

Behavior Health Notification

As you've been previously advised, Today's Options and TexanPlus have been acquired by WellCare Health Plans. In our continued commitment to provide our members with excellent service and value in health benefits, we are terminating our relationship with Optum for mental health and substance abuse services as of Dec. 31, 2018.

WellCare will bring management of these services in-house as of Jan. 1, 2019. By managing these benefits in-house, we can ensure a more holistic care management experience for our members. Care management teams that include medical, pharmacy and mental health/substance abuse professionals will be working together with you to ensure the best possible outcome for your WellCare patients.

For best continuity of care during this transition, we ask that you please review the following transition guidelines.

1. Any services requiring preauthorization that occur on or after Jan. 1, 2019, must be authorized by WellCare to be a covered benefit and be paid.
2. If you are not a current WellCare provider, we invite you to join our panel. Simply call us at the numbers listed at the end of this letter for an application. We will continue to cover your services to WellCare members already in treatment until March 31, 2019, to ensure continuity of care. You can contact WellCare at the numbers above to notify us of any WellCare members who will need authorization. Please know: It does take some time to get a new provider credentialed and set up in our system. The sooner we get your application information, the better for the smoothest possible transition.
3. If you are a current WellCare provider and are seeing members whom you expect to be in treatment on or after Jan. 1, 2019, please submit a request for authorization (for those services that require it) through normal channels.
4. Admissions to an inpatient facility or to a partial hospitalization program as of 12:01 a.m., Jan. 1, 2019, must be preauthorized by WellCare. Members admitted prior to 12:01 a.m. who continue treatment in an inpatient facility or partial hospitalization program will continue to be the responsibility of Optum until discharge and/or stepdown. Please make sure you contact WellCare to coordinate care before discharge.
5. All billings for services on or after Jan. 1, 2019, should be submitted to WellCare on an HCFA 1500 or UB-04. Please complete all information including WellCare's authorization number and the member's ID number.

We understand this change may create some anxiety for our members and providers. We are here to help you make this a smooth transition. Please call a WellCare Provider Services

representative Monday-Friday from 8 a.m. to 5 p.m. at the numbers listed below with any questions and comments.

WellCare of Maine, Inc. (Medicare HMO)	1-866-422-5009
American Progressive Life & Health Insurance Company of NY/ME (Medicare PPO)	
American Progressive Life & Health Insurance Company of NY/ME (Medicare PFFS)	1-866-568-8921
WellCare of Maine, Inc. (Duals/DSNP Medicare HMO)	1-855-538-0454

WellCare of New York, Inc. (Duals/DSNP & Medicare HMO)	1-855-538-0454
American Progressive Life & Health Insurance Company of NY (PPO)	1-866-422-5009
American Progressive Life & Health Insurance Company of NY (PFFS)	1-866-568-8921

Select Care of Texas	1-866-230-2513
Select Care of Texas (IPA: KLSY)	
Select Care Health Plan	1-800-958-2707
WellCare of Texas & All DSNP Providers	1-855-538-0454

Thank you in advance for your cooperation with these procedures. WellCare is proud to support our provider partners with quality incentive programs, quicker claims payments and dedicated local market support, and we appreciate your commitment to providing quality healthcare for our members.

Sincerely,

WellCare Health Plans, Inc.