



2/1/2019

Children's Medical Services Health Plan Transition Information

WellCare has partnered with the Florida Department of Health (DOH) to offer the **Children's Medical Services Health Plan (CMS Health Plan)** as of **February 1st**!

During the transition, we are required to ensure continuity of care.

- **You should not cancel appointments with current CMS Health Plan patients.** We will honor ongoing treatment that was authorized prior to February 1st, for up to 180 days.
- **You will be paid.** You should continue providing services that were previously authorized, regardless of whether you are participating in our CMS Health Plan network. We will use information provided by DOH to identify whether a member was previously receiving services. We will pay for these previously authorized services for up to 180 days.
- **You will be paid promptly.** We will follow all timely claims payment contractual requirements.
- **Prescriptions will be honored.** CMS Health Plan members can continue to receive their prescriptions through their current provider, for up to 180 days, until their prescriptions can be transferred to a provider in our network.

If you are a participating provider and would like to request an authorization, you may do so **online** through our portal at <https://provider.wellcare.com/> with your secure login. **Web submissions** are faster and if the procedure requested meets clinical criteria you will be provided an approval that can be printed for easy reference.

Participating and non-participating providers may also request authorization via fax using the numbers listed below.

- Durable Medical Equipment Services Fax **1-855-657-8641** or **1-855-481-0606**
- Home Health Services Fax **1-855-657-8641** or **1-855-481-0606**
- Inpatient Discharge Planning Requests Fax **1-813-283-9285**
- Outpatient Services Fax **1-800-935-5752**
- Physical and Occupational Therapy Services **1-888-333-8641**
- Speech Therapy Services Fax **1-877-709-1698** or **1-855-481-0606**
- Transplant Services Fax **1-813-283-5320**
- Pharmacy Medical Requests Fax **1-855-677-3915**

For Care Management inquiries, please contact your Provider Service Representatives who can connect you to this team for additional assistance.

How can you learn more?

If you have questions about becoming a network provider, including credentialing, claims, and navigating our systems, please contact your WellCare Provider Relations representative. If you do not know your Provider Relations representative, you may contact FloridaProviderRelations@wellcare.com or call **407-551-3200**, option 2. If you are not currently in our network and would like to join, contact Barbara Mason at Barbara.Mason@wellcare.com or **407-551-3238**. You can also access provider training materials and additional information on our website at www.wellcare.com/Florida/Providers/Medicaid

What if you have questions?

If you have questions, please call our CMS Health Plan Provider Service toll-free at **1-866-799-5321** (TTY 711). Call us Monday–Friday, 8 a.m. to 7 p.m.

