

Dear Valued Provider:

As a reminder, MeridianCare is changing its name to WellCare on January 1, 2020. Also, effective February 1, 2020, WellCare has contracted with **CareCentrix** to manage post-acute care for our Medicare Advantage and C-SNP members.

Following are the **key details**:

- CareCentrix will manage authorization of services for WellCare members discharged from acute care hospitals to skilled nursing facilities, inpatient rehabilitation facilities and long-term care hospitals.
- CareCentrix will provide nurse coaching for eligible patients after an acute care hospital discharge for a period of up to 90 days to help ensure their path to healing, reduce readmission risk, and achieve self-management.
- WellCare will continue to manage authorization of home health, durable medical equipment and home infusion services.

If providers do not obtain authorization, as described above, from CareCentrix for acute-care discharges to skilled nursing facilities, inpatient rehabilitation facilities and long-term care hospitals on or after February 1, 2020, claims may be denied.

Claims and appeals processes are not changing. Please continue to submit claims, claims questions and appeals to WellCare.

CareCentrix will contact you shortly to provide additional information including training about the authorization process you will begin using on February 1, 2020 with WellCare members.

If you have questions about WellCare services, please call provider services at 1-877-902-6784 or contact your provider relations representative.

Yours truly,
Shawn P. Holt
Medicare Region President



Quality care is a team effort. Thank you for playing a starring role.