

## Important Changes to EDI Claims Submission Process

The health plans listed in the grid below transition to continue serving New York, Maine and Texas Medicare members.

**Please use the same payer IDs.** This will be the quickest and most efficient way to submit all (837P) and (837I) claim submissions. As of November 1, 2018, WellCare Health Plans, Inc., is directing all the EDI claim submissions sent to the payer IDs shown in the grid below to WellCare's payer ID (14163) regardless of the date of service. **As a result, your billing office may see some differences in the claim edits and response files from WellCare.**

When the member is known to have active benefits for the date of service billed for one of the payer IDs in the grid below, WellCare will send that claim to the appropriate affiliated payer on your behalf and send back the following WEDI 277U message to your clearinghouse:

**"The dates of service billed fall under a submission period covered by another affiliated Payer. We are forwarding this claim on your behalf to the affiliated payer for adjudication."**

When this occurs, you will continue to be able to get Claim Status via the following Provider Link:

2018 charges: <https://uamproviderlink.universalamerican.com/Login.aspx?ReturnUrl=%2f>

Health Plan Name	IPA	UAM Payer IDs	UAM Real-Time Payer IDs - Change Healthcare Prior to 01/01/2019
Select Care of Texas HMO	CIPA	62218	TXNSE
	GTPA	72189	TXNSE
	HPN	76045	TXNSE
	KLSY	61225	TXNSE
	KMG	81812	TXNSE
	MCA	62181	TXNSE
	NWDC	62119	TXNSE
	PPMO	45985	TXNSE
	SSC	20415	TXNSE
VFP	73743	TXNNT	
American Progressive (PFFS NY, ME)	Today's Options®	48055	TDOPT
American Progressive (PPO NY, ME)			TDOPT
WellCare of New York HMO			TDOPT
Select Care Health Plan HMO (TX)	TOPA	76046	TXNNT
	NTX	13185	TXNNT
WellCare of Texas – DSNP	TexanPlus® Star	76045	TXNSE

## **CLAIM EDITS**

If your claim fails Clean Claim Edits, WellCare will notify your billing office of the rejection reason via WEDI 277U if submitted via EDI or via paper reject letter if sent as a paper claim. This will provide the rejection reason that must be addressed and then resubmitted.

**As of January 1, 2019, to avoid a rejection, any claim submission with service dates spanning 2018 and 2019 should be split by year and sent as two claim submissions, which will be handled by the appropriate payers.**

If you have any questions, please feel free to contact WellCare's EDI Department at **EDI-Master@wellcare.com**.

## **PAPER CLAIM SUBMISSIONS**

WellCare encourages EDI submissions, as they are **free** to providers. EDI offers improved accuracy, the fastest turnaround time and enhanced claim status information. As of January 1, 2019, only **standard claim forms (red dropout ink)** may be mailed to P.O. Box 31372, Tampa, FL 33631-3372. **Faxed claims will no longer be processed.**

***Please note: Black-and-white mailed copies and fax receipts of claim submissions will be rejected. You must submit a clean claim using an ORIGINAL CMS UB-04 or CMS-1500 02/12 version.***

<b>Paper Claim Submission Address</b>
<b>WellCare Health Plans</b> Claims Department P.O. Box 31372 Tampa, FL 33631-3372

## **REAL-TIME CONNECTIVITY (new phone numbers effective January 1, 2019)**

<b>Vendor Partner</b>	<b>Phone Numbers</b>
Change Healthcare	<b>1-877-363-3666 prompt 1</b>
Availity	<b>1-800-282-4548</b>

These services improve data interchanges, provide innovative solutions, and will be used 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 providers
- Increased office productivity
- One-stop portal: view eligibility and claim status information for all participating health insurance companies from a single website with a single login

## **Electronic Funds Transfer and Electronic Remittance**

PaySpan® Health is WellCare's provider of Electronic Funds Transfer (EFT) and Electronic Remittance Advice/Explanation of Payment (ERA/EOP) free solutions. **The current VCC program will expire 12/31/18 so providers using VCC will need to enroll ahead with PaySpan® for EFT and ERA/EOP free solutions in 2019.**

PaySpan® Health provides an electronic settlement network delivering comprehensive capabilities for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). PaySpan® Health ties payment information to claims data in a single view and gives providers unprecedented flexibility for payment management.

- An 835 file – electronic remittance advice (ERA) is available
- Funds will be made available by electronic funds transfer (EFT)

Register for a new account at [www.payspanhealth.com](http://www.payspanhealth.com), or call **1-877-331-7154**. To learn more about PaySpan®, please see the Provider Resource Guide at [www.wellcare.com](http://www.wellcare.com).

## **CORRESPONDENCE**

The following new P.O. Boxes will be in effect as of January 1, 2019. Please submit correspondence to the addresses below.

<b>Date of Service</b>	<b>Health Plan &amp; Correspondence Type</b>	<b>Mailing Address</b>
<b>On or before</b> December 31, 2018	TexanPlus® – <b>Second Level Disputes</b>	TexanPlus® P.O. Box 17900 Austin, TX 78760-7900
<b>On or before</b> December 31, 2018	Today's Options® – <b>Second Level Disputes</b>	Today's Options® P.O. Box 18500 Austin, TX 78760-8500
<b>On or after</b> January 1, 2019	All Health Plans – <b>Claim Payment Dispute</b> (Related to untimely filing, incidental procedure, unlisted procedure code)	WellCare Health Plans Claim Payment Disputes P.O. Box 31370 Tampa, FL 33631-3370
<b>On or after</b> January 1, 2019	All Health Plans – <b>Claim Payment Policy Disputes</b> (for codes beginning with IHXXX, MKXXX, or PDXXX) <b>Second Level Disputes</b>	WellCare Health Plans Claim Payment Policy Disputes P.O. Box 31426 Tampa, FL 33631-3426
<b>On or after</b> January 1, 2019	All Health Plans – <b>Claim Appeals</b> (Medical) (Medical necessity, authorization denials, benefits exhausted and non-covered procedures)	WellCare Health Plans Appeals Department P.O. Box 31368 Tampa, FL 33631-3368

If you have any questions on connectivity or submission rejections, please feel free to contact WellCare's EDI Department at **EDI-Master@wellcare.com**.

Our provider service team is here to help and support our provider partners. If you have additional questions or need assistance on claim status, authorizations or claim denials, please go to [www.wellcare.com](http://www.wellcare.com), select your state and then select *Contact Us* from the top of the page. You can select the correct toll free number for your line of business.