

# Florida Medicare Quick Reference Guide



January 2023

<https://www.wellcare.com/Florida/Providers/Medicare>

## IMPORTANT NOTE

Please refer to the member ID card to determine appropriate authorization and claims submission process. Please see below for additional information.

## IMPORTANT PHONE NUMBERS

### **BEHAVIORAL HEALTH CRISIS LINE: 1-800-411-6485**

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

### **NURSE ADVICE LINE: 1-800-581-9952**

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

## CONVENIENT SELF-SERVICE

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

	Portal	Chat	(IVR) Interactive Voice Response
Authorization Requirements*	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	Available
Authorization Status*	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	Available
Authorizations Request*	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	N/A
Benefit Information	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	Available
Claims Status	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	Available
Co-payment	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	Available
Eligibility Verification	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	Available
Submit Appeals	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	N/A
Appeals Status	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	N/A
Submit Claim Disputes	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	N/A
Submit Claims	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	N/A
Submit Corrected Claims	<b><u>Fastest Result</u></b>	<b><u>Available</u></b>	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 Phone: 1-855-538-0454 TTY: 711  
DSNP Access & Liberty Phone: 1-833-857-5715**

**For your convenience, when viewing online, items on this QRG in bold, underlined fonts are hyperlinks to supporting Provider Job Aids, resource guides and forms.** NOTE: This guide is not intended to be an all-inclusive list of covered services under the Health Plan, but it substantially provides current referral and prior authorization instructions. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable plan coverage guidelines.

## WELLCARE PHONE NUMBERS

### CARE AND DISEASE MANAGEMENT REFERRALS

Phone: **1-866-635-7045** TTY: **711**  
 Fax: **1-866-287-3286**  
 Hours: M–F 8 a.m.–7 p.m.  
 Eastern Standard Time

### RISK MANAGEMENT FRAUD, WASTE & ABUSE HOTLINE

**1-866-685-8664**

### COMMUNITY CONNECTIONS HELP LINE

**1-866-775-2192**

## CLAIM SUBMISSION INFORMATION

### SUBMISSION INQUIRIES:

#### Support from Provider Services: 1-855-538-0454

For inquiries related to your electronic or paper submissions to Wellcare, please contact our EDI team at

**[EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com)**.

### ELECTRONIC FUNDS TRANSFER AND ELECTRONIC REMITTANCE ADVICE:

Register online using the simplified, enhanced provider registration process at **[PaySpan.com](http://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 to 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 (RF – Reporting only) Submissions
Professional	1844	3211
Institutional	8551	4949

**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	FFS (CH – Chargeable) Submissions	Encounter (RF – 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**.

**ConnectCenter™ 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 our submissions are free of charge and please ensure you **use vendor code 212750** when you register.

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## CLAIM SUBMISSION INFORMATION CONTINUED

### PAPER SUBMISSION GUIDELINES:

We follow the Centers for Medicare & Medicaid Services (CMS) guidelines for paper claim submissions. Since October 28, 2010, Wellcare accepts only the original “red claim” form for claim and encounter submissions.

**Wellcare does not accept handwritten, faxed or replicated claim forms. Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

[Click here](#) to locate claim forms and guidelines.

### MAIL PAPER CLAIM SUBMISSIONS TO:



#### FOR WELLCARE HEALTH INSURANCE OF FLORIDA, INC.

Wellcare  
Attn: Claims Department  
P.O. Box 31372  
Tampa, FL 33631-3372



#### FOR SUNSHINE STATE HEALTH PLAN, INC.

Wellcare  
Attn: Claims Department  
P.O. Box 31224  
Tampa, FL 33631-3224

## CLAIM PAYMENT DISPUTES

The Claim Payment Dispute Process is designed to address claim denials for issues related to untimely filing, unlisted procedure codes, non-covered codes etc. Claim payment disputes must be submitted in writing to Wellcare **within 90 calendar days** of the date on the EOP. Submit all claims payment disputes with supporting documentation at <https://provider.wellcare.com/>.

**NOTE: Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

### MAIL ALL CLAIM PAYMENT DISPUTES WITH SUPPORTING DOCUMENTATION TO:



Wellcare  
Attn: Claim Payment Disputes  
P.O. Box 31370  
Tampa, FL 33631-3370

**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 DNO01, DNO04, DNO38, DNO39, 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 (please do not include image of claim) like a summary of the appeal, relevant medical records and member-specific information.**

## CLAIM PAYMENT POLICY DISPUTES

The Claims Payment Policy Department has created a new mailbox for provider issues related strictly to payment policy issues. Disputes for payment policy-related issues must be submitted to us in writing within **90 calendar days** of the date 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) or PD#### at: <https://provider.wellcare.com/>.

**NOTE: Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

### MAIL ALL DISPUTES RELATED TO EXPLANATION OF PAYMENT CODES BEGINNING WITH IH####, CE####, CV#### (MEDICAL RECORDS REQUIRED) OR PD#### TO:



Wellcare  
Attn: Payment Policy Disputes Department  
P.O. Box 31426  
Tampa, FL 33631-3426

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## CLAIM PAYMENT POLICY DISPUTES CONTINUED

**MAIL ALL MEDICAL RECORDS AND INITIAL REVIEWS AND 1ST LEVEL APPEALS RELATED TO EXPLANATION OF PAYMENT CODES BEGINNING WITH CPI##:**



### BY MAIL (U.S. POSTAL SERVICE)

Optum  
P.O. Box 52846  
Philadelphia, PA 19115  
Phone: 1-844-458-6739 | Fax: 1-267-687-0994

### BY DELIVERY SERVICES (FEDEX, UPS)

Optum  
458 Pike Road  
Huntingdon Valley, PA 19006

### BY SECURE INTERNET UPLOAD

Refer to Optum's Medical Record Request letter for further instructions

**MAIL ALL DISPUTES RELATED TO EXPLANATION OF PAYMENT CODES LT###, RVLT# AND CPI## 2ND LEVEL APPEALS TO:**



Wellcare  
Attn: CCR  
P.O. Box 31394  
Tampa, FL 33631-3394

**MAIL ALL DISPUTES RELATED TO EXPLANATION OF PAYMENT CODES RVPI# TO:**



PICRA  
P.O. Box 31416  
Tampa, FL 33631-3416

## RECOVERY/COST CONTAINMENT UNIT (CCU)

**REFUND(S)** in response to a Wellcare overpayment notification should include a copy of the overpayment notification as well as a copy of attachment(s) and sent to:



Wellcare – Comprehensive Health Management  
Attn: Recovery/Cost Containment Unit (CCU)  
PO Box 947945  
Atlanta, GA 30394-7945

**NOTE: Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

If you do not agree with this 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.

**MAIL OR FAX YOUR ADMINISTRATIVE REVIEW REQUEST TO:**



Wellcare  
Attn: CCU Recovery  
P.O. Box 31658  
Tampa, FL 33631-3658  
Fax: 1-813-283-3284

Additional documentation received after your initial Administrative Review request will not be considered. A Final Determination will be rendered within **30 days** of the date 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.

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## RECOVERY/COST CONTAINMENT UNIT (CCU) CONTINUED

**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.

### YOUR DISPUTE SHOULD BE SENT TO:



**Cotiviti**  
**Attn: Wellcare Clinical Chart Validation**  
**HillCrest III Building**  
**731 Arbor Way, Suite 150**  
**Blue Bell, PA 19422**  
**Fax: 1-203-202-6607**

**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.



**Wellcare – Comprehensive Health Management**  
**Attn: Recovery/Cost Containment Unit (CCU)**  
**PO Box 947945**  
**Atlanta, GA 30394-7945**

**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.

## APPEALS (MEDICAL)

All non-participating Medicare provider appeals must be submitted within **60 calendar days** and they must also submit a signed waiver of liability (WOL) with their request for processing. Participating providers also can seek an appeal through the Appeals Department within **90 calendar days** of a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification. Examples include Explanation of Payment Codes DN001, DN004, DN038, 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 (please do not include image of claim) like a summary of the appeal, relevant medical records and member-specific information.

**NOTE: Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

### MAIL OR FAX ALL MEDICAL APPEALS WITH SUPPORTING DOCUMENTATION TO:



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

## GRIEVANCES

Member grievances may be filed verbally by contacting Customer Service or submitted in writing via mail, email or fax. Providers may also file a grievance on behalf of the member with the member's written consent.

**NOTE: Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

### MAIL, EMAIL OR FAX ALL MEMBER GRIEVANCES TO:



**Wellcare**  
**Attn: Grievance Department**  
**P.O. Box 31384**  
**Tampa, FL 33631-3384**  
**Fax: 1-866-388-1769**  
**Email: Operationalgrievance@wellcare.com**  
**or pdp grievance@wellcare.com**

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## HEALTH PLAN PARTNERS

### Contracted Networks

#### HEARING

##### HCS

Phone: **1-866-344-7756**

#### VISION

##### Premier Eye Care

Phone: **1-855-749-1911**

*\*Vision benefits vary. Please contact  
Provider Services to verify coverage.*

#### DENTAL

##### Envolve

Phone: **1-888-983-4691**

#### TRANSPORTATION

##### modivcare, fka Logisticare

Phone: **1-877-682-9026**

### 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 hyperlinks above for a listing of the specific services and related criteria included in the eviCore programs.

Web submissions are faster, and 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**

\*Excluding Episode of Care Requests. Please contact Wellcare for all services rendered during an Episode of Care

\*\*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.

### National Imaging Associates aka NIA

**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 an 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: 1-800-424-5388**

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## HealthHelp®

**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**

## CareCentrix

**CareCentrix** is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: **Home Health**, **Skilled Nursing Facility**, **Long Term Acute Care** and **Inpatient Rehab**.

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

**Urgent Post Acute Care Authorizations and Provider Services: 1-888-571-6028**

## TurningPoint®

**TurningPoint** is our in-network Surgical Quality & Safety Management Program 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 1-866-533-8562**

## Coastal Care Services, Inc.

**For members residing in Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota, Indian River, Martin, Okeechobee, Palm Beach, St. Lucie, Broward, Miami-Dade and Monroe 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, & Speech), Wound Care, Patient Education & Training, and Medication Management.

Provider Services: **1-833-204-4535** | Utilization Management: **1-855-481-0505** | Fax: **1-855-481-0606**

## PHARMACY SERVICES

### PHARMACY SERVICES:

1-855-538-0454

Including after-hours and weekends –  
CVS Caremark®

Rx BIN	Rx PCN	Rx GRP
004336	MEDDADV	788257

[Click here](#) to locate CVS Caremark®

Mail Order Info:

1-866-808-7471

TTY: 1-866-236-1069

Fax: 1-866-892-8194

### 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 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](http://www.acariahealth.com)

### MEDICATION APPEALS:

Fax: 1-866-388-1766

[Click here](#) to locate Medication Appeal Request (form) and mail with supporting documentation to:

**Wellcare**

Attn: Pharmacy Appeals Department

P.O. Box 31383

Tampa, FL 33631-3383

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

**NOTE: Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**

### FORMULARY INCLUSIONS:

To request consideration for inclusion of a drug to the formulary, providers may submit a medical justification to us in writing to:



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

### COVERAGE DETERMINATION

#### REQUESTS:

Fax: 1-866-388-1767

[Click here](#) to locate Coverage Determination Request (form) to be submitted for the exceptions listed below:

- Medications not listed on the formulary
- Drugs listed on the formulary with a prior authorization (PA)
- Duplication of therapy
- Prescriptions that exceed the FDA daily or monthly quantity limit (QL)
- Most self-injectable and infusion medications (including chemotherapy administered in a physician's office)
- Drugs that have a step edit (ST) and the first-line therapy is inappropriate
- Drugs that have an age limit (AL)
- Drugs listed on the formulary with a quantity limit (QL)

[Click here](#) to locate **the Medication Guide/Formulary**

[Click here](#) to locate **Pharmacy Request forms** such as Injectable Infusion, CVS Caremark Mail Order Service, etc.

[Click here](#) to locate **AcariaHealth™ Pharmacy Solutions – Specialty**

**HealthHelp will manage Medical Oncology Services. Please see below for HealthHelp Contact Information.**

### FOR HOME INFUSION/ENTERAL SERVICES:

Once Authorization Approval is obtained through Wellcare, if required, please contact our providers below to initiate services:

#### 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

#### KabaFusion – Orlando:

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

#### KabaFusion – Boca Raton:



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

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## PRIOR AUTHORIZATION (PA) LIST

### PRIOR AUTHORIZATION (PA) REQUIREMENTS

This 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 will be denoted with a  symbol for easy identification. Requirements that have been edited for clarification only will be denoted with an  symbol.

Wellcare supports the concept of the Primary Care Physician (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 freestanding facility. The specialist must document receipt of the consultation request and the reason for the referral in the medical record. **No communication with the health plan is necessary.**

**For members enrolled in a PPO plan, authorization is not required for nonparticipating providers and facilities, however, services on the medical necessity/authorization required list below must be covered services within the benefit plan and considered medically necessary for the plan to pay a portion of the out-of-network claim.**

**For members enrolled in a non-PPO plan, all services rendered by non-participating providers and facilities require authorization, including requests to use the member’s Point-of-Service benefits.** Specialists must coordinate all services with the member’s PCP. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

**Urgent Authorization Requests and Admission Notifications: Call 1-855-538-0454 and follow the prompts.**

- Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.
- 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**.
- **Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**
- **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 prior authorization does not guarantee payment, but rather only confirms whether a service meets the health plan’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.
- Wellcare may delegate Prior Authorization to the contracted MSO, IPA or Medical Groups who then determine prior authorization requirements for their assigned members.
  - IPAs must make every attempt to authorize services that are the financial responsibility of Wellcare to a provider within Wellcare’s contracted network. If a member requires out-of-network services because Wellcare is not contracted with a provider of like specialty, the IPA is required to notify Wellcare’s Utilization Management Department prior to issuing an authorization. The Utilization Management Department will discuss the case with the Wellcare Contracting Department and notify the IPA accordingly such that an authorization may be issued. For services that are the financial responsibility of the IPA, the IPA is required to follow its organization’s policy in reference to authorization of out-of-network providers.
  - Emergency admissions that are outside the IPA/Group’s service area are monitored by the Wellcare Utilization Management Department. Wellcare’s Medical Management Department will be responsible for issuing an authorization, performing concurrent review, and working with the IPA to coordinate transfer of the member to an in-network facility once the member has been stabilized.
  - For specific authorization requirements, please follow your group’s direction.

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## BEHAVIORAL HEALTH SERVICES

### **SECURE PROVIDER PORTAL**

**For Urgent and Inpatient Hospitalization Authorizations and Provider Services Phone: 1-855-538-0454**

Please **log in** to submit your Outpatient Authorization Requests and Inpatient Clinical Submissions.

To fax a request, please access our forms **here**

Web-based information: **<https://www.wellcare.com/Florida/Providers/Medicare/Behavioral-Health>**

- **To obtain authorization, notification of an Inpatient admission is required on the next business day following admission.**
- Inpatient concurrent review is generally done by phone, but a fax option is available and the forms and fax numbers can be found **here**.
- Psychological testing requests are to be submitted via fax. All other levels of care requiring authorization, including outpatient services, may be submitted online.
- For more information on Authorization Requirements, **click here** and select the “**Behavioral Health Authorization List**” PDF under **Resources**.

Procedures and Services	Authorization Required	Comments
<b>Emergency Behavioral Health Services</b>	<b>No</b>	
<b>Non-contracted (non-participating) Provider Services</b>	<b>Yes</b>	All services from non-participating providers require prior authorization. *Excluding members enrolled in a PPO plan
<b>Behavioral Health Services</b>	<b>See Comments</b>	Please refer to the <b><u>Behavioral Health Authorization List</u></b> under <b>Resources</b> for authorization requirements.

## EMERGENCY SERVICES

Procedures and Services	Authorization Required	Comments
<b>Emergency Behavioral Health Services</b>	<b>No</b>	
<b>Emergency Care Services</b>	<b>No</b>	
<b>Emergency Transportation Services (excluding Air and Water Ambulances)</b>	<b>No</b>	
<b>Urgent Care Services</b>	<b>No</b>	

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## INPATIENT SERVICES & DISCHARGE PLANNING

### **SECURE PROVIDER PORTAL**

Please **log in** to submit your Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms **here**

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

Procedures and Services	Authorization Required	Comments
<b>Elective Inpatient Procedures</b>	<b>Yes</b>	Clinical updates required for continued length of stay (LOS).
<b>Hospice</b>	<b>Yes</b>	
<b>Inpatient Hospital Admissions</b>	<b>Yes</b>	Clinical updates required for continued length of stay (LOS).
<b>Long-Term Acute Care Hospital (LTACH) Admissions</b>	<b>Yes</b>	Contact CareCentrix for authorization: <b><u>CareCentrix</u></b> Phone: <b>1-888-571-6028</b>
<b>Observations</b>	<b>Yes</b>	Elective procedures that convert to an Observation stay are subject to outpatient authorization requirements.  <b><u>Authorization Lookup Tool</u></b>  Services performed during an urgent or emergent Observation stay, such as Advanced Radiology or Cardiology, do not require authorization.  Clinical updates required for continued length of stay (LOS).
<b>Orthopedic Surgery</b>	<b>Yes – See Comments</b>	Contact TurningPoint for prior authorization: <b><u>TurningPoint Portal</u></b> Phone: <b>1-866-533-8562</b> Fax: <b>1-850-391-3229</b>
<b>Rehabilitation Facility Admissions</b>	<b>Yes</b>	Contact CareCentrix for authorization: <b><u>CareCentrix</u></b> Phone: <b>1-888-571-6028</b>
<b>Skilled Nursing Facility Admissions</b>	<b>Yes</b>	Contact CareCentrix for authorization: <b><u>CareCentrix</u></b> Phone: <b>1-888-571-6028</b>
<b>Spinal Surgery</b>	<b>Yes – See Comments</b>	Contact TurningPoint for prior authorization: <b><u>TurningPoint Portal</u></b> Phone: <b>1-866-533-8562</b> Fax: <b>1-850-391-3229</b>

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## OUTPATIENT SERVICES & DISCHARGE PLANNING

### **SECURE PROVIDER PORTAL**

Please **log in** to submit your Outpatient Authorization Requests & Clinical Submissions.

To fax a request, please access our forms **here**

Pharmacy Medical Requests Fax: **1-888-871-0564**

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

Procedures and Services	Authorization Required	Comments
<b>Select Outpatient Procedures</b>	<b>Yes – See Comments</b>	Please refer to the <b><u>Authorization Lookup Tool</u></b> for prior authorization requirements.
<b>Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET &amp; SPECT Scans</b>	<b>Yes – See Comments</b>	Contact National Imaging Associates for authorization: <b><u>National Imaging Associates Provider Web Portal</u></b> Phone: <b>1-800-424-5388</b> <b><u>Advanced Radiology Program Criteria</u></b> <b><u>Radiology Request Forms</u></b>
<b>Cardiology Services: Cardiac Imaging, Cardiac Catheterization, Diagnostic Cardiac Procedures and Echo Stress Tests</b>	<b>Yes – See Comments</b>	Contact National Imaging Associates for authorization: <b><u>National Imaging Associates Provider Web Portal</u></b> Phone: <b>1-800-424-5388</b> <b><u>Cardiology Program Criteria</u></b> <b><u>Cardiology Worksheets</u></b>
<b>Dialysis</b>	<b>No</b>	
<b>Select Durable Medical Equipment and Home Health Services</b> <b>For members residing in:</b> Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota, Indian River, Martin, Okeechobee, Palm Beach, St. Lucie, Broward, Miami-Dade and Monroe counties: <b>DME services handled by Coastal Care include:</b> Standard Wheelchairs, Oxygen, CPAP, Ambulatory Aides, Hospital Beds, Power Operated Vehicles, Ostomy and Wound Care Supplies, Respiratory Devices <b>Home Health Services handled by Coastal Care include:</b> Skilled Nursing, Social Worker, Home Care Aide, Therapy (Physical, Occupational, & Speech), Wound Care, Patient Education & Training, and Medication Management	<b>Yes – See Comments</b>	Contact Coastal Care for authorization: <b><u>Coastal Care Services</u></b> Utilization Management: <b>1-855-481-0505</b> Fax: <b>1-855-481-0606</b>

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## OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Authorization Required	Comments
<p><b>For all other counties and excluded services:</b></p> <p><b>Durable Medical Equipment Purchases and Rentals</b></p> <p>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)</p>	<b>Yes – See Comments</b>	<p>Please refer to the <b><u>Authorization Lookup Tool</u></b> for prior authorization requirements.</p> <p><b>*For Home Infusion/Enteral Services, please refer to the Pharmacy section above for the preferred provider if the authorization is required.</b></p>
<b>Hearing Aids</b>	<b>Yes – See Comments</b>	<p>Please contact Hear USA for authorization:</p> <p>Phone: <b>1-800-333-3389</b></p> <p>Fax: <b>1-888-303-6327</b></p>
<b>For all other counties:</b> <b>Home Health</b>	<b>Yes</b>	<p>For authorization requests and inquiries, contact <b>CareCentrix</b> as follows:</p> <p>Phone: <b>1-833-409-1284</b></p> <p>Fax: <b>1-877-246-8088</b></p> <p>CareCentrix HomeBridge® Provider Portal <b><u>Click here</u></b> to log into HomeBridge® Provider Portal for authorization inquiries or requests</p>
<b>Hospice Care Services</b>	<b>No</b>	
<b>Investigational &amp; Experimental Procedures and Treatment</b>	<b>Yes</b>	<p><b><u>Refer to Clinical Coverage Guidelines</u></b></p> <p><b><u>Secure Provider Portal</u></b></p>
<b>Laboratory Management (Certain Molecular and Genetic Tests)</b>	<b>Yes – See Comments</b>	<p>Contact eviCore for authorization:</p> <p><b><u>eviCore Provider Web Portal</u></b></p> <p>Phone: <b>1-888-333-8641</b></p> <p><b><u>Wellcare Lab Management Program Criteria</u></b></p> <p><b><u>Molecular and Genetic Testing Quick Reference Guide</u></b></p>
<b>Medical Oncology Services</b>	<b>Yes</b>	<p>Contact HealthHelp for authorization:</p> <p><b><u>HealthHelp Portal</u></b></p> <p>Phone: <b>1-888-210-3736</b></p> <p><b><u>Medical Oncology Program Services</u></b></p>
<b>Non-contracted (non-participating) Provider Services</b>	<b>Yes</b>	<p>All services from non-participating providers require prior authorization.</p> <p>*Excluding members enrolled in a PPO plan</p>

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## OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Authorization Required	Comments
<b>Orthopedic Surgery</b>	<b>Yes – See Comments</b>	Contact TurningPoint for prior authorization: <b><u>TurningPoint Portal</u></b> Phone: <b>1-866-533-8562</b> Fax: <b>1-850-391-3229</b>
<b>Orthotics and Prosthetics</b> Orthotics support or correct a weak or deformed body part, or restrict or eliminate motion in a diseased or injured part of the body. Prosthetics are artificial devices to replace a missing body part, such as a limb or an eye.	<b>Yes – See Comments</b>	Please refer to the <b><u>Authorization Lookup Tool</u></b> for prior authorization requirements.
<b>Pain Management Treatment (Certain Pain Management Treatments)</b>	<b>Yes – See Comments</b>	Contact eviCore for authorization: <b><u>eviCore Provider Web Portal</u></b> Phone: <b>1-888-333-8641</b> <b><u>Pain Management Program Criteria</u></b> <b><u>Musculoskeletal Management Request Forms</u></b>
<b>Physical and Occupational Therapy</b> (including home-based therapy except for members residing in counties listed above, where home health services are handled by Coastal Care Services)  *Excluding Episode of Care Requests. Please contact Wellcare for all services rendered during an Episode of Care	<b>Yes – See Comments</b>	Contact eviCore for authorization: <b><u>eviCore Provider Web Portal</u></b> Phone: <b>1-888-333-8641</b> <b><u>Physical and Occupational Therapy Program Criteria</u></b> <b><u>PT/OT Worksheets</u></b>
<b>Radiation Therapy Management</b>	<b>Yes – See Comments</b>	Contact HealthHelp for authorization: <b><u>HealthHelp Portal</u></b> Phone: <b>1-888-210-3736</b> <b><u>Radiation Therapy Management Program Resources</u></b>
<b>Sleep Diagnostics</b>	<b>Yes – See Comments</b>	<b>Contact eviCore for authorization:</b> <b><u>eviCore Provider Web Portal</u></b> <b>Phone: 1-888-333-8641</b> <b><u>Sleep Diagnostics Program Criteria</u></b> <b><u>Sleep Management Worksheets</u></b>
<b>Speech Therapy</b>	<b>Yes</b>	<b><u>Wellcare Secure Provider Portal</u></b> 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.

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## OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Authorization Required	Comments
<b>Spinal Surgery</b>	<b>Yes – See Comments</b>	Contact TurningPoint for prior authorization: <b><u>TurningPoint Portal</u></b> Phone: <b>1-866-533-8562</b> Fax: <b>1-850-391-3229</b>
<b>Transplant Services</b>	<b>Yes</b>	Please submit clinical records for prior authorization for all transplant phases.
<b>Wound Care</b>	<b>See Comments</b>	<b>For CPT's 11004, 11005, 11008, 11011, 11012, 11042, 11043, 11044, 11045, 11046 and 11047</b> No authorization is required for the first 12 visits. After 12 combined visits or paid claims, authorization would be required.

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