

### Important Note

Please refer to the member ID card to determine appropriate authorization and claims submission process.

Please see below for additional information.

### Important Telephone Numbers

<p><b>Behavioral Health Crisis Line</b> <span style="float: right;"><b>1-800-411-6485</b></span></p> <p>Members may call this number <b>24</b> hours a day for a Behavioral Health Crisis. For non-crisis related concerns, please call Member Services.</p>	<p><b>Nurse Advice Line</b> <span style="float: right;"><b>1-800-581-9952</b></span></p> <p>Members may call this number to speak to a nurse <b>24</b> hours a day, 7 days a week.</p>
--	--

### Convenient Self Service Offerings

WellCare offers robust technology options to save you time. The fastest ways to get what you need are shown below.

#### [WellCare Provider Portal](#)

	Portal	CHAT	(IVR) Interactive Voice Response
Authorization Requirements*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Authorization Status*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Authorizations Request*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Benefit Information	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Claims Status	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Co-Payment	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Eligibility Verification	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Submit Appeals	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Claim Disputes	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Claims	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Corrected Claims	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A

WellCare understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks.

The Provider Portal will help with those routine tasks.

Provider Portal Registration - [click here](#)

Provider Portal Training - [click here](#)

① \*Note: Includes Pharmacy Medical Requests supplied by Physician. For Pharmacy Benefit related questions please see the below Pharmacy page.

#### Provider Services:

##### Interactive Voice Response System

Phone: <b>1-855-538-0454</b>	DSNP Access & Liberty Phone: <b>1-833-849-3036</b>	TTY: <b>711</b>
------------------------------	--	-----------------

### WellCare Telephone Numbers

#### **Care & Disease Management Referrals**

Phone: **1-866-635-7045** Email: [GA.CM@WellCare.com](mailto:GA.CM@WellCare.com)  
 TTY: **711** Fax: **1-866-287-3286**  
 Hours: **M-F 8 a.m. - 7 p.m. Eastern**

#### **Risk Management**

Phone: **1-866-678-8355**  
 WellCare Fraud, Waste and Abuse Hotline

#### **Community Connections Help Line**

Phone: **1-866-775-2192**

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)

### Claim Submission Information

**Submission Inquiries: Support from Provider Services:**

Phone: 1-855-538-0454	DSNP Access & Liberty Phone: 1-833-849-3036
-----------------------	---

For inquiries related to your electronic or paper submissions to WellCare, please contact our EDI team at [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com).

**Electronic Funds Transfer & Electronic Remittance Advice:**

Register online using the simplified, enhanced provider registration process: [PaySpan.com](http://PaySpan.com) or call 1-877-331-7154. For more details on PaySpan, please refer to your [Provider Manual](#).

**Clearinghouse Connectivity:**

WellCare has partnered with Change Healthcare, formerly known as RelayHealth, as our preferred EDI Clearinghouse. You may connect directly to Change Healthcare, or in some cases your existing clearinghouse, billing service, or trading partner may maintain existing reciprocal agreements with Change Healthcare. We encourage you to contact your claims vendor and determine if they have connectivity to Change Healthcare. If not, you may want to consider contacting Change Healthcare to establish free connectivity to WellCare for your EDI transactions.

Change Healthcare offers Submitter/Client Connectivity Services at 1-877-411-7271. All Clearinghouses, Practice Management Vendors or Billing Services may call Change Healthcare, formerly known as Relay Health at 1-800-527-8133 for connectivity services.

**CHANGE HEALTHCARE CLEARINGHOUSE PAYER IDs (CPIDs)**

Claim Type	Fee for Service (CH - Chargeable) Submissions	Encounter (RP - Reporting only) Submissions
Professional	1844	3211
Institutional	8551	4949

**WELLCARE PAYER IDs-** If your clearinghouse or billing system is not connected to Change Healthcare and requires a 5-digit Payer ID, please use the following according to the file type (Fee-for-Service or Encounters):

- Fee-for-Service (FFS) is defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
- Encounters (ENC) is defined in the Transaction Type Code BHT06 as RP, which means Reportable only, NOT expecting adjudication.

Claim Type	Fee-for-Service (CH - Chargeable) Submissions	Encounter (RP - Reporting only) Submissions
Professional or Institutional	14163	59354

**Free Direct Data Entry (DDE) and Small Batch File Solutions (use same WellCare Payer IDs defined above)**

AdminisTEP offers a web browser for single submission direct data entry (DDE) or batch upload for professional and institutional submissions, claim status and reporting and inquiry functions **at no cost to you**. To sign up, go to: <http://www.administep.com/Signup.aspx> or call 1-888-751-3271.

ConnectCenter™ for physicians offers a web browser for direct data entry (DDE) or batch upload capability **at no cost to you**. To sign up, go to <https://physician.connectcenter.changehealthcare.com>.

For registry questions, submitter/clients may contact Provider Connectivity Services at 1-877-411-7271. Direct questions regarding functionality of ConnectCenter to the Clearinghouse at 1-800-527-8133, opt 2.

- Providers will be required to **enter a credit card** upon initial enrollment to verify them as a valid submitter.
- Only WellCare submissions are free of charge and please ensure you **use vendor code 212750** when you register.

**Paper Submission Guidelines:**

WellCare follows the Centers for Medicare & Medicaid Services (CMS) guidelines for paper claim submissions. **Since Oct. 28, 2010**, WellCare accepts only the original "red claim" form for claim and encounter submissions. **WellCare does not accept handwritten, faxed or replicated claim forms.**

Claim forms and guidelines may be found on our website: [www.wellcare.com/Wellcare/Georgia/Providers/Medicare/Claims](http://www.wellcare.com/Wellcare/Georgia/Providers/Medicare/Claims)

Mail paper claim submissions to:

**WellCare Health Plans, Inc.**  
Attn: Claims Department  
P.O. Box 31224  
Tampa, FL 33631-3224

### Claim Payment Disputes

The claim payment dispute process is designed to address claim denials for issues related to untimely filing, incidental procedures, unlisted procedure codes and non-covered codes, etc. Claim payment disputes must be submitted in writing to WellCare within **90 calendar days** of the date on the EOP. Submit all claims payment disputes with supporting documentation on our website: <https://provider.wellcare.com/>

Mail all claim payment disputes with supporting documentation to:

**WellCare Health Plans**  
Attn: Claim Payment Disputes  
P.O. Box 31370  
Tampa, FL 33631-3370

**Note: Any appeals related to a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification must be sent to the Appeals (Medical) address in the section below. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC, however, this is not an all-encompassing list of Appeals codes. Anything else related to authorization, or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member-specific information.**

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)

### Claims Payment Policy Disputes

The Claims Payment Policy Department has created a new mailbox for provider issues related strictly to payment policy. Disputes for payment policy related issues must be submitted to WellCare in writing within **90 calendar days** of the date of denial on the EOP. Please provide all relevant documentation (please do not include image of Claim), which may include medical records, in order to facilitate the review.

Submit all Claims Payment Policy Disputes related to Explanation of Payment Codes beginning with IHXXX, CEXXX or PDXXX and **second level disputes for CPIXX** on our website: <https://provider.wellcare.com/>

Mail all disputes related to Explanation of Payment Codes beginning with IHXXX, CEXXX or PDXXX and <b>second level disputes for CPIXX</b> to:	<b>WellCare Health Plans</b> <b>Attn: Claims Payment Policy Disputes</b> P.O. Box 31426 Tampa, FL 33631-3426
Mail all medical records and <b>first level disputes</b> related to Explanation of Payment Codes beginning with CPIXX:	<b>By Mail (U.S. Postal Service)</b> Phone: 1-844-458-6739 Fax: 1-267-687-0994 OPTUM P.O. Box 52846 Philadelphia, PA 19115 <b>By Delivery Services (FedEx, UPS)</b> OPTUM 458 Pike Rd Huntingdon Valley, PA 19006 <b>By Secure Internet Upload</b> Refer to Optum's Medical Record Request letter for further instructions.
Mail all disputes related to Explanation of Payment Codes LTXXX, RVLTX:	<b>WellCare Health Plans</b> <b>CCR</b> P.O. Box 31394 Tampa, FL 33631-3394

### Recovery/Cost Containment Unit (CCU)

Refund(s) in response to a WellCare overpayment notification should include a copy of the overpayment notification any applicable attachment(s) and be sent to:	<b>WellCare Health Plans, Inc.</b> <b>Attn: CCU Recovery</b> P.O. Box 31584 Tampa, FL 33631-3584
If you do not agree with the proposed WellCare overpayment notification related to adjustments RVXX (Except RV059, which should refer to the <b>Claim Payment Disputes</b> section above), you may request an Administrative Review by submitting a dispute in writing within <b>45 days</b> of the recovery letter date. Your request should detail why you disagree with these findings and must include any supporting evidence/documentation you believe is pertinent to your position.	
Mail or fax your Administrative Review request to:	<b>WellCare Health Plans, Inc.</b> Fax: 1-813-283-3284 <b>Attn: CCU Recovery</b> P.O. Box 31658 Tampa, FL 33631-3658
Additional documentation received after your initial Administrative Review request will not be considered. A Final Determination will be rendered within <b>30 days</b> of WellCare's receipt of your request. If you do not submit a dispute or render payment within the time period referenced above, we will take action to recover the amount owed as allowed by law, or as outlined within the contract between you and WellCare.	
<b>Administrative Reviews related to Explanation of Payment Codes and Comments beginning with DN227, DN228 or RV213</b> must be submitted in writing and include at a minimum: a summary of the review request, the member's name, member's identification number, date(s) of service, reason(s) why the denial should be reversed, copies of related documentation and all applicable medical records related to both stays to support appropriateness of the services rendered.	
Mail or fax your dispute to:	<b>COTIVITI HEALTHCARE</b> Fax: 1-203-202-6607 <b>Attn: WellCare Clinical Chart Validation</b> Hillcrest III Building 731 Arbor Way, Suite 150 Blue Bell, PA 19422
<b>Provider Identified Refund(s)</b> without receiving overpayment notification should include the reason for overpayment as well as any details that assist in identifying the member and WellCare Claim ID.	
Please submit to:	<b>WellCare Health Plans, Inc</b> <b>Attn: CCU Recovery</b> P.O. Box 31584 Tampa, FL 33631-3584
<b>Note:</b> For single claim checks, please use the <a href="#">Refund Check Informational Sheet</a> to help Recovery post accurately and timely. For checks in excess of <b>25 claims</b> , please complete the <a href="#">Refund Referral Grid</a> and email all supporting documentation, including the grid, to <a href="mailto:OverpaymentRefunds@wellcare.com">OverpaymentRefunds@wellcare.com</a> to assist with expedited posting. Please note that only check referrals will be accepted by this email box; anything other than check referrals will not be responded to and will be closed.	

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)

### Appeals (Medical)

All non-par Medicare provider appeals must be submitted within **60 calendar days** and they must also submit a signed waiver of liability (WOL) with their request for processing. Participating Providers also can seek an appeal through the Appeals Department within **90 calendar days** of a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC. However, this is not an all-encompassing list of Appeals codes. Anything else related to authorization, or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member specific information.

Mail or fax all medical benefit appeals with supporting documentation to:

**WellCare Health Plans** Phone: **1-866-201-0657**  
**Attn: Appeals Department**  
**P.O. Box 31368**  
**Tampa, FL 33631-3368**

### Grievances

Member grievances may be filed verbally by contacting Customer Service or submitted in writing by mail or fax. Providers may also file a grievance on behalf of the member with his/her written consent. Additionally, provider complaints related to any administrative issue such as WellCare's policies and procedures or authorization/referral process must be submitted within **45 calendar days** of the event giving rise to the complaint.

Mail, Phone, Email or Fax member grievances to:

**WellCare Health Plans** Phone: **1-877-902-6784** Fax: **1-866-388-1769**  
**Attn: Grievance Department**  
**P.O. Box 31384**  
**Tampa, FL 33631-3384**  
**Email: [Operationalgrievance@wellcare.com](mailto:Operationalgrievance@wellcare.com) or [pdpgrivance@wellcare.com](mailto:pdpgrivance@wellcare.com)**

### WellCare Partners

#### eviCore, fka CareCore National

**eviCore** is our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: [Advanced Radiology](#), [Cardiology](#), [Lab Management](#), [Pain Management](#) and [Sleep Diagnostics](#).

Contact eviCore for **all authorization-related** submissions for the services listed above rendered in outpatient places of service (including the home setting\*). Please click on the hyperlinks above for a listing of the specific services and related criteria included in the eviCore programs.

Web submissions are faster and if the procedure requested meets clinical criteria, the Web provides an immediate approval that can be printed for easy reference.

Member eligibility and authorization requests may be submitted via the [eviCore Provider Web Portal](#). A searchable [Authorization Lookup and Eligibility Tool](#) is also available online and criteria can be accessed through the program links above.

**Urgent Authorizations and Provider Services: 1-888-333-8641**

**\*Excluding Episode of Care Requests. Please contact WellCare for all services rendered during an Episode of Care.**

#### HealthHelp®

**HealthHelp** is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: [Radiation Therapy](#) and [Medical Oncology](#).

Contact HealthHelp for **all authorization-related** submissions for the services listed above rendered in all outpatient places of service. Please click on the links above for a listing of the specific services and related resources included in the HealthHelp programs.

Member eligibility and authorization request materials may be accessed via the [HealthHelp Portal](#). A searchable [Authorization Lookup](#) is also available online to check the status of your authorization request and criteria can be accessed through the program links above.

**Urgent Authorizations and Provider Services: 1-888-210-3736**

#### CareCentrix

**CareCentrix** is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: [Skilled Nursing Facility](#), [Long Term Acute Care](#), and [Inpatient Rehab](#).

Contact CareCentrix for **all authorization-related** submissions for the services listed above. Please click on the links above for a listing of the specific services and related resources included in the CareCentrix programs.

**Urgent Authorizations and Provider Services: 1-888-571-6028**

#### TurningPoint®

**Effective March 1, 2020, TurningPoint will manage Orthopedic Surgery & Spinal Surgery.**

**TurningPoint** is our in-network vendor for the following programs [Orthopedic Surgery](#) and [Spinal Surgery](#). We are pleased to announce the launch of a new and innovative Surgical Quality and Safety Management Program, effective **3/1/2020**. Cases with dates of service of **3/1/2020 or later** can be submitted to Turning Point for review as of **2/15/2020**. The provider resources can be accessed through the vendor portal, link listed below. Contact TurningPoint for **all authorization-related** submissions for the services listed above rendered in any inpatient and outpatient places of service. Please click on the link below for a listing of the specific services and related resources included in the TurningPoint programs.

Member eligibility and authorization request materials may be accessed via the [TurningPoint Portal](#), A searchable [authorization lookup](#) is also available online to check the status of your authorization request, and criteria can be accessed through the program link.

**For Urgent Authorizations and Provider Services please contact 1-866-579-7423.**

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)

**Contracted Networks**

<p><u>Dental</u> <u>Avesis</u></p> <p>Providers Phone: 1-888-211-4016                  Members Phone: 1-888-211-4020</p>	<p><u>Vision</u> <u>Avesis</u></p> <p>Providers Phone: 1-888-211-4016                  Members Phone: 1-888-211-4013</p>
<p><u>Outpatient Physical, Occupational and Speech Therapy services:</u></p> <p>Therapy Network of Georgia                  Phone: 1-855-825-7818                  Fax: 1-855-597-2697</p>	<p><u>Transportation</u> <u>Southeastrans</u></p> <p>Phone: 1-888-822-6135</p>

**Pharmacy Services**

<p><b>Pharmacy Services:</b> 1-855-538-0454                  Including after-hours/weekends (CVS/Caremark®)</p> <table border="0"> <tr> <td>Rx BIN</td> <td>Rx PCN</td> <td>Rx GRP</td> <td></td> </tr> <tr> <td>004336</td> <td>MEDDADV</td> <td>788257</td> <td></td> </tr> </table> <p><b>Exactus™ Pharmacy Solutions (Specialty)</b> 1-866-458-9246  <a href="mailto:exactus@wellcare.com">exactus@wellcare.com</a> TTY: 1-855-516-5636                  Fax: 1-866-458-9245</p> <p><b>CVS/Caremark Mail Service</b> 1-866-808-7471                  TTY: 1-866-236-1069                  Fax: 1-866-892-8194</p> <p><b>Medication Appeals:</b> Fax: 1-866-388-1766</p> <p>Mail or fax <a href="#">Request for Redetermination (medication appeal) form</a> with supporting documentation to:</p> <p style="padding-left: 20px;"><b>WellCare Health Plans</b>                  Attn: Pharmacy Appeals Department                  P.O. Box 31383                  Tampa, FL 33631-3383</p> <p>Medication appeals may also be filed verbally by contacting Provider Services. Please note that all appeals filed verbally also require a signed, written appeal.</p> <p><b>Formulary Inclusions:</b>                  To request consideration for addition of a drug to WellCare's Formulary, providers may submit a medical justification to WellCare in writing.</p> <p style="padding-left: 20px;"><b>WellCare Health Plans, Clinical Pharmacy Department</b>                  Director of Formulary Services                  Pharmacy &amp; Therapeutics Committee                  P.O. Box 31577                  Tampa, FL 33631-3577</p>	Rx BIN	Rx PCN	Rx GRP		004336	MEDDADV	788257		<p><b>Coverage Determination Requests:</b> Fax: 1-866-388-1767</p> <p>Mail or fax a <a href="#">Coverage Determination Request Form</a> with supporting documentation to:                  Online: <a href="#">Coverage Determination Request Form</a>                  Mail: <b>WellCare Health Plans</b>                  Attn: Pharmacy-Coverage Determinations                  P.O. Box 31397                  Tampa, FL 33631-3397</p> <p>Submit a <b>Coverage Determination Request Form</b> for:</p> <ul style="list-style-type: none"> <li>• Drugs not listed on the formulary</li> <li>• Drugs listed on the formulary with a prior authorization (PA)</li> <li>• Duplication of therapy</li> <li>• Prescriptions that exceed the FDA daily or monthly quantity limits</li> <li>• Most self-injectable and infusion drugs (including chemotherapy) administered in a physician's office</li> <li>• Drugs listed on the formulary with a quantity limit (QL)</li> <li>• Drugs that have a step edit (ST) and the first line of therapy is inappropriate</li> </ul> <p><b>HealthHelp will manage Medical Oncology Services.</b>                  Please see below for <b>HealthHelp Contact Information.</b></p> <p><b>Web-based information:</b> <a href="http://www.wellcare.com/Georgia/Providers/Medicare/Pharmacy">www.wellcare.com/Georgia/Providers/Medicare/Pharmacy</a></p> <ul style="list-style-type: none"> <li>• <a href="#">WellCare Formulary</a></li> <li>• <a href="#">Participating Pharmacies</a></li> <li>• <a href="#">Authorization Lookup Tool</a></li> <li>• <a href="#">Pharmacy Services Forms</a></li> <li>• <a href="#">Exactus Pharmacy Solutions</a></li> </ul> <p><b>For Home Infusion/Enteral services:</b>                  Once Authorization Approval is obtained through WellCare, please contact our providers below to initiate services:</p> <p><b>Coram® (preferred):</b>                  Phone: 1-800-423-1411 or Fax: 1-866-462-6726</p> <p><b>Option Care™:</b>                  Phone: 1-888-647-1536 or Fax: 1-404-292-4483</p> <p><b>BioScrip®:</b>                  Phone: 1-855-238-1881 or Fax: 1-855-238-1887</p>
Rx BIN	Rx PCN	Rx GRP							
004336	MEDDADV	788257							

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)



## WELLCARE'S PRIOR AUTHORIZATION LIST:

### Prior Authorization (PA) Requirements

This WellCare prior authorization list supersedes any lists that have been distributed to our providers. Please ensure that older lists are replaced with this updated version. Authorization changes will be denoted with a **Ⓜ** symbol for easy identification. Requirements that have been edited for clarification only are denoted with an **ⓘ** symbol. WellCare supports the concept of the Primary Care Physician (PCP) as the “medical home” for its members. PCPs may refer members to network specialists when consultations will be rendered in an office, clinic or freestanding facility. The specialist must document receipt of the request for a consultation and the reason for the referral in the medical record. No communication with the plan is necessary.

**Ⓜ For members enrolled in a PPO plan, authorization is not required for nonparticipating providers and facilities, however, services on the medical necessity/authorization required list below must be covered services within the benefit plan and considered medically necessary for the plan to pay a portion of the out-of-network claim.**

**For members enrolled in a non-PPO plan, all services rendered by nonparticipating providers and facilities require authorization, including requests to use the member's Point-of-Service benefits.** Specialists must coordinate all services with the member's PCP. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

**Urgent Authorization Requests and Admission Notifications** – Call and follow the prompts.

Phone: **1-855-538-0454**

DSNP Access & Liberty Phone: **1-833-849-3036**

- Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Telephone authorizations must be followed by a fax submission of clinical information.
- Outpatient authorizations for urgent and time-sensitive services may be submitted by phone when warranted by the member's condition. Please include **CPT and ICD-10 codes** with your authorization request. Standard authorization requests may be submitted [online](#) or via fax to the numbers listed on the associated forms located [here](#).
- [Web submissions](#) are faster, and if the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference.
- Obtaining authorization does not guarantee payment, but rather only confirms whether a service meets WellCare's determination criteria at the time of the request. WellCare retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, the medical necessity of services, and correct coding and billing practices.
- Please refer to the [PDF](#) for the list of routine lab codes that can be performed and reimbursed in an office setting, all other services should be directed to our contracted laboratory providers. Testing must be consistent with CLIA guidelines.
- WellCare Health Plan may delegate Prior Authorization to the contracted MSO, IPA or Medical Groups who then determine prior authorization requirements for their assigned members.
  - IPAs must make every attempt to authorize services that are the financial responsibility of WellCare Health Plan to a provider within WellCare Health Plan's contracted network. If a member requires out-of-network services because WellCare Health Plan is not contracted with a provider of like specialty, the IPA is required to notify WellCare Health Plan's Utilization Management Department prior to issuing an authorization. The Utilization Management Department will discuss the case with the WellCare Health Plan Contracting Department and notify the IPA accordingly such that an authorization may be issued. For services that are the financial responsibility of the IPA, the IPA is required to follow its organization's policy in reference to authorization of out-of-network providers.
  - Emergency admissions that are outside the IPA/Group's service area are monitored by the WellCare Health Plan Utilization Management Department. WellCare Health Plan's Medical Management Department will be responsible for issuing an authorization, performing concurrent review and working with the IPA to coordinate transfer of the member to an in-network facility once the member has been stabilized.
  - For specific authorization requirements, please follow your group's direction.

### Behavioral Health Services

#### [WellCare Web Submission Portal](#)

**For Urgent and Inpatient Hospitalization Authorizations and Provider Services** Phone: **1-855-538-0454**

Please [log in](#) to submit your Outpatient Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

Web-based information: [www.wellcare.com/Georgia/Providers/Medicare/Behavioral-Health](http://www.wellcare.com/Georgia/Providers/Medicare/Behavioral-Health)

- **In order to obtain authorization, notification of an Inpatient admission is required on the next business day following admission.**
- Inpatient concurrent review is generally done by telephone, but a fax option is available and the forms and fax numbers can be found [here](#). Psychological testing requests are to be submitted by fax. All other levels of care requiring authorization, including outpatient services, can be submitted online.
- For more information on Authorization Requirements click [here](#) and select the “Behavioral Health Authorization List” PDF under **Other Resources**.

PROCEDURES and SERVICES	Authorization Required	Comments
Emergency Behavioral Health Services	No	
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization. <b>*Excluding members enrolled in a PPO plan</b>
Behavioral Services	See Comments	Please refer to the <a href="#">Behavioral Health Authorization List</a> under <b>Other Resources</b> for authorization requirements. <a href="#">WellCare Web Submission Portal</a>

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)

Emergency Services		
PROCEDURES and SERVICES	Authorization Required	Comments
Emergency Behavioral Health Services	No	
Emergency Care Services	No	
Emergency Transportation Services (excluding Air and Water Ambulances)	No	
Urgent Care Services	No	

**Inpatient Services**  
[WellCare Web Submission Portal](#)  
Please [log in](#) to submit your Authorization Requests & Inpatient Clinical Submissions.  
To fax a request, please access our forms [here](#)

PROCEDURES and SERVICES	Authorization Required	Comments
Elective Inpatient Procedures	Yes	Clinical updates required for continued length of stay.
Hospice	Yes	
Inpatient Admissions	Yes	Clinical updates required for continued length of stay.
Long-Term Acute Care Hospital (LTACH) Admissions	Yes	<b>Contact CareCentrix for authorization:</b> <a href="#">CareCentrix</a> Phone Number: 1-888-571-6028
Observations	See Comments	Elective procedures that convert to an Observation stay are subject to Outpatient authorization requirements <a href="#">Authorization Lookup Tool</a> Services performed during a non-elective Observation stay, such as Advanced Radiology or Cardiology, do not require authorization. Clinical updates required for continued length of stay.
<b>Effective 3/1/20</b> Orthopedic Surgery	Yes – See Comments	<b>Effective 3/1/20</b> <b>Contact Turning Point for prior authorization:</b> <a href="#">Turning Point Portal</a> Phone Number: 1-866-579-7423 Fax Number: 1-678-974-0421
Rehabilitation Facility Admissions	Yes	<b>Contact CareCentrix for authorization:</b> <a href="#">CareCentrix</a> Phone Number: 1-888-571-6028
Skilled Nursing Facility Admissions	Yes	<b>Contact CareCentrix for authorization:</b> <a href="#">CareCentrix</a> Phone Number: 1-888-571-6028
<b>Effective 3/1/20</b> Spinal Surgery	Yes – See Comments	<b>Effective 3/1/20</b> <b>Contact Turning Point for prior authorization:</b> <a href="#">Turning Point Portal</a> Phone Number: 1-866-579-7423 Fax Number: 1-678-974-0421

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)

## Outpatient Services

### [WellCare Web Submission Portal](#)

Please [log in](#) to submit your Outpatient Authorization Requests & Clinical Submissions.

To fax a request, please access our forms [here](#)

Pharmacy Medical Requests Fax: 1-888-871-0564

PROCEDURES and SERVICES	Authorization Required	Comments
Select Outpatient Procedures	Yes – See Comments	Please refer to the <a href="#">Authorization Lookup Tool</a> for prior authorization requirements. <a href="#">WellCare Web Submission Portal</a>
Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET and SPECT Scans	Yes – See Comments	Contact eviCore for authorization: <a href="#">eviCore Provider Web Portal</a> Phone Number: 1-888-333-8641 <a href="#">Advanced Radiology Program Criteria</a> <a href="#">Radiology Request Forms</a>
Cardiology Services: Cardiac Imaging, Cardiac Catheterization, Diagnostic Cardiac Procedures and Echo Stress Tests	Yes – See Comments	Contact eviCore for authorization: <a href="#">eviCore Provider Web Portal</a> Phone Number: 1-888-333-8641 <a href="#">Cardiology Program Criteria</a> <a href="#">Cardiology Worksheets</a>
Dialysis	No	
Durable Medical Equipment Purchases and Rentals	Yes – See Comments	All DME rentals require authorization. DME purchase items reimbursed at OR below \$500 per line item do NOT require authorization.
Home Infusion/Enteral Services	Yes	Once Authorization Approval is obtained through WellCare, please contact our providers below to initiate Services: <b>Coram® (preferred):</b> Phone: 1-800-423-1411 or Fax: 1-866-462-6726 <b>Option Care™:</b> Phone: 1-888-647-1536 or Fax: 1-404-292-4483 <b>BioScrip®:</b> Phone: 1-855-238-1881 or Fax: 1-855-238-1887
Hospice Care Services	No	
Investigational & Experimental Procedures and Treatment	Yes	<a href="#">Refer to Clinical Coverage Guidelines</a> <a href="#">WellCare Web Submission Portal</a>
Laboratory Management (Certain Molecular and Genetic Tests)	Yes – See Comments	Contact eviCore for authorization: <a href="#">eviCore Provider Web Portal</a> Phone Number: 1-888-333-8641 <a href="#">WellCare Lab Management Program Criteria</a> <a href="#">Molecular and Genetic Testing Quick Reference Guide</a>
Medical Oncology Services	Yes	Contact HealthHelp for authorization: <a href="#">HealthHelp Portal</a> Phone Number: 1-888-210-3736 <a href="#">Medical Oncology Program Services</a>
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization.  <b>*Excluding members enrolled in a PPO plan</b>

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)



PROCEDURES and SERVICES	Authorization Required	Comments
<b>Effective 3/1/20</b> Orthopedic Surgery	Yes – See Comments	<b>Effective 3/1/20</b> Contact Turning Point for prior authorization: <a href="#">Turning Point Portal</a> Phone Number: 1-866-579-7423 Fax Number: 1-678-974-0421
Orthotics and Prosthetics	Yes – See Comments	Purchase items reimbursed at OR below \$500 per line item do NOT require authorization.
Pain Management Treatment (Certain Pain Management Treatments)	Yes – See Comments	Contact eviCore for authorization: <a href="#">eviCore Provider Web Portal</a> Phone Number: 1-888-333-8641 <a href="#">Pain Management Program Criteria</a> <a href="#">Musculoskeletal Management Request Forms</a>
Physical, Occupational and Speech Therapy Services (Including home-based therapy*) *Excluding Episode of Care Requests. Please contact WellCare for all services rendered during an Episode of Care	Yes – See Comments	Contact Therapy Network of Georgia for all outpatient physical, occupational and speech therapy requests. Phone Number: 1-855-825-7818 Fax Number: 1-855-597-2697
Radiation Therapy Management	Yes – See Comments	Contact HealthHelp for authorization: <a href="#">HealthHelp Portal</a> Phone Number: 1-888-210-3736 <a href="#">Radiation Therapy Management Program Resources</a>
Sleep Diagnostics	Yes – See Comments	Contact eviCore for authorization: <a href="#">eviCore Provider Web Portal</a> Phone Number: 1-888-333-8641 <a href="#">Sleep Diagnostics Program Criteria</a> <a href="#">Sleep Management Worksheets</a>
<b>Effective 3/1/20</b> Spinal Surgery	Yes – See Comments	<b>Effective 3/1/20</b> Contact Turning Point for prior authorization: <a href="#">Turning Point Portal</a> Phone Number: 1-866-579-7423 Fax Number: 1-678-974-0421
Transplant Services	Yes	Please submit clinical records for prior authorization for all transplant phases.

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guide and Forms when the Quick Reference Guide is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised February 2020)