



Beyond Healthcare. A Better You.

P.O. Box 31370

Tampa, FL 33631-3370

WellCare Provider FAQs

- 1. Is Peach State Health Plan and WellCare one company?**
While Peach State Health Plan and WellCare are both owned by Centene Corporation, they are continuing to operate as separate health plans. At this time, it doesn't change anything for existing WellCare providers and members.
- 2. How will current in-network WellCare providers be reimbursed?**
Current WellCare providers are remaining in-network under their current provider agreement with WellCare, and they don't have to do anything to stay with WellCare.
- 3. Where can providers find the most current information regarding provider resources and information?**
Please visit www.WellCare.com/Georgia
- 4. Who do providers call if they have questions about provider matters or issues?**
Providers will continue to be serviced by their current Provider Relations teams at WellCare.
- 5. Who will service delegated provider loads and updates?**
Providers will continue to be serviced by their current operations teams at WellCare.
- 6. What will happen to provider's current WellCare members?**
Your members do not have to take any action. They will remain with WellCare and you will remain their primary care physician or other specialty provider.

WellCare Member FAQs

- 1. Is Peach State Health Plan and WellCare one company?**
While Peach State Health Plan and WellCare are both owned by Centene Corporation, they are continuing to operate as separate health plans. At this time, it doesn't change anything for existing WellCare providers and members.
- 2. Will my health plan be changed to Peach State Health Plan?**
WellCare members are remaining enrolled with WellCare and they don't have to do anything to stay with WellCare.
- 3. Will I get a new ID card and doctor?**
The Member ID card, benefits, PCPs, other doctors, supports and services will all remain the same.
- 4. Who do I call if I have questions about my benefits?**
Please contact the WellCare Member Services department at 1-866-231-1821.
- 5. Is WellCare going to be an option for existing members during the Choice Period?**
Existing WellCare members will remain enrolled with WellCare. They don't have to do anything to stay with WellCare. Current Medicaid members enrolled in another CMO will not be able to choose WellCare. However, they can choose Peach State or one of the other two CMOs.
- 6. Is WellCare going to be an option for newly eligible Medicaid members?**
No. Newly eligible members must choose from Peach State or one of the other two CMOs.



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7. Will newly eligible members be enrolled with WellCare if their family are currently enrolled?

Yes. WellCare will continue to accept family members to ensure families are able to stay together in the same plan.

8. What happens to WellCare members who lose coverage and are reinstated?

WellCare members that have lost coverage and are reinstated within two months will be automatically re-enrolled with WellCare.

For any other questions, please contact your provider relations teams or visit

<https://provider.wellcare.com/Provider/Login>