

# Texas Medicare Quick Reference Guide



August 2022

<http://www.wellcare.com/Texas/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:

**Select Care of Texas and Select Care of Texas (IPA: KLSY) Phone: 1-866-230-2513**

**IPA: Village Medical (Authorizations Only) Phone: 1-888-348-6386**

**IPA: NWDC LPO Phone: 1-832-232-5650**

**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 Wellcare, a plan offered by WellCare Health Plans, Inc., 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. (Revised July 2022).

## CONVENIENT SELF-SERVICE CONTINUED

### Provider Services: Interactive Voice Response System:

**IPA: GMG Clinical Intrgrated Network PLLC d/b/a  
Genesis IPA, Wellcare National Health  
Phone: 1-800-830-6806**

**Wellcare of Texas & All DSNP Providers, IPA: Village  
Medical (All Other Services), and Select Care Health Plan  
Phone: 1-855-538-0454**

TTY: 711

## WELLCARE PHONE NUMBERS

### CARE 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**

## CLAIM SUBMISSION INFORMATION

### SUBMISSION INQUIRIES:

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: [\*\*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.

**WELLCARE PAYER ID** – From the following table, please use the appropriate 5-digit payer ID according to the file type (Fee-For-Service or Encounters) to submit professional (837P) and institutional (837I) electronic submissions.

- **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
<b>Professional or Institutional</b>	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\*\*](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\*\*](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.

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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.**

**Click here** to locate claim forms and guidelines.

### MAIL PAPER CLAIM SUBMISSIONS TO:

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



## 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/>

### 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 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.**

## 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/>.

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

**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###, RVL# 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

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:**

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

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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**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.

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:**

**Fax: 1-203-202-6607**

**Cotiviti**

**Attn: Wellcare Clinical Chart Validation  
HillCrest III Building  
731 Arbor Way, Suite 150  
Blue Bell, PA 19422**

**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.

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

**Fax: 1-866-201-0657**

**Wellcare**

**Attn: Appeals Department  
P.O. Box 31368  
Tampa, FL 33631-3368**

**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.

Additionally, provider complaints related to any administrative issue such as Wellcare's policies and procedures or authorization/referral process must be submitted within **30 calendar days** of the event giving rise to the complaint.

**MAIL, PHONE, EMAIL OR FAX ALL MEMBER GRIEVANCES TO:**

**Phone: 1-877-902-6784**

**Fax: 1-866-388-1769**

**Wellcare**

**Attn: Grievance Department  
P.O. Box 31384  
Tampa, FL 33631-3384  
Email: [Operationalgrievance@wellcare.com](mailto:Operationalgrievance@wellcare.com)  
or [pdp grievance@wellcare.com](mailto:pdp grievance@wellcare.com)**

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## HEALTH PLAN PARTNERS

### Contracted Networks

#### HEARING

##### HCS

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

#### VISION

##### Envolve

Phone: **1-866-897-4785**

#### DENTAL

##### Envolve

Phone: **1-855-586-1417**

#### TRANSPORTATION

##### Modivcare aka LogistiCare

Phone: **1-866-393-2166**

#### LABS

##### LabCorp

Phone: **1-800-877-5227**

##### Quest

Phone: **1-866-697-8378**

##### CPL

Phone: **1-800-633-4757**

### eviCore

**eviCore** is our in-network vendor for the following programs, and clinical criteria can be accessed through the corresponding program links: **Lab Management** 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.

**\*Excluding members enrolled with NWDC, Genesis IPA & Village Medical, please contact NWDC, Genesis IPA & Village Medical directly for authorization of these services.**

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 Authorization and Provider Services: 1-888-333-8641**

### 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** 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**

## PHARMACY SERVICES

**PHARMACY SERVICES:** Contact Provider Services listed on page 1 and 2

Including after-hours and weekends –  
CVS Caremark®

	<b>Rx BIN</b>	<b>Rx PCN</b>	<b>Rx GRP</b>
<b>MAPD</b>	004336	MEDDADV	788257
<b>Part B</b>	004336	ADV	RX8882

**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.

### 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**

Mail or fax a **Coverage Determination Request Form** with supporting documentation to:

**ONLINE:**

**Coverage Determination Request Form**



**MAIL:**

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

**Submit a Coverage Determination Request Form for:**

- Drugs 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 limits
- Most self-injectable and infusion drugs (including chemotherapy) administered in a physician's office
- Drugs listed on the Formulary with a quantity limit (QL)
- Drugs that have a step edit (ST) and the first-line therapy is inappropriate

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

**<http://www.Wellcare.com/Texas/Providers/Medicare/Pharmacy>**

- **Wellcare Formulary**
- **Participating Pharmacies**
- **Authorization Lookup Tool\***

**①**\*Note: Includes Pharmacy Medical Requests supplied by Physician.

- **Pharmacy Services Forms**
- **Exactus Pharmacy Solutions**

**For Home Infusion/Enteral services:**

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

**Coram<sup>®</sup>: Phone:**

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

**Option Care Health™ aka Option Care and BioScrip Infusion Services<sup>®</sup>:**

**Phone: 1-833-466-0358**

**IVEDCO, LLC (KabaFusion):**

**Phone: 1-972-929-7105 or Fax: 1-888-837-2716**



## 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 **ℹ** 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:**

**Contact Provider Services listed on page 1 and 2 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**.
- **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: 1-877-778-1855**

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: **<http://www.Wellcare.com/Texas/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	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Emergency Behavioral Health Services</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
<b>Non-contracted (non-participating) Provider Services</b>	All services from nonparticipating providers require prior authorization.	All services from nonparticipating providers require prior authorization.	All services from nonparticipating providers require prior authorization.	All services from nonparticipating providers require prior authorization.	All services from nonparticipating providers require prior authorization. <b>*Excluding members enrolled in a PPO plan</b>
<b>Behavioral Health Services</b>	Please refer to the <b><u>Behavioral Health Authorization List</u></b> under <b>Other Resources</b> for authorization requirements.	Please refer to the <b><u>Behavioral Health Authorization List</u></b> under <b>Other Resources</b> for authorization requirements.	Please refer to the <b><u>Behavioral Health Authorization List</u></b> under <b>Other Resources</b> for authorization requirements.	Please refer to the <b><u>Behavioral Health Authorization List</u></b> under <b>Other Resources</b> for authorization requirements.	Please refer to the <b><u>Behavioral Health Authorization List</u></b> under <b>Other Resources</b> for authorization requirements.

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## EMERGENCY SERVICES

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
Emergent Ambulance Services	No	No	No	No	No
Emergency Room Services	No	No	No	No	No
Urgent Care Services	No	No	No	No	No

## 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**

**VMD Inpatient Fax: 1-855-348-6386**

**NWDC Inpatient Fax: 1-832-232-5607**

**Genesis IPA Inpatient Fax: 1-281-573-0767**

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

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
Acute Inpatient Admissions	Yes	Yes	Yes	Yes	Yes
Inpatient Rehab	Yes	Yes	Yes	Yes	Yes
Long-Term Acute Care Admissions	Yes	Yes	Yes	Yes	Yes
Mental Health Admissions	Yes	Yes	Yes	Yes – Please contact Wellcare Behavior Health Phone: 1-877-778-1855	Yes
Observation Stays	No	No	No	Yes	No

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## INPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
Professional services rendered incidental to an authorized facility admit or service	No	No	No	No	No
Skilled Nursing Facility Admissions	Yes	Yes	Yes	Yes	Yes

## 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**

**VMD Outpatient      Fax: 1-855-348-6386**

**NWDC Outpatient      Fax: 1-832-232-5607**

**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	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans	Yes	Yes	Yes	Yes	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>

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Any Service rendered in a facility setting (Place of Service 19, 22, &amp; 24) with the exception of Preventive Services</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>AAA Screening</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No</b>	<b>No</b>	<b>No</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Allergy Testing &amp; Injections/ Serum</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Ambulance (Non Emergent) Transport</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Anesthesia</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Barium Enema</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Bone Density</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Cardiology Services:</b> Cardiac Imaging (including echocardiograms), Cardiac Catheterization, Diagnostic Cardiac Procedures and Echo Stress Tests	Contact National Imaging Associates for authorization: <b><u>National Imaging Associates Provider Web Portal</u></b> Phone: <b><u>1-800-424-5388</u></b> <b><u>Cardiology Program Criteria</u></b> <b><u>Cardiology Worksheets</u></b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Contact National Imaging Associates for authorization: <b><u>National Imaging Associates Provider Web Portal</u></b> Phone: <b><u>1-800-424-5388</u></b> <b><u>Cardiology Program Criteria</u></b> <b><u>Cardiology Worksheets</u></b>
<b>Cataract Surgery</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Chiropractic Services</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Colonoscopies (Diagnostic)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>CPAP/BiPAP Supplies</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization
<b>Diabetes Prevention Program</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No</b>	<b>No</b>	<b>No</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Diabetic Supplies</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Dialysis</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Dialysis Access Vascular Services</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Dopplers (except Nuclear)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Durable Medical Equipment</b> – Canes, Crutches, Walkers, Commodes	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>No</b>	<b>Yes</b>	<b>No</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization
<b>Durable Medical Equipment</b> – Dialysis Supplies	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization. <b>*For Home Infusion/ Enteral Services, please refer to the Pharmacy Section above for the preferred provider if the authorization is required.</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization. <b>*For Home Infusion/ Enteral Services, please refer to the Pharmacy Section above for the preferred provider if the authorization is required.</b>
<b>Durable Medical Equipment</b> – Sleep Study Supplies	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>ECG/EKGs</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Echocardiograms</b> (for cardiac echo tests, please refer to the Cardiology services section above for authorization requirements)	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>EMG/Nerve Conduction Studies</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Endoscopies</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Eyeglasses or Contacts after Cataract Surgery</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Facility Outpatient Supplies</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Flat X-rays/ Fluoroscopies</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Hearing Services, diagnostic</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Holter Monitor</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Home Health</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Hyperbaric Treatments</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Immunizations/ Vaccines (Non-Preventive)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Informational/ Measurement Services</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Intravenous Pyelograms (IVPs)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Labs</b> – Certain Molecular & Genetic Tests	Contact eviCore for authorization: <b><u>eviCore Provider Web Portal</u></b> Phone Number: <b>1-888-333-8641</b> <b><u>Lab Management Criteria</u></b> <b><u>Molecular and Genetic Testing Quick Reference Guide</u></b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Contact eviCore for authorization: <b><u>eviCore Provider Web Portal</u></b> Phone Number: <b>1-888-333-8641</b> <b><u>Lab Management Criteria</u></b> <b><u>Molecular and Genetic Testing Quick Reference Guide</u></b>
<b>Mammograms (Non-Preventive)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Medical Oncology</b>	Contact HealthHelp for authorization: <b><u>HealthHelp Portal</u></b> Phone Number: <b>1-888-210-3736</b> <b><u>Medical Oncology Program Services</u></b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Contact HealthHelp for authorization: <b><u>HealthHelp Portal</u></b> Phone Number: <b>1-888-210-3736</b> <b><u>Medical Oncology Program Services</u></b>
<b>Medical – Surgical Supplies</b> (excluding Wound Care – please refer to Wound Care rules below)	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization
<b>Molecular &amp; Genetic Testing</b> <i>Please note, some molecular &amp; Genetic testing codes are handled by eviCore as noted above</i>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Nebulizers and Nebulizer Supplies</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization
<b>Non-contracted (non-participating) Provider Services</b>	<b>All services from nonparticipating providers require prior authorization.</b>	<b>All services from nonparticipating providers require prior authorization.</b>	<b>All services from nonparticipating providers require prior authorization.</b>	<b>All services from nonparticipating providers require prior authorization.</b>	<b>All services from nonparticipating providers require prior authorization. *Excluding members enrolled in a PPO plan</b>
<b>OB Ultrasounds, Echos, Dopplers</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Office Visits/ Evaluation and Management Services</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Ostomy, Urological &amp; Trach Supplies</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization
<b>Pacemaker Checks</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Pain Management Treatment</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>Pain Management Program Criteria</u></b> <b><u>Musculoskeletal Management Request Forms</u></b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</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>Pain Management Program Criteria</u></b> <b><u>Musculoskeletal Management Request Forms</u></b>
<b>Physical and Occupational Therapy</b> (Including home-based therapy*) <i>*Excluding Episode of Care Requests. Please contact Wellcare for all services rendered during an Episode of Care</i>	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>Physical and Occupational Therapy Criteria</u></b> <b><u>PT/OT Worksheets</u></b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</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>Physical and Occupational Therapy Criteria</u></b> <b><u>PT/OT Worksheets</u></b>
<b>Prosthetics/ Orthotics</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	All rentals require authorization. Purchase items reimbursed at OR below <b>\$500</b> per line item do NOT require authorization
<b>Pulmonary Function Testing (PFTs)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Radiation Therapy</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Contact HealthHelp for authorization: <b><u>HealthHelp Portal</u></b> Phone Number: <b>1-888-210-3736</b> <b><u>Radiation Therapy Management Program Resources</u></b>
<b>Radiologic Transcatheter Procedures</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Radio-pharmaceuticals</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Refractions</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Sleep Diagnostics</b>	Contact eviCore for authorization: <b><u>eviCore Provider Web Portal</u></b> Phone Number: <b>1-888-333-8641</b> <b><u>Sleep Diagnostics Program Criteria</u></b> <b><u>Sleep Management Worksheets</u></b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Speech Therapy</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>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

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**OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED**

Procedures and Services	Select Care of Texas (non VMD and NWDC members) & Select Care Health Plan	Select Care of Texas VMD members	Select Care of Texas NWDC members	Select Care of Texas – GMG Clinical Integrated Network PLLC d/b/a Genesis IPA	Wellcare of Texas
	Authorization Required	Authorization Required	Authorization Required	Authorization Required	Authorization Required
<b>Spirometry</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Sutures</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Treadmill Stress Tests</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Ultrasounds (Non-OB)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Upper Gastrointestinal X-rays</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	<b>No (except when rendered in POS 19, 22, &amp; 24)</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.
<b>Wound Care*</b> (including Supplies)	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	Please refer to the <b><u>Wellcare Secure Provider Portal</u></b> for code level prior authorization requirements.

**\*Effective October 1, 2022 – For CPT’s 11004, 11005, 11008, 11011, 11012, 11042, 11043, 11044, 11045, 11046 and 11047**  
 No authorization is required for the first 12 visits. After 12 combined visits or paid claims, authorization would be required.

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