



## Early Intervention Services Continuity of Care Quick Reference Guide

- Beginning December 1, 2018, WellCare will cover **Early Intervention Services and Child Health Services Targeted Case Management** for members receiving services through the Early Steps Program.
- WellCare welcomes you as Early Intervention Services and Targeted Case Management providers, and looks forward to working with you to ensure our members continue to receive these valuable services.
- As we continue our contracting efforts, WellCare has provisions to ensure providers continue to receive payment for services rendered to members who transition to our health plan. This is known as Continuity of Care.

### What is Continuity of Care?

Continuity of Care refers to the period during which WellCare honors all services previously authorized for members who are transitioning to us from another Florida Medicaid health plan, or the fee-for-service delivery system.

### How Does WellCare Know these Services Were Previously Authorized?

WellCare uses information provided by other health plans and the state to indicate whether a member previously received services. Providers should contact us during the Continuity of Care period to discuss the member's needs, and to notify us of previously authorized services at **1-866-334-7927**.

### I am not Part of WellCare's Network Yet, How Will I be Paid?

During the Continuity of Care period, WellCare will pay for all previously authorized services whether the provider is contracted with us or not. Providers do not need a WellCare authorization number during this time. Providers must submit a clean claim. If you have questions about how to submit a claim, please contact your Provider Relations representative. If you don't know who your Provider Relations representative is, you may contact

FloridaProviderRelations@wellcare.com or call **1-407-551-3200, option 2**.

### How Do I Submit a Claim?

Providers who are still in the contracting process can submit a claim through any available mode except the provider portal. Providers who have completed the contracting process and are part of the Well Care Network can submit claims through any available mode. Please reference our Provider Resource Guide at

[www.wellcare.com/Florida/Providers/Medicaid](http://www.wellcare.com/Florida/Providers/Medicaid).

Claims submission instructions begin on page 4 through page 7. WellCare's current average payment timeframe is 9 days.

### It is Close to the Date a Member I Serve Will Transition to WellCare and I Have Not Completed the Process of Becoming Part of the WellCare Network. Am I Covered by the Continuity of Care Period?

Yes. The Continuity of Care period covers all members who are transitioning to WellCare, and all providers who are rendering services upon transition. Our Network Development team will continue to work with you to ensure you complete the credentialing and contracting process as quickly as possible. If you have questions on credentialing or the status of your contract, please contact your local Network Contract Manager:

- Northern Florida (Regions 1,2,3,4) - Rae Wilkerson
  - [Rae.Wilkerson@WellCare.com](mailto:Rae.Wilkerson@WellCare.com) / **(850) 523 - 4306**
- Central-West and South-West Florida (Regions 5,6,8) - Janette White
  - [Janette.White@Wellcare.com](mailto:Janette.White@Wellcare.com) / **(813) 206 - 3656**
- Central-East and South-East Florida (Regions 7,9,10,11) - Dione Sadr
  - [Dione.Sadr@WellCare.com](mailto:Dione.Sadr@WellCare.com) / **(407) 551 - 3247**

### I Have Questions About Becoming a Network Provider, Claims, and Navigating WellCare's Systems. Who Do I Contact?

Please contact your Provider Relations representative. If you don't know who your Provider Relations representative is, you may contact FloridaProviderRelations@wellcare.com or call **1-407-551-3200, option 2**. You can also access provider training materials and additional information on our website at

[www.wellcare.com/Florida/Providers/Medicaid](http://www.wellcare.com/Florida/Providers/Medicaid)

