- Claims may not be reimbursed if a CareCore authorization number was not obtained prior to performing advanced radiology procedures.
- Basic imaging such as x-rays do not require prior authorization.

To obtain an authorization from CareCore for services on or after **February 28, 2011**, please contact CareCore at 1-888-333-864 or at www.carecorenational.com. Please note that CareCore National will begin taking authorization requests on **Monday, February 14, 2011**; however, an authorization is not required unless the service is rendered on or after the **February 28th** effective date.

You may access FAQs regarding the Imaging Program on our Web site at http://www.wellcare.com/Provider/job_aids.

Please contact WellCare's Provider Services Department at **1-800-288-5441 (Medicaid)**, **1-800-278-5155 (Medicare)** or CareCore National Customer Service at **1-888-333-8641, Option 4** with any questions regarding the program.

WELLCARE OF NEW YORK, INC.

Medicaid Toll-Free Telephone: 800-288-5441
Medicare Toll-Free Telephone: 800-278-5155
Web Address: www.wellcare.com
E-mail: nypr@wellcare.com

WellCare appreciates your support, and looks forward to your cooperation in implementing the new program and continuing to provide access to diagnostic imaging services to WellCare members.

Sincerely,

WellCare of New York, Inc.