



FILING CLAIMS WITH WELLCARE

Welcome to the WellCare provider network! We would like to help your billing department get your EDI (claims and real time) transactions processed as efficiently as possible. WellCare has partnered with RelayHealth as our preferred EDI Clearinghouse. You may connect directly to RelayHealth, or in some cases your existing clearinghouse, billing service or trading partner may maintain existing reciprocal agreements with RelayHealth. We encourage you to contact your claims vendor and determine if they have connectivity to RelayHealth. If not, you may want to consider contacting RelayHealth to establish free connectivity to WellCare for your EDI transactions. If you have any questions about submission of EDI transactions directly through RelayHealth, please call Care Connectivity Services Support at **1-877-411-7271**. Clearinghouses, Practice Management Vendors, or Billing Services may call **888-743-8735** for help with EDI transactions.

In cases where this is not a viable option, you may want to enroll with MD Online, a RelayHealth partner, and submit your WellCare claims at no cost to you through any web browser. There are two ways to enroll:

- Visit MD Online, now part of ABILITY Network, at www.mdol.com/wellcare.
- Call **866-855-4723** and let the associate know you would like to enroll to submit WellCare claims electronically.
 - If your clearinghouse or billing system is not connected to McKesson/RelayHealth and requires a five-digit Payer ID, please use the following according to the file type (Fee-For-Service or Encounters).

WELLCARE PAYER IDS

14163 Fee-For-Service - Professional or Institutional	59354 Encounters - Professional or Institutional
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- If your clearinghouse or billing system is connected to McKesson/RelayHealth and uses their four-digit CPID, please use the following according to the file type (Fee-For-Service or Encounters).

MCKESSON/RELAYHEALTH CPIDS

1844 Fee-For-Service Professional	3211 Encounters Professional
8551 Fee-For-Service Institutional	4949 Encounters Institutional

WellCare encourages electronic (EDI) claim submissions. However, WellCare also accepts paper CMS-1500 and UB-04 claim forms. Paper claims should only be submitted on original (red ink on white paper) claim forms. If the paper claim is not submitted on the original “red and white” claim form this may increase the possibility of rejections. Please refer to our website for complete details about paper submission guidelines under Provider Manuals at www.wellcare.com/Nebraska/Providers/Medicaid.

Mail paper claim submissions to: **<WellCare Claims>**
<PO Box 31372>
<Tampa, FL 33631-3372>

If you have any questions regarding this message, please feel free to contact WellCare’s EDI Department at EDI-Master@wellcare.com.



REAL TIME CONNECTIVITY

Real-time HIPAA 270/271 eligibility transactions and 276/277 claim status is available to providers via the following vendors:

- AdminisTEP.com 1-888-751-3271
- Availity 1-800-282-4548
- Dorado Systems, LLC 1-855-770-8048 prompt 4
- Change Healthcare (formerly Emdeon) 1-877-363-3666 prompt 1
- RelayHealth 1-800-752-4143
- TransUnion Healthcare (Med Data) 1-877-732-6853

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
- Increase 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
- Free online tutorials and training

PAYSPAN HEALTH

PaySpan Health is WellCare's provider of Electronic Funds Transfer (EFT) and Electronic Remittance Advice/Explanation of Payment (ERA/EOP) free solutions.

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 also gives Providers unprecedented flexibility for payment management.

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

Create a new account by user registration at www.payspanhealth.com or calling 1-877-331-7154. For additional information on PaySpan please refer to the Provider Manual at: <www.wellcare.com/Nebraska/Providers/Medicaid>.

CONTACT INFORMATION

For eligibility/benefit information, claim status or other claims-related questions you may have, please call WellCare's Customer Service at <1-855-599-3811.>

For claims filing and EDI-related issues, please email WellCare's EDI department at: EDI-Master@wellcare.com.