

## WELLCARE PHONE ACCESS GUIDE PROVIDER CUSTOMER SERVICE

<b>WellCare of New York (Duals/DSNP &amp; Medicare HMO)</b>	<b>1-855-538-0454</b>
<b>American Progressive Life &amp; Health Insurance Company of NY (PPO)</b>	<b>1-866-422-5009</b>
<b>American Progressive Life &amp; Health Insurance Company of NY (PFFS)</b>	<b>1-866-568-8921</b>

### Helpful Tips



For faster service, Providers should have the following information: WellCare ID, NPI or Tax ID, Member ID and Date of Birth

When Prompted, make a selection by speaking your information. You can say:

Claims, Authorization, Eligibility, Pharmacy, Web Support or say something else.

### Claims

1. Say claims or press 1
  2. Say or enter your WellCare Provider ID, NPI or Tax ID
  3. Say or enter your member ID number
  4. Say or enter your member's date of birth
  5. Say or enter the date of service
  6. Say or enter billed amount
- Claims information will be received

### Pharmacy

1. Say Pharmacy or Press 4
2. Say Forms or Press 1
3. Say Status of a Coverage Determination or Press 2
4. Say prescription processing or press 3
5. Say something else or Press 4

### Authorizations

1. Say Authorization or press 2
2. For behavior health auths say behavior or press 1
3. For medical auths say medical or press 2
4. For prescription drug auths say drugs or press 3
5. Say forms or press 1
6. Say status of a determination or press 2
7. Say prescription process info or press 3
8. Say something else or press 4
9. Say or enter your WellCare Provider ID number
10. Say or enter your member ID number
11. Say or enter your member's date of birth

### Web site Technical Support

1. Say Web Support or Press 5
2. Say or enter your WellCare Provider ID, NPI or Tax ID
3. You are transferred to the service center

### Eligibility

1. Say Eligibility or Press 3
2. Say or enter your WellCare Provider ID, NPI or Tax ID
3. Say or enter your member ID number
4. Say or enter your member's date of birth
5. You will be given the Eligibility, Copay & Out of Pocket information about the member number you have entered

### Something Else

1. Say Something Else or Press 6
2. Say or enter your WellCare Provider ID, NPI or Tax ID
3. You are transferred to the service center