

Important Telephone Numbers

Crisis Hotline

Staywell
Children Medical Services Health Plan
Members may call this number 24 hours a day for a Behavioral Health Crisis.
For non-crisis related concerns, please call Member Services.

1-855-606-3622
1-888-491-5252

Nurse Advice Line
Members may call this number to speak to a nurse 24 hours a day, 7 days a week.

1-800-919-8807

Convenient Self-Service

WellCare offers robust technology options to save you time. The fastest ways to get what you need are shown below.

[WellCare Secure Provider Portal](#)

	Portal	Chat	(IVR) Interactive Voice Response
Authorization Requirements*	Fastest Result ✓	Available	Available
Authorization Status*	Fastest Result ✓	Available	Available
Authorizations Request*	Fastest Result ✓	Available	N/A
Benefit Information	Fastest Result ✓	Available	Available
Claims Status	Fastest Result ✓	Available	Available
Co-Payment	Fastest Result ✓	Available	Available
Eligibility Verification	Fastest Result ✓	Available	Available
Submit Appeals	Fastest Result ✓	Available	N/A
Submit Claim Disputes	Fastest Result ✓	Available	N/A
Submit Claims	Fastest Result ✓	Available	N/A
Submit Corrected Claims	Fastest Result ✓	Available	N/A

WellCare understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks.

The Provider Portal will help with those routine tasks.

Provider Portal Registration – [click here](#)

Provider Portal Training – [click here](#)

ⓘ *Note: Includes Pharmacy Medical Requests supplied by Physician. For Pharmacy Benefit related questions please see the below Pharmacy page.

Provider Services (Interactive Voice Response System):

Staywell 1-866-334-7927	*Staywell Kids 1-866-698-5437 (*Phone number is only for 2019 Inquiries)	Children Medical Services Health Plan 1-866-799-5321
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TTY: 711

WellCare Phone Numbers

<p>Staywell Members Care and Disease Management Referrals</p> <p>Phone: 1-866-635-7045 TTY: 711 Fax: 1-866-287-3286 Hours: M-F 8 a.m. - 7 p.m. Eastern</p>	<p>Long Term Care Members Care and Disease Management Referrals</p> <p>Phone: 1-888-351-8732 TTY: 711 North Regions Fax: 1-813-283-3480 Central Regions Fax: 1-813-464-8977 South Regions Fax: 1-813-283-5607 Hours: M-F 8 a.m. - 7 p.m. Eastern</p>	<p>Children Medical Services Health Plan Members Care and Disease Management Referrals</p> <p>Phone: 1-833-201-0583 TTY: 711 Fax: 1-800-750-2145 Hours: M-F 8 a.m. - 7 p.m. Eastern</p>
<p>Community Connections Help Line</p> <p>1-866-775-2192</p>	<p>Risk Management</p> <p>Fraud, Waste & Abuse Hotline 1-866-685-8664 Florida Medicaid Program Integrity Hotline 1-850-412-4600</p>	

For your convenience, language on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guides and Forms when the Quick Reference Guide is viewed in an electronic format. NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, Inc., but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable plan coverage guidelines. (Revised June 2021)

Claim Submission Information

Submission Inquiries: Support from Provider Services: Questions related to claim submissions

Staywell 1-866-334-7927	*Staywell Kids 1-866-698-5437 (*Phone number is only for 2019 Inquiries)	Children Medical Services Health Plan 1-866-799-5321
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For inquiries related to your electronic submissions to WellCare, please contact our EDI team at EDI-Master@wellcare.com.

Electronic Funds Transfer & Electronic Remittance Advice:

Register online using the simplified, enhanced provider registration process: PaySpan.com or call 1-877-331-7154. For more details on PaySpan®, please refer to your [Provider Manual](#).

Clearinghouse Connectivity:

WellCare has partnered with Change HealthCare, as our preferred EDI Clearinghouse. You may connect directly with Change HealthCare or in some cases, your existing clearinghouse, billing service or trading partner may maintain existing reciprocal agreements with Change HealthCare. We encourage you to contact your claims vendor and determine if they have connectivity to Change HealthCare. If not, you may want to consider contacting Change HealthCare to establish free connectivity to WellCare for your EDI transactions.

Change HealthCare offers Submitter/client Connectivity Services at 1-877-411-7271. All Clearinghouses, Practice Management Vendors or Billing Services may call Change HealthCare at 1-800-527-8133 for connectivity services.

CHANGE HEALTHCARE CLEARINGHOUSE PAYER IDS (CPIDs)

Claim Type	Fee-for-Service (CH - Chargeable) Submissions	Encounter (RP - Reporting only) Submissions
Professional	1844	3211
Institutional	8551	4949

WELLCARE PAYER IDS – If your clearinghouse or billing system is not connected to Change HealthCare and requires a 5-digit Payer ID, please use the following according to the file type (Fee-for-Service or Encounters):

- Fee For Service (FFS) is defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
- Encounters (ENC) is defined in the Transaction Type Code BHT06 as RP, which means Reportable only, NOT expecting adjudication.

Claim Type	Fee-for-Service (CH - Chargeable) Submissions	Encounter (RP - Reporting only) Submissions
Professional or Institutional	14163	59354

Free Direct Data Entry (DDE) and Small Batch File Solutions (use same WellCare Payer IDs defined above)

AdminisTEP offers a web browser for single submission direct data entry (DDE) or batch upload for professional and institutional submissions, claim status and reporting and inquiry functions at **no cost to you**. To sign up, go to <http://www.administep.com/Signup.aspx> or call 1-888-751-3271.

Connect Center™ for physicians offers a web browser for direct data entry (DDE) or batch upload capability at **no cost to you**. To sign up, go to <https://physician.connectcenter.changehealthcare.com>.

For registry questions, submitter/clients may contact Payer Connectivity Services at 1-877-411-7271. Direct questions regarding functionality of ConnectCenter to Change HealthCare at 1-800-527-8133, opt 2.

- Providers will be required to enter a **credit card** upon initial enrollment to verify them as a valid submitter.
- Only WellCare submissions are free of charge, and please ensure you use **vendor code 212750** when you register.

Paper Submission Guidelines:

WellCare follows the Centers for Medicare & Medicaid Services (CMS) guidelines for paper claims submissions. Since **Oct. 28, 2010**, WellCare accepts only the original "red claim" form for claim and encounter submissions. WellCare does not accept handwritten, faxed or replicated forms. Claim forms and guidelines may be found on our website at: www.wellcare.com/Florida/Providers/Medicaid/Claims Mail paper claim submissions to:

WellCare Health Plans
Attn: Claims Department
P.O. Box 31372
Tampa, FL 33631-3372

LONG TERM CARE HOME HEALTH SERVICES

The HHAX online provider portal allows long term care home health providers and direct service workers (DSWs) to submit electronic claim submissions as well as accept and review authorizations. The website can be accessed at <https://hhaexchange.com/>.

Long Term Care Claim Submissions Choices:

- **Recommended:** Submit electronic submissions through the HHAX online provider portal.

Claim Payment Disputes

The Claim Payment Dispute process is designed to address claim denials for issues related to untimely filing, incidental procedures, unlisted procedure codes, non-covered codes, etc. Claim payment disputes must be submitted in writing to WellCare within one year of the date on the EOP.

Submit all claims payment disputes with supporting documentation at <https://provider.wellcare.com/>

Mail all claim payment disputes with supporting documentation to:

WellCare Health Plans
Attn: Claim Payment Disputes
P.O. Box 31657
Tampa, FL 33631

Note: Any appeals related to a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification must be sent to the Appeals (Medical) address in the section below. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC; however, this is not an all-encompassing list of Appeals codes. Anything else related to authorization or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information like a summary of the appeal, relevant medical records and member-specific information.

Claims Payment Policy Disputes

The Claims Payment Policy Department has created a mailbox for provider issues related strictly to payment policy. Disputes for payment policy related issues must be submitted to WellCare in writing within **one year** of the date of denial on the EOP. Please provide all relevant documentation (please do not include image of Claim), which may include medical records, in order to facilitate the review.

Submit all Claims Payment Policy Disputes related to Explanation of Payment Codes beginning with IH###, CE###, CV### (Medical records required), PD### on our website at: <https://provider.wellcare.com/>

<p>Mail all disputes related to Explanation of Payment Codes beginning with IH###, CE###, CV### (Medical Records requested) or PD### to:</p>	<p>WellCare Health Plans Attn: Claims Payment Policy Disputes P.O. Box 31426 Tampa, FL 33631-3426</p>
<p>Mail all medical records and initial reviews and Appeals related to Explanation of Payment Codes beginning with CPI##:</p>	<p><u>By Mail (U.S. Postal Service)</u> Phone: 1-844-458-6739 Fax: 1-267-687-0994 OPTUM P.O. Box 52846 Philadelphia, PA 19115</p> <p><u>By Delivery Services (FedEx, UPS)</u> OPTUM 458 Pike Road Huntingdon Valley, PA 19006</p> <p><u>By Secure Internet Upload</u> Refer to Optum’s Medical Record Request letter for further instructions.</p>
<p>Mail all disputes related to Explanation of Payment Codes LT###, RVLT#:</p>	<p>WellCare Health Plans CCR P.O. Box 31394 Tampa, FL 33631-3394</p>
<p>Mail all disputes related to Explanation of Payment Codes RVPI#:</p>	<p>PICRA P.O. Box 31416 Tampa, FL 33631-3416</p>

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Recovery/Cost Containment Unit (CCU)

<p>Refund(s) in response to a WellCare overpayment notification should include a copy of the overpayment notification any applicable attachment(s) and be sent to:</p>	<p>WellCare Health Plans Attn: CCU Recovery P.O. Box 31584 Tampa, FL 33631-3584</p>
<p>If you do not agree with the proposed WellCare overpayment notification related to adjustments RVXX (Except RV059), which should refer to the Claim Payment Disputes section above), you may request an Administrative Review by submitting a dispute in writing within 45 days of the recovery letter date. Your request should detail why you disagree with these findings and must include any supporting evidence/documentation you believe is pertinent to your position.</p>	
<p>Mail or fax your Administrative Review request to:</p>	<p>WellCare Health Plans Fax: 1-813-283-3284 Attn: CCU Recovery P.O. Box 31658 Tampa, FL 33631-3658</p>
<p>Additional documentation received after your initial Administrative Review request will not be considered. A Final Determination will be rendered within 30 days of WellCare's receipt of your request. If you do not submit a dispute or render payment within the time period referenced above, we will take action to recover the amount owed as allowed by law, or as outlined within the contract between you and WellCare.</p>	
<p>Administrative Reviews related to Explanation of Payment Codes and Comments beginning with DN227, DN228 or RV213 must be submitted in writing and include at a minimum: a summary of the review request, the member's name, member's identification number, date(s) of service, reason(s) why the denial should be reversed, copies of related documentation and all applicable medical records related to both stays to support appropriateness of the services rendered.</p>	
<p>Mail or fax your dispute should to:</p>	<p>COTIVITI HEALTHCARE Fax: 1-203-202-6607 Attn: WellCare Clinical Chart Validation Hillcrest III Building 731 Arbor Way, Suite 150 Blue Bell, PA 19422</p>
<p>Provider Identified Refund(s) without receiving overpayment notification should include the reason for overpayment as well as any details that assist in identifying the member and WellCare Claim ID.</p>	
<p>Please submit to:</p>	<p>WellCare Health Plans Attn: CCU Recovery P.O. Box 31584 Tampa, FL 33631-3584</p>
<p>Note: For single claim checks, please use the Refund Check Informational Sheet to help Recovery post accurately and timely. For checks in excess of 25 claims, please complete the Refund Referral Grid and email all supporting documentation, including the grid, to OverpaymentRefunds@wellcare.com to assist with expedited posting. Please note that only check referrals will be accepted by this email box; anything other than check referrals will not be responded to and will be closed.</p>	

Appeals (Medical)

Providers may file an appeal on behalf of the member with his/her written consent. Providers may also seek an appeal through the Appeals Department within **90 calendar days** of a claims denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC; however, this is not an all-encompassing list of Appeals codes. Anything else related to authorization or medical necessity that is in question should be sent to the Appeals P.O. Box. Include all substantiating information like a summary of the appeal, relevant medical records and member-specific information.

Mail or fax medical appeals with supporting documentation to:

WellCare Health Plans Fax: **1-866-201-0657**
Attn: Appeals Department
P.O. Box 31368
Tampa, FL 33631-3368

Grievances

Member grievances may be filed verbally by calling Customer Service or submitted by fax or mail. Providers may also file a grievance on behalf of the member with his or her written consent.

Mail or fax member grievances to:

WellCare Health Plans Fax: **1-866-388-1769**
Attn: Grievance Department
P.O. Box 31384
Tampa, FL 33631-3384

WellCare Partners

eviCore

eviCore is our in-network vendor for the following programs, and clinical criteria can be accessed through the corresponding program links: [Lab Management](#), [Pain Management](#), [Physical and Occupational Therapy](#) and [Sleep Diagnostics](#).

Contact eviCore for all **authorization-related** submissions for the services listed above rendered in outpatient places of service (including the home setting). Please click on the links above for a listing of the specific services and related criteria included in the eviCore programs.

Web submissions are fast and convenient. If the procedure requested meets clinical criteria, the web provides an immediate approval that can be printed for easy reference. Member eligibility and authorization requests may be submitted via the [eviCore Provider Web Portal](#). A searchable [Authorization Lookup and Eligibility Tool](#) is also available online, and criteria can be accessed through the program links above.

Urgent Authorizations and Provider Services: 1-888-333-8641

*Please refer to **Coastal Care Services, Inc.*** information below to determine if PT/OT services rendered in a home setting should be redirected there instead.

Please note: Authorization is not required for PT or OT services for members enrolled in the Children's Medical Services Program during the Continuity of Care period.

NIA aka National Imaging Associates

NIA (National Imaging Associates) is our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: [Advanced Radiology](#) and [Advanced Cardiology](#).

Contact NIA for all **authorization-related** submissions for the services listed above rendered in outpatient places of service (including the home setting*). Please click on the hyperlinks above for a listing of the specific services and related criteria included in the NIA program. Web submissions are faster and if the procedure requested meets clinical criteria, the web provides and immediate approval that can be printed for easy reference. Member eligibility and authorization requests may be submitted via the [NIA Provider Web Portal](#). A searchable [Authorization Lookup tool](#) is also available online and criteria can be accessed through the program links above.

Urgent Authorization and Provider Services: 1-866-249-1586

Coastal Care Services, Inc.*

*For Florida Medicaid Members Residing in Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota, Miami-Dade, Monroe, Indian River, Martin, Okeechobee, Palm Beach and St. Lucie and Broward counties only, [Coastal Care Services](#) is our in-network vendor for select Durable Medical Equipment (DME) and Home Health Services.

Please contact **Coastal Care** for DME items such as standard Wheelchairs, Oxygen, CPAP, Ambulatory Aides, Hospital Beds, Power Operated Vehicles, Ostomy and Wound Care Supplies and Respiratory Devices.

Please contact **Coastal Care** for Home Health services such as Skilled Nursing, Social Worker, Home Care Aide, Therapy (Physical, Occupational and Speech), Wound Care, Patient Education and Training and Medication Management.

Provider Services Phone: 1-833-204-4535	Utilization Management Phone: 1-855-481-0505	Fax: 1-855-481-0606
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*Note: Does not apply to Staywell Long Term Care or CMS Health Plan Members; please contact the plan directly (see the authorization rules section below).

HealthHelp®

HealthHelp manages **Medical Oncology and Radiation Therapy Services**. [HealthHelp](#) is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: [Radiation Therapy](#) and [Medical Oncology](#).

Contact HealthHelp for all **authorization-related** submissions for the services listed above rendered in all outpatient places of service. Please click on the links above for a listing of the specific services and related resources included in the HealthHelp programs.

Member eligibility and authorization request materials may be accessed via the [HealthHelp Portal](#). A searchable [Authorization Lookup](#) is also available online to check the status of your authorization request, and criteria can be accessed through the program links above.

Urgent Authorizations and Provider Services: 1-888-210-3736

Access Behavioral Health

*For Florida Medicaid Members with Children Medical Services (CMS) and Florida Managed Care Medical Assistance (MMA-LTC; MMA-SMI) residing in *Escambia, Okaloosa, Santa Rosa, and Walton counties* **only** [Access Behavioral Health](#) is our vendor for all Behavioral Health Services.

Please contact **Access Behavioral Health** for all Behavioral Health Inpatient and Outpatient services. For **Provider Services**, utilize the following phone numbers:

Staywell 1-866-334-7927

CMS Health Plan 1-866-799-5321

<https://abhfl.org/>

WellCare Providers – Fax requests to: 1-850-469-3597

TurningPoint

[TurningPoint](#) is our in-network vendor for the following programs [Orthopedic Surgery](#) and [Spinal Surgery](#). The provider resources can be accessed through the vendor portal link listed below. Contact TurningPoint for **all authorization-related** submissions for the services listed above rendered in any inpatient and outpatient places of service. Please click on the link below for a listing of the specific services and related resources included in the TurningPoint programs.

Member eligibility and authorization request materials may be accessed via the [TurningPoint Portal](#). A searchable [authorization lookup](#) is also available online to check the status of your authorization request, and criteria can be accessed through the program link.

For Urgent Authorizations and Provider Services please contact 1-866-701-8317.

Contracted Networks

<p style="text-align: center;"><u>Vision*</u> Premier Eye Care Authorizations and Provider Services Phone: 1-800-738-1889 *Vision benefits vary by county. Please contact Provider Services to verify coverage.</p>	<p style="text-align: center;"><u>Transportation*</u> MMA ModivCare, fka Logisticare Provider line: 1-866-252-1566 Member reservations: 1-877-659-8420</p> <p style="text-align: center;">SMI Specialty Plan ModivCare, fka Logisticare Provider line: 1-866-252-1566 Member reservations: 1-877-659-8412</p> <p style="text-align: center;">Long Term Care Plan Alivi Provider line: 1-888-863-0249 Member reservations: 1-888-863-0249</p> <p style="text-align: center;">CMS Health Plan MTM Facility line: 855-824-5695 then press 9 immediately Member reservations: 1-844-399-9469 *Prior authorization required for transports > 100 miles *Prior authorization required for transportation out of state</p>
<p style="text-align: center;"><u>Hearing</u> Hear USA Phone: 1-855-220-8742</p>	
<p style="text-align: center;"><u>Dental*</u> Liberty Dental CMS Health Plan Title XXI Phone: 1-833-276-0852</p>	

Pharmacy Services

Staywell 1-866-334-7927
 *Staywell Kids 1-866-698-5437
 (*Phone number is only for 2019 Inquiries)
 CMS Health Plan 1-866-799-5321

Including after-hours and weekends (CVS/Caremark®)

Plan	Rx BIN	Rx PCN	Rx GRP
Staywell	004336	MCAIDADV	RX8888
CMS Health Plan	004336	MCAIDADV	RX8775

AcariaHealth™

AcariaHealth is a national comprehensive specialty pharmacy focused on improving care and outcomes for patients living with complex and chronic conditions. AcariaHealth is comprised of dedicated healthcare professionals who work closely with physician’s offices, including support with referral and prior authorization processes. This collaboration allows our patients to receive the medicine they need as fast as possible.

Representatives are available from Monday–Thursday, 8 a.m. to 7 p.m., and Friday, 8 a.m. to 6 p.m. ET.

*AcariaHealth™ Pharmacy #26, Inc.
 8715 Henderson Rd., Tampa, FL 33634
 Phone: 1-866-458-9246 (TTY 1-855-516-5636)
 Fax: 1-866-458-9245
 Website: www.acariahealth.com

*Effective on or about July 2021

Mail Service Pharmacy

[CVS Caremark® Mail Service](#)

1-866-808-7471
 TTY: 1-866-236-1069
 Fax: 1-866-892-8194
 Fax: 1-888-865-6531

Medication Appeals

Mail [medication appeals](#) with supporting documentation to:

WellCare Health Plans
 Attn: Pharmacy Appeals Department
 P.O. Box 31398
 Tampa, FL 33631-3398

Medication appeals may also be initiated by contacting Provider Services. Please note that all appeals filed verbally also require a signed, written appeal.

PDL Inclusions

To request consideration for inclusion of a drug to WellCare’s PDL, providers may write to WellCare explaining the medical justification.

WellCare Health Plans
 Clinical Pharmacy Department Director of Formulary Services
 Pharmacy and Therapeutics Committee
 P.O. Box 31577
 Tampa, FL 33631-3577

Coverage Determination Requests Fax: 1-866-825-2884

Submit a [Coverage Determination Request Form](#) for:

- Drugs not listed on the Preferred Drug List (PDL)
- Drugs listed on the PDL with a prior authorization (PA)
- Duplication of therapy
- Prescriptions that exceed the FDA daily or monthly quantity limits (QL)
- Brand-name drugs when an equivalent generic exists
- Drugs that have a step edit (ST) and the first line of therapy is inappropriate
- Drugs that have an age limit (AL)
- Multi-ingredient compounds exceeding \$300 cost (PA)

For Home Infusion/Enteral services:

Once Authorization Approval is obtained through WellCare, if required, please contact one of our providers below to initiate service.

Coram®:

Phone: 1-800-423-1411 or Fax: 1-866-462-6726

Option Care Health™ aka Option Care and BioScrip Infusion Services® and Crescent Healthcare:

Phone: 1-833-466-0358

At Home Infusion Servixces, LLC (KabaFusion) – Orlando:

Phone: 1-407-425-7114 or Fax: 1-407-425-0642

At Home Infusion Servixces, LLC (KabaFusion) – Boca Raton:

Phone: 1-561-353-4663 or Fax: 1-561-353-4666

HealthHelp® manages Medical Oncology Services. Please see below for HealthHelp Contact Information.

www.wellcare.com/Florida/Providers/Medicaid/Pharmacy

- Pharmacy Services Overview
- Florida Medicaid Preferred Drug List (PDL)
- [Authorization Lookup Tool*](#)
- ① *Note: Includes Pharmacy Medical Requests supplied by Physician.
- Participating Pharmacies
- [Pharmacy Services Forms](#)

WELLCARE'S PRIOR AUTHORIZATION LIST

Prior Authorization (PA) Requirements

This WellCare prior authorization list supersedes any lists that have been distributed to our providers. Please ensure that older lists are replaced with this updated version. Authorization changes are denoted by a **Pa** symbol for easy identification. Requirements that have been edited for *clarification only* are denoted with an **ⓘ** symbol.

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. **A written or faxed script to the specialist is required.** The reason for the referral and the name of the specialist must be documented in the medical record. **The specialist must document receipt of the request for a consultation and the reason for the referral in the medical record.**

No communication with the plan is necessary. Specialists may not refer members directly to other specialists.

All services rendered by nonparticipating providers and facilities require authorization. Primary care physicians (PCPs) must refer members to participating specialists. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

This guide does NOT apply to the following: Medical groups or IPAs delegated for Utilization Management (providers must follow the specific medical group or IPA referral and authorization requirements) or other services covered under a specific network arrangement.

Urgent Authorization Requests and Admission Notifications – Call the below numbers and follow the prompts:

Staywell 1-866-334-7927	*Staywell Kids 1-866-698-5437 (*Phone number is only for 2019 Inquiries)	CMS Health Plan 1-866-799-5321
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- Notify the plan of unplanned inpatient hospital admissions within **24 hours** of admission (except normal maternity delivery admissions). Telephone authorizations must be followed by a fax submission of clinical information by the next business day.
- Outpatient authorizations for urgent and time-sensitive services may be submitted by phone when warranted by the member's condition. Please include **CPT and ICD-10 codes** with your authorization request. Standard authorization requests may be submitted [online](#) or via fax to the numbers listed on the associated forms located [here](#).
- [Web submissions](#) are faster, and if the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference.
- Obtaining authorization does not guarantee payment, but rather only confirms whether a service meets WellCare's determination criteria at the time of the request. WellCare retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, the medical necessity of services and correct coding and billing practices.
- Lab services performed in POS 81 should be directed to **LabCorp** Phone: **1-800-877-5227**. Testing must be consistent with CLIA guidelines.

Behavioral Health Services [WellCare Secure Provider Portal](#)

For Urgent and Inpatient Hospitalization Authorizations and Provider Services Phone:

Staywell 1-866-334-7927	CMS Health Plan 1-866-799-5321
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Please [log in](#) to submit your Outpatient Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

www.wellcare.com/Florida/Providers/Medicaid/Behavioral-Health

- Emergency behavioral health services do not require prior authorization. **In order to obtain authorization, notification of an Inpatient admission is required on the next business day following admission.**
- Inpatient, PHP and residential **initial** reviews are done by fax (preferred) or telephone and determined within **24 hours** of the request.
- Inpatient, PHP and residential **concurrent** reviews are done by telephone.
- Psychological testing reviews are done by telephone or fax. All other levels of care requiring authorization, including outpatient services, are to be requested by fax or may be submitted online.
- For more information on Authorization Requirements, click [here](#) and select one of the 4 below FL Auth Grid PDFs under **Helpful Documents**.

FL 90000 Codes Master Auth Grid	FL in Lieu of Services BH Auth Grid	FL HLOC BH Master Auth Grid	FL HCPC BH Master Auth Grid
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Please contact [Access Behavioral Health](#) for all Behavioral Health Inpatient and Outpatient services. For Provider Services, utilize the phone numbers above.

Access Behavioral Health: https://abhfl.org/	WellCare Providers – Fax Requests to 1-850-469-3597
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PROCEDURES and SERVICES	Authorization Required	Comments
Emergency Behavioral Health Services	No	
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization.
Behavioral Health Services *For Florida Medicaid Members with Children Medical Services (CMS) and Florida Managed Care Medical Assistance (MMA-LTC; MMA-SMI) residing in Escambia, Okaloosa, Santa Rosa, and Walton counties only , Access Behavioral Health is our vendor for all Behavioral Health Services. Please contact Access Behavioral Health for all Behavioral Health Inpatient and Outpatient services. For Provider Services, utilize the phone numbers above. Access Behavioral Health https://abhfl.org/	See Comments	For more information on Authorization Requirements click here and select one of the 4 below FL Auth Grid PDFs under Helpful Documents . FL 90000 Codes Master Auth Grid FL HLOC BH Master Auth Grid FL in Lieu of Services BH Auth Grid FL HCPC BH Master Auth Grid WellCare Secure Provider Portal

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Emergency Services

PROCEDURES and SERVICES	Authorization Required	Comments
Emergency Behavioral Health Services	No	
Emergency Room Services	No	
Emergency Transportation	No	
Urgent Care Services	No	

Inpatient Services

[WellCare Secure Provider Portal](#)

Please [log in](#) to submit your Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

Inpatient Discharge Planning Requests (DME, Therapy, Home Health, etc.) Fax: 1-813-283-9285

NICU Clinicals Fax: 1-888-873-4267

PROCEDURES and SERVICES	Authorization Required	Comments
Elective Inpatient Procedures	Yes	Clinical updates required for continued length of stay.
Inpatient Admissions	Yes	Clinical updates required for continued length of stay.
Long-Term Acute Care Hospital (LTACH) Admissions	Yes	Clinical updates required for continued length of stay.
NICU/Sick Baby Admissions	Yes	Notification to Staywell is required within 24 hours following admission. Contact ProgenyHealth® at fax 1-888-873-4267 to submit clinical updates for initial and continued length of stay.
Observations	See Comments	Observation services will not require authorization; however, preplanned procedures will be subject to outpatient authorization requirements. Authorization Lookup Tool Clinical updates required for continued length of stay.
Orthopedic Surgery	Yes – See Comments	Contact TurningPoint for prior authorization: TurningPoint Portal Phone: 1-855-434-0331 Fax: 1-803-462-4271
Rehabilitation Facility Admissions	Yes	Clinical updates required for continued length of stay.
Skilled Nursing Facility Admissions	Yes	Clinical updates required for continued length of stay.
Spinal Surgery	Yes – See Comments	Contact TurningPoint for prior authorization: TurningPoint Portal Phone: 1-855-434-0331 Fax: 1-803-462-4271

Outpatient Services

[WellCare Secure Provider Portal](#)

Please [log in](#) to submit your Outpatient Authorization Requests & Clinical Submissions.

To fax a request, please access our forms [here](#)

For Coastal Care Services***, Fax: 1-855-481-0606, for Durable Medical Equipment Services, Home Health Services and Speech Therapy Services

Inpatient Discharge Planning Requests (DME, Therapy, HomeHealth, etc.) Fax: 1-813-283-9285

Pharmacy Medical Requests Fax: 1-855-677-3915

*Please see Select DME and Home Health Services grid below to determine members and services reviewed by Coastal Care

**Note: Coastal Care does not apply to Staywell Long Term Care or CMS Health Plan Members, please contact the plan directly.

PROCEDURES and SERVICES	Authorization Required	Comments
Select Outpatient Procedures	Yes – See Comments	Please refer to the Authorization Lookup Tool for prior authorization requirements.

PROCEDURES and SERVICES	Authorization Required	Comments
Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans	Yes – See Comments	Contact National Imaging Associates for authorization: National Imaging Associates Provider Web Portal Phone: 1-866-249-1586 Advanced Radiology Program Criteria Radiology Request Forms
Dialysis	No	
Select Durable Medical Equipment and Home Health Services For FL Medicaid members residing in: Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota, Miami-Dade, Monroe, Indian River, Martin, Okeechobee, Palm Beach, St. Lucie and Broward counties. DME services handled by Coastal Care include: Standard Wheelchairs, Oxygen, CPAP, Ambulatory Aides, Hospital Beds, Power Operated Vehicles, Ostomy and Wound Care Supplies, Respiratory Devices. Home Health Services handled by Coastal Care include: Skilled Nursing, Social Worker, Home Care Aide, Therapy (Physical, Occupational and Speech), Wound Care, Patient Education and Training and Medication Management.	Yes – See Comments	Contact Coastal Care for authorization: Coastal Care Services Utilization Management Phone: 1-855-481-0505 Fax: 1-855-481-0606 **Note: Coastal Care does not apply to Staywell Long Term Care or CMS Health Plan members, please contact the plan directly.
For all other counties and excluded services: Durable Medical Equipment Purchases and Rentals DME consists of pieces of equipment that will assist with activities of daily living. (Customized Wheelchair Equipment, Diabetic Supplies, Neuromuscular Stimulators, Bone Growth Stimulators, Speech Generating Devices, Specialty Beds, Implantable Devices, Life Vest Defibrillator, Transplant Related services, High Frequency Chest Wall Oscillation, ESRD Related services)	Yes – See Comments	All DME rentals require authorization. DME purchase items reimbursed at OR below \$500 per line item do NOT require authorization. *For Home Infusion/Enteral Services please refer to the Pharmacy Section above for the preferred provider if the authorization is required.
Hearing Aids	Yes – See Comments	Please contact Hear USA for authorization: Phone: 1-800-731-3277 Fax: 1-888-303-6327
Hospice Care Services	Yes	
Investigational & Experimental Procedures and Treatment	Yes – See Comments	Refer to Clinical Coverage Guidelines WellCare Secure Provider Portal
Laboratory Management (Certain Molecular and Genetic Tests)	Yes – See Comments	Contact eviCore for authorization: eviCore Provider Web Portal Phone: 1-888-333-8641 WellCare Lab Management Criteria Molecular and Genetic Testing QRG
Medical Oncology Services	Yes – See Comments	Contact HealthHelp® for authorization: HealthHelp Portal Phone: 1-888-210-3736 Medical Oncology Program Services
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization.

PROCEDURES and SERVICES	Authorization Required	Comments
Orthopedic Surgery	Yes – See Comments	Contact TurningPoint for prior authorization: TurningPoint Portal Phone: 1-855-434-0331 Fax: 1-803-462-4271
Orthotics and Prosthetics Orthotics support or correct a weak or deformed body part, or restrict or eliminate motion in a diseased or injured part of the body.	Yes – See Comments	Purchase items reimbursed at OR below \$500 per line item do NOT require authorization.
Pain Management Treatment	Yes – See Comments	Contact eviCore for authorization: eviCore Provider Web Portal Phone: 1-888-333-8641 Pain Management Program Criteria Musculoskeletal Management Request Forms
Physical and Occupational Therapy (including home-based therapy except for members residing in counties listed on Page 8, where home health services are handled by Coastal Care Services)* Please note: Authorization is not required for members enrolled in the Children's Medical Services program during the Continuity of Care period.	Yes – See Comments	Contact eviCore for authorization: eviCore Provider Web Portal Phone: 1-888-333-8641 Physical and Occupational Therapy Criteria PT/OT Worksheets
Radiation Therapy Management	Yes – See Comments	Contact HealthHelp® for authorization: HealthHelp Portal Phone: 1-888-210-3736 Radiation Therapy Management Program Resources
Sleep Diagnostics	Yes – See Comments	Contact eviCore for authorization: eviCore Provider Web Portal Phone: 1-888-333-8641 Sleep Diagnostics Program Criteria Sleep Management Worksheets
Speech Therapy Services Please note: Authorization is not required for members enrolled in the Children's Medical Services program during the Continuity of Care period.	Yes	For members receiving Speech Therapy services in the home setting , please refer to counties listed above under Select Durable Medical Equipment and Home Health Services to determine if request should be handled by Coastal Care Services . **Note: Coastal Care does not apply to Staywell Long Term Care and CMS Health Plan Members, please contact the plan directly
Spinal Therapy	Yes – See Comments	Contact TurningPoint for prior authorization: TurningPoint Portal Phone: 1-855-434-0331 Fax: 1-803-462-4271
Sterilization Procedures	No	Sterilization Consent Form Required
Termination of Pregnancy	No	Abortion Certification Form Required
Transplant Services	Yes	Please submit clinical records for prior authorization for all transplant phases.

PROCEDURES and SERVICES	Authorization Required	Comments
Prenatal Notifications		Fax: 1-877-647-7475
Obstetric Global Care	No	Prenatal Notification Form

