

Frequently Asked Questions (FAQs)

For MeridianCare Providers

Q. Why is the MeridianCare name being changed to WellCare?

A. For over 30 years, WellCare has been a leader in government-sponsored managed care services. Aligning MeridianCare members under the WellCare brand will provide additional support for our members. Members will continue to have access to high-quality health care and excellent customer service.

Q. Does this change apply to all Meridian lines of business?

A. No. This branding change only applies to the MeridianCare (Medicare) line of business. The MeridianHealth, MeridianComplete, MeridianChoice and MeridianRx lines of business will not be transitioning their brands or logos at this time.

Q. Who is WellCare?

A. Founded in 1985 by a group of physicians in Tampa, Florida, WellCare is a successful and fast-growing managed care company focusing on families and children, seniors and those with disabilities and other complex medical needs. WellCare shares MeridianCare's commitment to providing high-quality care and customer service. We serve approximately 6.3 million members nationwide as of March 31, 2019.

Q. What does this transaction mean for MeridianCare providers like me?

A. MeridianCare is part of WellCare Health Plans. WellCare shares our commitment to serving families and children, seniors and those with disabilities and other complex medical needs. We will work diligently to ensure that our plans continue to meet the needs of your patients and that our close collaboration continues to benefit everyone involved. As part of our commitment to keep you informed on the upcoming changes, we will continue to provide you with important updates. WellCare will provide information on operational changes for the 2020 plan year.

Q. When will this change take place?

A. On January 1, 2020, the new branding will take effect. You may see both WellCare and MeridianCare branded materials prior to that date. If you haven't already, you will soon receive a letter from us with more information.

Q. If I am a participating provider with MeridianCare but do not participate with WellCare, will I now be participating with both companies?

A. No. At this time, there are no changes to your participation status with either company. Your current MeridianCare agreement will remain in full force with no changes to rates or terms and conditions through 2019 based on this integration. In addition, your provider relations staff will remain the same and you can expect the same high level of service.

Q. Will I need to send claims to a new payer ID or location?

A. No. WellCare and MeridianCare will continue to use their unique payer IDs and all claim remittances will remain separate until further notice. We will communicate any changes to payer IDs or integration

of claim operations in advance. All 2019 claims will continue to be billed through MeridianCare at this time.

Q. When will both companies integrate provider networks, claims systems and customer service?

A. Until further notice, all provider networks, claims systems and customer service will remain separate. We will communicate any integration and changes in advance. We are committed to keeping you informed of these changes and how they may affect you.

Q. Does this mean I need a new contract right now? Later?

A. No. At this time, provider networks will remain as is, so there is no need to change contracts. If contract changes are needed in the future, your Provider Network Development Representative will contact you to discuss.

Q. How does this benefit me?

A. Our mutual focus remains on serving our member needs and an important part of that is expanding their access to quality providers like you. We will look for all opportunities to make your experience with us even better and to leverage the benefits this transaction brings.

Q. How does this transaction affect my patients? Am I encouraged to speak with my patients about this change?

A. This is simply a change in MeridianCare's branding — not in our unwavering commitment to serving Medicare beneficiaries. Your relationship and communications with your patients have not changed. We encourage members to call MeridianCare Member Services as they would any time they have questions regarding our plans.

Q. What happens next?

A. As part of our commitment to keep you informed, we will continue to provide you with important updates. In the coming months, you will begin receiving materials with the new WellCare logo and information on operational changes regarding the 2020 plan year.

All MeridianCare phone numbers, addresses and websites will remain the same for the rest of the year. Member ID cards and materials with the MeridianCare logo are still valid for contract year 2019.