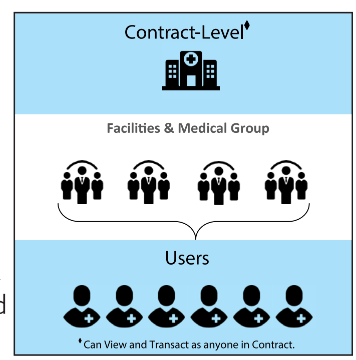
WellCare
Beyond Healthcare. A Better You.

Provider Portal
Reference Guide

Terms & Definitions	
Admin Lite	Helps the Contract or Sub-Group Admin with access requests and managing and assigning user roles.
Affiliation	The act of a user requesting a role at a Contract or a Sub-Group Account level to conduct business on their behalf.
Contract Account	Account based on a contract with WellCare. Users at this level can view and transact as any and all IPAs, medical groups, facilities and/or providers associated to the contract.
Contract Admin (Administrator)	Manages the Contract Account — grants and removes access for all users and can create/dissolve Sub-Group Accounts.
Provider	Those who work with us to deliver or furnish health care services, including doctors, health care professionals, hospitals, pharmacies and labs.
Sub-Group Account	Offers flexibility for contracts with multiple facilities and/or medical groups. Contract Admins can create these customized user-group accounts and designate specific groups and/or facilities they are permitted to view.
Sub-Group Admin (Administrator)	Manages the Sub-Group Account — grants and removes access for users within the specific Sub-Group Account. If a Sub-Group Admin has not been assigned the role, it defaults to the Contract Admin.
Registration	The act of getting (and/or verifying) a username and password — must complete some demographic information about the user and choose three security questions.
Roles	A level of access assigned to the user based on the functions the Admin wants them to be able to perform.

Contract Accounts



Everyone will have a Contract Account. Contract Admins can decide if users access all information at this level or instead create Sub-Group Account(s).

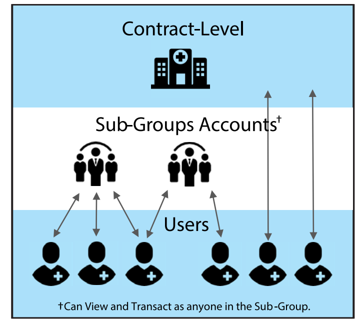
Contract Accounts: These accounts are based on the contract you have with us. Users at this level can view and transact as any and all IPAs, medical groups, facilities and/or providers associated with the contract. If you are unsure of what groups/facilities/providers your contract includes, please reach out to your Provider Relations Representative.

Contract Admin: Manages the Contract Account. He/she can perform all services on the portal and see all applicable data at the contract level (including all Sub-Group Account(s) services and data); grants and removes access for all users at the contract level; and can create or dissolve Sub-Group Accounts.

Notes: *This access needs to be granted by WellCare — your Provider Relations Representative, Network Management Specialist or a Customer Service Representative can help with this. Each contract can have only one Contract Admin.*

PROS	CONS
• Ability to view all providers in the contract at once — ideal for small to medium size contracts where administration is shared. • Easier to manage users — all users are at one level.	• Not able to control the access to different groups/facilities/providers' data or services. If you want certain groups of users to only see certain providers/facilities, this does not give you an option to limit that info. (For example, if you have three clinics and only want the staff at clinic A to see that information, this account does not allow that. You would need to create Sub-Group Accounts for each clinic and grant access at that level.)

Sub-Group Accounts



Not everyone needs Sub-Group Account(s). You only need to create these types of accounts if your contract has groups you want to keep separate and/or want to focus certain users to only see claims, authorizations, care gaps, etc. for a specific set of providers.

Sub-Group Account(s): An optional account with a narrower focus within a Contract Account. This allows the Contract Admin to limit what certain user groups can see – locations, facilities or providers.

Sub-Group Admin(s): Manages the Sub-Group Account. He/she can perform all services on the portal and see all applicable data at the Sub-Group level. This designation can grant and remove access for users within the specific Sub-Group Account.

Note: *If a Sub-Group Admin has not been assigned, then the role defaults to the Contract Admin role.*

PROS	CONS
• Ability to separate groups of providers into defined groups, limiting access to users to only see defined information.	• If your users work across many of your sub-accounts, then they will have to move across the accounts to see information. • Groups need oversight and problem-solving, so the more you have, the more time you may need to devote to this management. • Depending on how complex your Sub-Groups are and savvy your users are, some could get confused.

Provider Portal: **How to Get Access to the New Portal**

Step One – Registration: Username and password—you only need one username and password no matter how many accounts you want access to.

Existing users can use their current username and password from our old portal to log in and complete the pre-populated registration.

- Please reference the " Registration/Account Setup: Users with Existing Portal Accounts" guide for the complete step-by-step process of registering an existing account. Please contact your Provider Relations Representative or your Network Management Specialists to receive a copy of this guide.

New users can easily create a new account on the "Register an Account" page of the Portal.

- Please reference the "Registration/Account Setup: New Users " guide for the complete step-by-step process to register a new account. Please contact your Provider Relations Representative or your Network Management Specialists to receive a copy of this guide.

Step Two – Affiliate to a Contract or Sub-Group Account: Connect yourself to the accounts you need to access—it can be one or many.

Contract Admin Setup:

- If you are the Contract Admin for your Contract and have registered in our new portal, please contact your Provider Relations Representative or your Network Management Specialist to have your account affiliated and the role, "Contract Admin" assigned to your account.

Once you have completed registration, you will be taken to the Request Affiliation screen. This is where you have the option to request affiliation to an account at the Contract or Sub-Group level. Once you locate the desired Contract or Sub-Group Account and submit the request, it is sent to that account's Administrator (Admin).

- Please note you will not be able to access tools in the portal until the Contract Admin has approved your request.

Note: *Please reference the "Registration/Account Setup" guides for additional information and assistance.*