

Navigating WellCare's Interactive Voice System

WellCare Phone Access Guide



Florida Medicaid Provider Customer Service

- Staywell HealthPlan: 1-866-334-7927
- Children's Medical Services Health Plan (CMS): 1-866-799-5321
- Florida D-SNP: 1-833-857-5715



Helpful Tips

For faster service, Providers should have the following information: WellCare ID, NPI or Tax ID, Member ID and Date of Birth

When Prompted, make a selection by speaking your information. You can say: Claims, Authorization, Eligibility, Pharmacy, Web Support or say something else.



Claims

- 1 Say claims or press 1
- 2 Say or enter your WellCare Provider ID, NPI or Tax ID
- 3 Say or enter your member ID number
- 4 Say or enter your member's date of birth
- 5 Say or enter the date of service
- 6 Say or enter billed amount
Claims information will be received



Authorizations

- 1 Say Authorization or press 2
- 2 For behavior health auths say behavior or press 1
- 3 For medical auths say medical or press 2
- 4 For prescription drug auths say drugs or press 3
- 5 Say forms or press 1
- 6 Say status of a determination or press 2
- 7 Say prescription process info or press 3
- 8 Say something else or press 4
- 9 Say or enter your WellCare Provider ID number
- 10 Say or enter your member ID number
- 11 Say or enter your member's date of birth



Eligibility

- 1 Say Eligibility or Press 3
- 2 Say or enter your WellCare Provider ID, NPI or Tax ID
- 3 Say or enter your member ID number
- 4 Say or enter your member's date of birth
- 5 You will be given the Eligibility, Copay & Out of Pocket information about the member number you have entered



Pharmacy

- 1 Say Pharmacy or Press 4
- 2 Say Forms or Press 1
- 3 Say Status of a Coverage Determination or Press 2
- 4 Say prescription processing or press 3
- 5 Say something else or Press 4



Website Technical Support

- 1 Say Web Support or Press 5
- 2 Say or enter your WellCare Provider ID, NPI or Tax ID
- 3 You are transferred to the service center



Something Else

- 1 Say Something Else or Press 6
- 2 Say or enter your WellCare Provider ID, NPI or Tax ID
- 3 You are transferred to the service center

Quality care is a team effort.
Thank you for playing a starring role!

