



Effective January 1, 2019, Harmony Health Plan and Meridian Health Plan, both WellCare companies, will become **MeridianHealth, a WellCare Company**. This announcement is to assist providers with changes affecting current Harmony members' 2018 and 2019 Claim Submissions, Member Eligibility, Claim Status Inquiries and Customer Service information. We would like to help your billing department get your claim submissions processed as efficiently as possible. We ask that you please use the date of service guidance below to submit any claim submission.

Date of Service Guidance

Date of Service	Health Plan Name	Transaction Type (CH/RP)	Clearing House Payer ID	Paper Claim Submissions
On or before December 31, 2018	Harmony, a WellCare Company	Fee-for-Service BHT06 =CH	14163	WellCare Health Plans Claims Department P.O. Box 31372 Tampa, FL 33631-3372
On or before December 31, 2018	Harmony, a WellCare Company	Encounter BHT06 =RP	59354	WellCare Health Plans Claims Department P.O. Box 31372 Tampa, FL 33631-3372
On or after January 1, 2019	Meridian Health, a WellCare Company	Both	13189	Meridian Health 1 Campus Martius Suite 720 Detroit, MI 48226 Attn: Claims Department

Instructions on How to Determine Correct Payer for Date of Service

- **If billing a professional submission with services spanning 2018 and 2019**, to avoid rejection please **split each year's services into two separate claim submissions**. Professional (837P) service date for all claim lines is located in Loop 2400 (DTP*472*from-through~) or FL-24a unshaded area on the CMS1500 02/12 paper form.
- **If billing a professional or an outpatient bill type institutional submission**, please use the **earliest From Date in the claim submission for the guidance outlined below**. Professional (837P) earliest service date in all claim lines is located in Loop 2400 (DTP*472*from-through~) or FL-24a unshaded area on the CMS1500 02/12 paper form. Institutional statement date is located in Loop 2300 (DTP*434*from-through~) or FL-06 of the UB-04 CMS-1450 paper form.
- **If billing an institutional inpatient bill type submission, please use the Admit Date in the claim submission for the guidance outlined below**. Institutional (837I) is located in Loop 2400 (DTP*435*date~) or FL-12 of the UB-04 CMS-1450 paper form.

Please Note: For fastest, most accurate processing, EDI is the preferred method.

REAL-TIME CONNECTIVITY

Vendor Partner	Health Plan	Phone Numbers
Change Healthcare	Harmony and Meridian	1-877-363-3666, prompt 1
Availity®	Harmony and Meridian	1-800-282-4548
TransUnion® Healthcare	Harmony	1-877-732-6853
AdminisTEP.com	Harmony	1-888-751-3271
Payerpath	Meridian	1-877-623-5706, prompt 2
SSI® Group	Meridian	1-800-880-3032, prompt 8

These services improve data interchanges, provide an innovative solution to provider requests and will be leveraged to implement other HIPAA-compliant transactions in the future:

- Real-time eligibility and claim status information – no waiting on the phone
- Low or no cost to the provider community
- Increased office productivity
- One-stop shopping-view eligibility and claim status information for all participating health insurance companies from a single website with a single login



CORRESPONDENCE

Please be aware, your billing department will need to submit to the appropriate payer to prevent submission delays. Use the same date of service logic provided on the first page to determine the correct payer to mail any paper submissions.

Health Plan & Correspondence Type	Date of Service	Mailing Address
Claim Payment Disputes (Related to untimely filing, incidental procedure, unlisted procedure code)	On or before December, 31, 2018	WellCare Health Plans Claim Payment Disputes P.O. Box 31370 Tampa, FL 33631-3370
	On or after January 1, 2019	MeridianHealth ATTN: Claims Department 1 Campus Martius, Suite 720 Detroit, MI, 48226
Claim Appeals (Medical) (Medical necessity, authorization denials, benefits exhausted and non-covered procedures)	On or before December, 31, 2018	WellCare Health Plans Appeals Department P.O. Box 31368 Tampa, FL 33631-3368
	On or after January 1, 2019	MeridianHealth ATTN: Appeals Department P.O. Box 44287 Detroit, MI, 48244

RESOURCES

Date of Service	Resource Links
On or before December, 31, 2018	https://www.wellcare.com/en/illinois/Providers/Medicaid
On or after January 1, 2019	https://corp.mhplan.com/en/provider/illinois/meridianhealthplan/benefits-resources/tools-resources/

ELECTRIC FUNDS TRANSFER AND ELECTRONIC REMITTANCE

There are no changes, as PaySpan® Health will continue to be the provider of Electronic Funds Transfer (EFT) and Electronic Remittance Advice/Explanation of Payment (ERA/EOP) free solutions. If you are not already registered, create a new account by registering at www.payspanhealth.com or calling 1-877-331-7154.

OTHER PROVIDER SERVICE INQUIRIES

For eligibility/benefit information, claim status or other claims-related dispute questions you may have, please choose the appropriate provider service number below. If you have any questions regarding this message, please feel free to contact WellCare's EDI Department at EDI-Master@wellcare.com.

Date of Service	Health Plan	Provider Service Phone #
On or before December 31, 2018	Harmony	1-800-504-2766
On or after January 1, 2019	Meridian Health	1-866-606-3700