

## Medicare/ONECare Plan Changes effective 1/1/2019

### Name Change

Effective Jan. 1, 2019, ONECare will be known as WellCare Liberty! Same plan, new name. This D-SNP plan is offered in Maricopa, Pinal, Gila, Mohave, Coconino, Navajo, Apache and Yavapai Counties.

### New Plan

In addition to our D-SNP plan, WellCare Liberty, we will offer a traditional Medicare HMO plan effective Jan. 1, 2019. The plan name is WellCare Value and will be offered in Maricopa and Pima Counties.

In Maricopa County, members may elect a PCP with Arizona Priority Care. Arizona Priority Care members will have the Arizona Priority Care logo and contact information on their ID cards and will receive services from Arizona Priority Care's Provider Network.

For more information on WellCare Value, please refer to the Summary of Benefits on our website.

### Website Change

Our new website is [www.wellcare.com/Arizona](http://www.wellcare.com/Arizona) and contains useful information to operationalize WellCare in your practice(s). Outlined below is information available on our website and how to access the information.

1. Secure Provider Portal. The separate provider portal of our website will allow you to view eligibility, claims and remittance advices, and so much more! The portal log on page is located here: *Click on the "Login/Register" link at the top of the webpage.* To become a registered user click the "Register for an Account" link and follow the instructions. There are various "How To" videos available on the "ONECare Migration" link. See item No. 3 below for details on how to access this link.

Dental providers register for the Advantica portal on the Advantica website: [www.advanticabenefits.com](http://www.advanticabenefits.com)>Providers>Provider Registration

2. Find a Provider/Pharmacy: *Click on the "Find a Provider/Pharmacy" link*
3. Dental Clinical and Billing Guidelines: Located here: [www.advanticabenefits.com](http://www.advanticabenefits.com)>Providers>ProviderLogin>Reference Manuals
4. Dental: Advantica manages the dental benefits provided to Care1st members. Advantica also pays Care1st dental claims. Details about Advantica including phone, claims address, etc. are available in our Quick Reference Guide (location listed below).

#### Network Management

Phone 1-602-778-1800/1-866-560-4042 (Options in order: 5, 7) | Fax 1-602-778-1875

E-mail [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com) | Visit our website at [www.care1staz.com](http://www.care1staz.com)

*Looking for your assigned Provider Network Representative?*

*On our website go to Providers > Provider Rep Contact Information*

5. Authorization Lookup Tool: This tool identifies authorization requirements by code and Place of Service (POS) can be found here: *Providers > Authorization Lookup Tool*
6. Forms: All forms are found here:  
**[www.wellcare.com/arizona/providers/Medicare/Forms](http://www.wellcare.com/arizona/providers/Medicare/Forms)**
7. Formulary: The formulary is located here:  
**[www.wellcare.com/Arizona/Providers/Medicare/Pharmacy](http://www.wellcare.com/Arizona/Providers/Medicare/Pharmacy)**
8. ONECare Migration Page: This page contains communications and tools related to the ONECare Migration to WellCare. To reach this page: *Hover over the “Providers” menu at the top of the page and Click on the “ONECare Migration” link.* Some key tools posted on this page are:
  - a. Quick Reference Guide: This guide provides a great deal of information including key phone and fax numbers
  - b. Provider Manual: Our manual is available to be viewed and downloaded as an entire document
  - c. Also available on the ONECare migration page is information related to:
    - Claims submission process/paper claims process
    - Correspondence addresses
    - EDI payer ID changes and submissions
    - Electronic Funds Transfer and Electronic Remittance
    - Real Time Connectivity

Please visit our website at **[www.wellcare.com/Arizona](http://www.wellcare.com/Arizona)** or call us at the numbers below if you have questions.

WellCare values everything you do to deliver quality care to our members – your patients – and ensure they have a positive healthcare experience. We look forward to working with you.

**Network Management**

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