Navigating the WellCare Interactive Voice System
Phone Access Guide

At WellCare, we value everything you do to deliver quality care to our members – your patients – and ensuring they have a positive health care experience. We’ve created this guide to help you get the most from our interactive voice system (IVR).

Getting Started
- The WellCare IVR is a simple and easy way for Physicians and Health Care Professionals to access the information needed in as little as 2 minutes
- Throughout the WellCare IVR you will be prompted to make selections by voice or keypad
- The WellCare IVR will ask you to enter your patient’s member number. This is the Subscriber number found on the members ID card

Step by Step instructions are located on page 2

Helpful Tips
For faster service Providers should have the following information when calling:
- Your WellCare provider ID number
- NPI or Tax ID number for validation, if you do not have your provider ID
- For claims inquiries – the member’s ID number, date of birth, date of service and dollar amount
- For authorizations and eligibility inquiries - the member’s ID and date of birth

Customer Service
- Nebraska Medicaid Toll-Free Number 1-855-599-3811
- Press 2 after the announcement for Provider Services

Enter WellCare Provider ID
- Say or enter your provider ID number (all information entered is secure and confidential)

Enter WellCare Member ID
- Say or enter your member ID number (all information entered is secure and confidential)

Enter Member’s Date of Birth
- Say or enter the member’s date of birth (all information entered is secure and confidential)
Main Menu:
When prompted, make a selection by simply saying:

• Claims
• Authorization
• Eligibility

• Pharmacy
• Web Support
• Something Else

Claims:
• Say or enter date of service
• Say or enter billed amount
Claim information will be received.

Authorization:
• Say forms or press 1
• Say service or press 2
  – Say or enter procedure code
  – Say or enter place of service
• Say status or press 3
  – Say or enter place of service

Eligibility:
You will receive the following:
• Eligibility information
• Co-pay information
• Out-of-pocket information

Pharmacy:
• Say forms or press 1
• Say status of a coverage determination or press 2
• Say something else or press 3

Web Support:
• Technical Support Team
• Routes directly to Web Support Team

Something Else:
Routes directly to Customer Service Agent for assistance, including:
• Appeals: clinical appeals
• Benefits
• Prospective
• Demographic changes

We’re here to help, and we continue to support our provider partners with quality-incentive programs, quicker claims payments and dedicated local market support. Please feel free to contact your provider representative if you have questions or need assistance.
Phone Access Guide
for Provider Services

Claims:
1. Call Customer Service at 1-855-599-3811
2. Press 2 after the announcement for Provider Services
3. Say or enter your WellCare provider ID number
4. Say or enter your member ID number
5. Say or enter your member’s date of birth
6. Say claims or press 1
   - Say or enter date of service
   - Say or enter billed amount

Pharmacy:
1. Call Customer Service at 1-855-599-3811
2. Press 2 after the announcement for Provider Services
3. Say or enter your WellCare provider ID number
4. Say or enter your member ID number
5. Say or enter your member’s date of birth
6. Say pharmacy or Press 4
7. Say forms or press 1
8. Say status of a coverage determination or press 2
9. Say something else or press 3

Authorizations:
1. Call Customer Service at 1-855-599-3811
2. Press 2 after the announcement for Provider Services
3. Say or enter your WellCare provider ID number
4. Say or enter your member ID number
5. Say or enter your member’s date of birth
6. Say authorizations or press 2
7. Say forms or press 1
8. Say service or enter 2
   - Say or enter procedure code
   - Say or enter place of service
9. Say status or press 3
   - Say or enter place of service

Helpful Tips
For faster service, providers should have the following information: WellCare ID, NPI or tax ID, member ID and date of birth.

Providers have the opportunity to rate our service by choosing to take a brief survey. If the option was selected please stay on the line after completion of your call.
Website Technical Support:
1. Call Customer Service at 1-855-599-3811
2. Press 2 after the announcement for Provider Services
3. Say or enter your WellCare provider ID number
4. Say or enter your member ID number
5. Say or enter your member’s date of birth
6. Say web support or press 5
7. You are transferred to the service center

Eligibility:
1. Call Customer Service at 1-855-599-3811
2. Press 2 after the announcement for Provider Services
3. Say or enter your WellCare provider ID number
4. Say or enter your member ID number
5. Say or enter your member’s date of birth
6. Say eligibility or Press 3
7. You will be given the eligibility, co-pay and out-of-pocket information about the member number you have entered

Something Else:
1. Call Customer Service at 1-855-599-3811
2. Press 2 after the announcement for provider services
3. Say or enter your WellCare provider ID number
4. Say or enter your member ID number
5. Say or enter your member’s date of birth
6. Say something else or Press 6
7. You are transferred to the service center

Quality care is a team effort. Thank you for playing a starring role!