

PROVIDER *Update*

The Wellcare logo consists of the word "wellcare" in a lowercase, sans-serif font, positioned inside a white circle. The circle is set against a light gray background.

NEWS & ANNOUNCEMENTS

JANUARY 5, 2022

UPDATE 22-022

2 PAGES

State of Emergency: Winter Storms in Multiple Counties

Support for Wellcare members impacted by storms

On December 30, 2021, Governor Gavin Newsom declared a state of emergency in Alameda, Amador, Calaveras, El Dorado, Humboldt, Lake, Los Angeles, Marin, Monterey, Napa, Nevada, Orange, Placer, Sacramento, San Bernardino, San Luis Obispo, San Mateo, Santa Cruz, Sierra, and Yuba counties due to the winter storms and effects from them (mud and flooding over burn scars, accumulated snow, power outages, road closures, etc.) over the last few weeks. Wellcare is providing assistance to members in these counties affected by the storms.

We want to help ensure that members who have been impacted, because they or their usual health care providers have been temporarily displaced, have continued access to health care services and prescriptions during the state of emergency.

Here is what you need to know.

Prior authorization, precertification and referrals

We are taking steps to ensure that participating providers in areas affected by the winter storms are able to continue providing care for members' medical needs.

Participating providers can call 866-999-3945 for guidance on:

- Easing of time limitations for prior authorizations, precertification and referrals for treatment.
- Approval for out-of-network services in the event a contracting provider or facility becomes unavailable.
- Authorization for the replacement of medical equipment or supplies.

Filing claims

The deadline to file claims for providers impacted by the winter storms will be extended. Providers can call 866-999-3945 for additional guidance on claims extension time frames.

THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

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Wellcare Health Plans, Inc. | P.O. Box 31370 | Tampa, FL 33631-3372

Prescription information

We will approve any essential prescription medications (with current copayments and deductibles) for any member in the aforementioned counties whose medication was lost in the storms or due to an evacuation. Providers should inform their Wellcare patients that, to obtain an emergency supply, affected members can return to the pharmacy where the original prescription was filled. If the pharmacy is not open due to the state of emergency, affected members can contact Pharmacy Services at 866-999-3945 for questions or assistance.

Coping assistance

Members who lost their homes or have been evacuated due to the winter storms may contact MHN for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from the storms. For the duration of the storms and their immediate aftermath, affected members may contact MHN 24 hours a day, seven days a week at 800-227-1060.

Additional information

Depending on how the winter storms progress, Wellcare may make additional changes to its policies as needed to ensure members have access to necessary health care services.

If you have questions regarding the information contained in this update, contact 866-999-3945.