



## FILING CLAIMS WITH WELLCARE

We would like to help your billing department get your EDI (claims and real time) transactions processed as efficiently as possible. 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**.

Clearinghouses, practice management vendors or billing services may call **1-800-527-8133** for help with EDI transactions.

### ELECTRONIC SUBMISSIONS

#### 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).

14163- Fee-For-Service Professional or Institutional	59354 Encounters-Professional or Institutional
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#### Change Healthcare CPIDS

If your clearinghouse or billing system is connected directly to Change Healthcare and uses their 4-digit CPID, please use the following according to the file type (Fee-For-Service or Encounters).

1844 Fee-For-Service Professional	3211 Encounter Professional
8551 Fee-For-Service Institutional	4949 Encounter Institutional

#### File Type Definitions

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

### DIRECT DATA ENTRY (DDE) AND SMALL BATCH FILE SOLUTIONS

1. **AdminisTEP** offers a web browser for single submission direct data entry (DDE) or batch upload for professional and institutional submissions, claim status, 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**. Features include:
  - a. Manually input claims data for electronic submission

- b. Menu-driven prompts guide providers through data-entry screens
- c. Screens look like CMS-1500 and UB-04 forms
- d. View electronic rejection letter and remittance
- e. Manage claims electronically
- f. Business edits applied to claims before submission
- g. Online standard paper claim form for direct entry
- h. Online non-standard paper claim form for direct entry

2. **Change Healthcare's 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 Provider Connectivity Services at **1-877-411-7271**. Direct questions regarding functionality of Connect Center to the clearinghouse at **1-800-527-8133**, and select **option. 2**.

- a. Providers will need to enter a credit card upon initial enrollment to verify them as valid submitter.
- b. Only WellCare submissions are free of charge, and please ensure you use vendor code **212750** when you register.
- c. Providers must use the WellCare payer id **14163** if choosing to use Connect Center free DDE or batch upload services.

**PAPER SUBMISSIONS**

WellCare encourages electronic (EDI) claim submissions. However, WellCare also accepts paper CMS-1500 and UB-04 claim forms. Paper claims should only be submitted on original (red ink on white paper) claim forms. Not submitting a paper claim on the original “red and white” claim form may increase the possibility of rejections. Please refer to our website under the correct state and product for complete details about paper submission guidelines under *Provider Manuals* at [www.wellcare.com](http://www.wellcare.com).

*Mail paper claim submissions to:* WellCare Claims  
 PO Box 31224  
 Tampa, FL 33631-3224

If you have any questions regarding this message, please feel free to contact WellCare’s EDI Department at **EDI-Master@wellcare.com**.

**REAL TIME CONNECTIVITY**

Real-time HIPAA 270/271 eligibility transactions and 276/277 claim status is available to providers via the following vendors:

- AdminisTEP.com ..... **1-888-751-3271**
- Availity ..... **1-800-282-4548**
- Change Healthcare..... **1-877-363-3666, prompt 1**
- eSolutions (f.k.a. Dorado Systems, LLC)..... **1- 866-633-4726, prompt 2**
- TransUnion Healthcare..... **1-877-732-6853**

These services improve data interchanges, provide an innovative solution to provider requests, and will be leveraged to implement other HIPAA-compliant transactions in the future.

- Real-time eligibility and claim status information – no waiting on the phone
- Low or no cost to the provider community
- Increased office productivity
- One-stop shopping – view eligibility and claim status information for all participating health insurance companies from a single website with a single login
- Free online tutorials and training

## **PAYSPAN HEALTH**

PaySpan Health is WellCare's provider of Electronic Funds Transfer (EFT) and Electronic Remittance Advice/Explanation of Payment (ERA/EOP) free solutions. PaySpan Health provides an electronic settlement network delivering comprehensive capabilities for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA).

PaySpan Health ties payment information to claims data in a single view and also gives providers unprecedented flexibility for payment management.

- An 835 file – electronic remittance advice (ERA) is available.
- Funds will be made available by electronic fund transfer (EFT).

Create a new account by registering at **[www.payspanhealth.com](http://www.payspanhealth.com)** or calling **1-877-331-7154**. For additional information on PaySpan, please refer to the **Provider Manual** at **[www.wellcare.com](http://www.wellcare.com)**. Select member's state and then select *Provider*, choosing the correct product (Medicare or Medicaid) and then *Overview* from the drop down options.

## **WELLCARE CONTACT INFORMATION**

We're here to help and support our provider partners.

For connectivity questions and rejected submission inquiries, please reach out to our EDI team directly at [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com).

For all other inquiries such as eligibility/benefit information, claim status, claim denials or other claims related questions you may have, please go to **[www.wellcare.com](http://www.wellcare.com)**. Select the member's state and then select *Contact Us* from the top of the page. You can select the correct toll free number for your line of business.