



# WellCare of North Carolina

by Celtic Insurance Company

## WellCare of North Carolina

Statewide Marketplace Products

Effective January 1, 2022, WellCare of North Carolina (WellCare) will offer bronze, silver, and gold individual and family health insurance products on the North Carolina Federally Facilitated Marketplace (FFM). WellCare has partnered with its affiliate **Celtic Insurance Company, Inc.** and the **Multiplan, Inc. (Multiplan)** provider network to administer its Marketplace products across all 100 North Carolina counties.

## WellCare Marketplace Product Offerings

PPO Products With Out-of-Network Benefits

WellCare is offering three Marketplace products in North Carolina. All products are PPO products which include out-of-network coverage for medically necessary services. In addition, all plans include pharmacy, pediatric vision, and telehealth benefits administered by Teledoc®.

2022 Plans	Plan Type
WellCare Secure Health Bronze	PPO
WellCare Secure Health Silver	PPO
WellCare Secure Health Gold	PPO

## Multiplan Network Relationship

WellCare Marketplace members have access to all providers in North Carolina that participate with Multiplan and its affiliated network PHCS. Providers with questions regarding their participation with Multiplan should contact Multiplan directly at **1-800-950-7040**. Members interested in locating a participating provider, pharmacy, or vision provider can do so at <https://Marketplace.WellCareNC.com/Find-A-Provider/Find-A-Provider-Guide.html>. Below is a sample of a WellCare of North Carolina by Celtic Insurance Company member ID card.

<b>Subscriber:</b> [Jane Doe] <b>Member:</b> [John Doe] <b>Policy #:</b> [XXXXXXXXXX] <b>Member ID #:</b> [XXXXXXXXXXXXXXXXXX] <b>Plan:</b> [WellCare Secure Health Bronze]		<b>FULLY INSURED</b> <b>Effective Date:</b> [01/01/2022] <b>RXBIN:</b> [004336] <b>RXPCN:</b> [ADW] <b>RXGROUP:</b> [R55488] <b>Provider Network:</b> [Provider Network Name XXXXXXXXX] <b>(REFERRAL NOT REQUIRED)</b>	
<b>COPIES</b> <b>PCP:</b> [10 coins, after ded.] <b>Specialist:</b> [25 coins, after ded.] <b>Rx (Generic/Brand):</b> [15/15 coins, after Rx ded.] <b>Urgent Care:</b> [20% coins, after ded.] <b>ER:</b> [150 coins, after ded.] <b>Individual Deductible:</b> [N/A (Med/Rx): \$5000/0000] <b>Family MOOP OON:</b> [N/A (Med/Rx): \$5000/0000]		<b>Family Deductible:</b> [N/A (Med/Rx): \$5000/0000] <b>Individual MOOP:</b> [N/A (Med/Rx): \$5000/0000] <b>Family MOOP:</b> [N/A (Med/Rx): \$5000/0000] <b>Family MOOP OON:</b> [N/A (Med/Rx): \$5000/0000] <b>Coinsurance (Med/Rx):</b> [50%/30%]	
<b>lance.WellCareNC.com</b> <b>Provider Services:</b> <b>1-2861 (TTY 711)</b> <b>1-833-925-2861 (TTY 711)</b> <b>below for providers:</b> <b>Help Desk:</b> 1-844-740-0629 <b>1-833-925-2861 (TTY 711)</b>		<b>Medical Claims:</b> <b>WellCare of North Carolina</b> <b>Attn: CLAIMS</b> <b>PO Box 5010</b> <b>Farmington, MO</b> <b>63640-5010</b> 	
<small>Information can be found in your Evidence of Coverage. If you have an Emergency, call 911 or nearest Emergency Room (ER). Emergency services given by a provider not in the plan's network will be covered without prior authorization. Receiving non-emergent care through the ER or with a non-participating provider may result in a change to member responsibility. For updated coverage information, visit Marketplace.WellCareNC.com.</small>			

## WellCare Marketplace Contact Information:

Billing, Authorizations, and Claim Submission

**WellCare Marketplace Provider Services Phone #**  
1-833-925-2861 (TTY: 711)

**Member Eligibility Phone #**  
1-833-925-2861 (TTY: 711)

**WellCare Marketplace Website**  
<https://Marketplace.WellCareNC.com/>

**Prior Authorization Forms**  
[Inpatient Authorization Form](#)  
[Outpatient Authorization Form](#)

**Prior Authorization Phone #**  
1-833-925-2861 (TTY: 711)

**Prior Authorization Fax (Medical)**  
Outpatient: 1-833-897-0322  
Inpatient: 1-833-897-0322

**Prior Authorization Fax (Behavioral)**  
Outpatient: 1-833-538-2372  
Inpatient: 1-833-538-2371

**PA Advanced Imaging (MRI, CT, PET)**  
NIA- 1-866-249-1583  
[www.RadMD.com](http://www.RadMD.com)

**Wellcare Marketplace EDI Payor ID**  
68069

Questions regarding WellCare Marketplace contracting or general provider inquiries should be directed to:

**Provider Relations:**  
1-855-538-0454

**Provider Relations:**  
[NCPProviderRelations@WellCare.com](mailto:NCPProviderRelations@WellCare.com)

**1-833-925-2861 (TTY: 711)**  
[Marketplace.WellCareNC.com](https://Marketplace.WellCareNC.com)

3128 Highwoods Boulevard, Ste. 200  
Raleigh, NC 27604