

**Important Note**

Please refer to the member ID card to determine appropriate authorization and claims submission process. Please see below for additional information.

**Important Phone Numbers**

|   |                       |   |                       |
|---|-----------------------|---|-----------------------|
| <b>Behavioral Health Crisis Hotline</b>   | <b>1-800-411-6485</b> | <b>Nurse Advice Line</b>  | <b>1-800-581-9952</b> |
| Members may call this number 24 hours a day for a Behavioral Health Crisis. For non-crisis related concerns, please call Member Services. |                       | Members may call this number to speak to a nurse 24 hours a day, 7 days a week. |                       |

**Convenient Self-Service**

WellCare offers robust technology options to save you time. The fastest ways to get what you need are shown below.

[WellCare Provider Portal](#)

|                             | Portal                           | Chat                      | (IVR) Interactive Voice Response |
|-----------------------------|----------------------------------|---------------------------|----------------------------------|
| Authorization Requirements* | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | Available                        |
| Authorization Status*       | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | Available                        |
| Authorizations Request*     | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | N/A                              |
| Benefit Information         | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | Available                        |
| Claims Status               | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | Available                        |
| Co-Payment                  | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | Available                        |
| Eligibility Verification    | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | Available                        |
| Submit Appeals              | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | N/A                              |
| Appeals Status              | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | N/A                              |
| Submit Claim Disputes       | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | N/A                              |
| Submit Claims               | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | N/A                              |
| Submit Corrected Claims     | <a href="#">Fastest Result</a> ✓ | <a href="#">Available</a> | N/A                              |

WellCare understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks.

The Provider Portal will help with those routine tasks.

Provider Portal Registration – [click here](#)

Provider Portal Training – [click here](#)

ⓘ \*Note: Includes Pharmacy Medical Requests supplied by Physician. For Pharmacy Benefit-related questions, please see the below Pharmacy page.

Provider Services

Interactive Portal Registration Phone: 1-855-538-0454

TTY: 711

**WellCare Phone Numbers**

|  |                                 |  |  |
|--|---------------------------------|--|--|
| <u>Care and Disease Management Referrals</u> |                                 | <u>Risk Management</u>                 |  |
| Phone: 1-866-635-7045                        | TTY: 711                        | Phone: 1-866-685-8664                  |  |
| Fax: 1-866-287-3286                          | Hours: M-F 8 a.m-7 p.m. Eastern | Fraud, Waste & Abuse Hotline           |  |
|  |                                 | <u>Community Connections Help Line</u> |  |

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guides and forms when the Quick Reference Guide is viewed in an electronic format. NOTE: This guide is not intended to be an all-inclusive list of authorized services under WellCare Health Plans, Inc., but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised June 2021)

**Claim Submission Information**

**Submission Inquiries:**

**Support from Provider Services** 1-855-538-0454

For inquiries related to your electronic or paper submissions to WellCare, please contact our EDI Team at [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com).

**Electronic Funds Transfer and Electronic Remittance Advice:**

Register online using the simplified, enhanced provider registration process: [PaySpan.com](http://PaySpan.com) or call 1-877-331-7154. For more details on PaySpan, please refer to your [Provider Manual](#).

**Clearinghouse Connectivity:**

WellCare has partnered with Change Healthcare as our preferred EDI Clearinghouse. You may connect directly to Change Healthcare, or in some cases your existing clearinghouse, billing service or trading partner may maintain existing reciprocal agreements with Change Healthcare. We encourage you to contact your claims vendor and determine if they have connectivity to Change Healthcare. If not, you may want to consider contacting Change Healthcare to establish free connectivity to WellCare for your EDI transactions. Change Healthcare offers Submitter/Client Connectivity Services at 1-877-411-7271. All Clearinghouses, Practice Management Vendors or Billing Services may call Change Healthcare at 1-800-527-8133 for connectivity services.

**CHANGE HEALTHCARE CLEARINGHOUSE PAYER IDs (CPIDs)**

| Claim Type    | Fee-For-Service (CH-Chargeable) Submissions | Encounter (RF-Reporting only) Submissions |
|---------------|---|---|
| Professional  | 1844  | 3211                                      |
| Institutional | 8551  | 4949                                      |

**WellCare Payer IDs** – If your clearinghouse or billing system is not connected to Change Healthcare and requires a 5-digit Payer ID, please use the following according to the file type (Fee-For-Service or Encounters):

- Fee For Service (FFS) is defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
- Encounters (ENC) is defined in the Transaction Type Code BHT06 as RP, which means Reportable only, NOT expecting adjudication.

| Claim Type                    | Fee-For-Service (CH-Chargeable) Submissions | Encounter (RF-Reporting only) Submissions |
|-------------------------------|---|---|
| Professional or Institutional | 14163                                       | 59354                                     |

**Free Direct Data Entry (DDE) and Small Batch File Solutions (use same WellCare Payer IDs defined above):**

**AdminisTEP** offers a web browser for single submission direct data entry (DDE) or batch upload for professional and institutional submissions, claim status and reporting and inquiry functions **at no cost to you**. To sign up, go to <http://www.administep.com/Signup.aspx> or call 1-888-751-3271.

**ConnectCenter™ for physicians** offers a web browser for direct data entry (DDE) or batch upload capability **at no cost to you**. To sign up, go to <https://physician.connectcenter.changehealthcare.com>.

For registry questions, submitter/clients may contact Payer Connectivity Services at 1-877-411-7271. Direct questions regarding functionality of ConnectCenter to Change HealthCare at 1-800-527-8133, opt. 2.

- Providers will be required to **enter a credit card** upon initial enrollment to verify them as a valid submitter.
- Only WellCare submissions are free of charge. Please ensure you **use vendor code 212750** when you register.

**Paper Submission Guidelines:**

WellCare follows the Centers for Medicare & Medicaid Services (CMS) guidelines for paper claim submissions. Since Oct. 28, 2010, WellCare accepts only the original “red claim” form for claim and encounter submissions. **WellCare does not accept handwritten, faxed or replicated claim forms.**

Claim forms and guidelines may be found at [www.wellcare.com/Kentucky/Providers/Medicare/Claims](http://www.wellcare.com/Kentucky/Providers/Medicare/Claims)

**Mail paper claim submissions to:**

WellCare Health Plans  
 Attn: Claims Department  
 P.O. Box 31224  
 Tampa, FL 33631-3224

**Claim Payment Disputes**

The claim payment dispute process is designed to address claim denials for issues related to untimely filing, unlisted procedure codes and non-covered codes, etc. Claim payment disputes must be submitted in writing to WellCare within **90 calendar days** of the date on the EOP.

Submit all claims payment disputes with supporting documentation at <https://provider.wellcare.com/>

Mail all claim payment disputes with supporting documentation to:

WellCare Health Plans  
 Attn: Claim Payment Disputes  
 P.O. Box 31370  
 Tampa, FL 33631-3370

**Note:** Any appeals related to claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification must be sent to the Appeals (Medical) address in the section below. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16 and KYREC. However, this is not an all-encompassing list of Appeals codes. Anything else related to authorization or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member-specific information.

**Claims Payment Policy Disputes**

The Claims Payment Policy Department has a mailbox for provider issues related strictly to payment policy. Disputes for payment policy related issues must be submitted to WellCare in writing within **90 calendar days** of the date of denial on the EOP. Please provide all relevant documentation (please do not include image of Claim), which may include medical records, in order to facilitate the review.

Submit all Claims Payment Policy Disputes related to Explanation of Payment Codes beginning with IH###, CE###, CV### (Medial records required) or PD### and second-level disputes for CPI## at <https://provider.wellcare.com/>

|   |   |
|---|---|
| Mail all disputes related to Explanation of Payment Codes beginning with IH###, CE###, CV### or PD### and second level disputes for CPI## to: | WellCare Health Plans<br>Attn: Claim Payment Disputes<br>P.O. Box 31426<br>Tampa, FL 33631-3426 |
|---|---|

|  |   |
|--|---|
| Mail all medical records and first-level disputes related to Explanation of Payment Codes beginning with CPI## to: | <b>By Mail (U.S. Postal Service)</b> Phone: 1-844-458-6739 Fax: 1-267-687-0994<br>OPTUM<br>P.O. Box 52846<br>Philadelphia, PA 19115 |
|--|---|

|  |   |
|--|---|
|  | <b>By Delivery Services (FedEx, UPS)</b><br>OPTUM<br>458 Pike Road<br>Huntingdon Valley, PA 19006           |
|  | <b>By Secure Internet Upload</b><br>Refer to Optum's Medical Record Request letter for further instructions |

|  |  |
|--|--|
| Mail all disputes related to Explanation of Payment Codes LT###, RVLT# to: | WellCare Health Plans<br>CCR<br>P.O. Box 31394<br>Tampa, FL 33631-3394 |
|--|--|

|   |   |
|---|---|
| Mail all disputes related to Explanation of Payment Codes RVPI# and DN173 to: | PICRA<br>P.O. Box 31416<br>Tampa, FL 33631-3416 |
|---|---|

**Recovery/Cost Containment Unit (CCU)**

|  |   |
|--|---|
| <b>Refund(s)</b> in response to a WellCare overpayment notification should include a copy of the overpayment notification any applicable attachment(s) and be sent to: | WellCare Health Plans<br>Attn: CCU Recovery<br>P.O. Box 31584<br>Tampa, FL 33631-3584 |
|--|---|

If you do not agree with the proposed WellCare overpayment notification related to adjustments RVXX (Except RV059, which should refer to the **Claim Payment Disputes** section above), you may request an Administrative Review by submitting a dispute in writing within **45 days** of the recovery letter date. Your request should detail why you disagree with these findings and must include any supporting evidence/documentation you believe is pertinent to your position.

|  |   |                     |
|--|---|---------------------|
| Mail or fax your Administrative Review request to: | WellCare Health Plans<br>Attn: CCU Recovery<br>P.O. Box 31658<br>Tampa, FL 33631-3658 | Fax: 1-813-283-3284 |
|--|---|---------------------|

Additional documentation received after your initial Administrative Review request will not be considered. A Final Determination will be rendered within **30 days** of WellCare's receipt of your request. If you do not submit a dispute or render payment within the time period referenced above, we will take action to recover the amount owed as allowed by law, or as outlined within the contract between you and WellCare.

**Administrative Reviews related to Explanation of Payment Codes and Comments beginning with DN227, DN228 or RV213** must be submitted in writing and include at a minimum: a summary of the review request, the member's name, member's identification number, date(s) of service, reason(s) why the denial should be reversed, copies of related documentation and all applicable medical records related to both stays to support appropriateness of the services rendered.

|                              |  |                     |
|------------------------------|--|---------------------|
| Mail or fax your dispute to: | COTIVITI HEALTHCARE<br>Attn: WellCare Clinical Chart Validation<br>Hillcrest III Building<br>731 Arbor Way, Suite 150<br>Blue Bell, PA 19422 | Fax: 1-203-202-6607 |
|------------------------------|--|---------------------|

**Provider Identified Refund(s)** without receiving overpayment notification should include the reason for overpayment as well as any details that assist in identifying the member and WellCare Claim ID.

|                   |   |
|-------------------|---|
| Please submit to: | WellCare Health Plans<br>Attn: CCU Recovery<br>P.O. Box 31584<br>Tampa, FL 33631-3584 |
|-------------------|---|

**Note:** For single claim checks, please use the [Refund Check Informational Sheet](#) to help Recovery post accurately and timely. For checks in excess of **25 claims**, please complete the [Refund Referral Grid](#) and email all supporting documentation, including the grid, to [OverpaymentRefunds@wellcare.com](mailto:OverpaymentRefunds@wellcare.com) to assist with expedited posting. Please note that only check referrals will be accepted by this email box: anything other than check referrals will not be responded to and will be closed.

### Appeals (Medical)

All non-par Medicare provider appeals must be submitted within **60 calendar days** and they must also submit a signed waiver of liability (WOL) with their request for processing. Participating Providers also can seek an appeal through the Appeals Department within **90 calendar days** of a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16 and KYREC. However, this is not an all-encompassing list of Appeals codes. Anything else related to authorization, or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member-specific information.

Mail or fax all medical benefit appeals with supporting documentation to:

WellCare Health Plans      Fax: 1-866-201-0657  
 Attn: Appeals Department  
 P.O. Box 31368  
 Tampa, FL 33631-3368

### Grievances

Member grievances may be filed verbally by contacting Customer Service or submitted in writing via mail or fax. Providers may also file a grievance on behalf of the member with the member's written consent. Grievances must be filed within **60 calendar days** of the event giving rise to the complaint.

Mail or fax member grievances to:

WellCare Health Plans      Phone: 1-877-902-6784      Fax: 1-866-388-1769  
 Attn: Grievance Department  
 P.O. Box 31384  
 Tampa, FL 33631-3384  
 Email: [Operationalgrievance@wellcare.com](mailto:Operationalgrievance@wellcare.com) or [pdpgrivance@wellcare.com](mailto:pdpgrivance@wellcare.com)

### WellCare Partners

#### eviCore

[eviCore](#) is our in-network vendor for the following programs, and clinical criteria can be accessed through the corresponding program links: [Lab Management](#), [Sleep Diagnostics](#), [Pain Management Program](#), [Physical, Occupational and Speech Therapy](#).

Contact eviCore for **all authorization-related** submissions for the services listed above rendered in outpatient places of service (including the home setting\*).

Please click on the hyperlinks above for a listing of the specific services and related criteria included in the eviCore programs.

Web submissions are faster, and if the procedure requested meets clinical criteria, the web provides an immediate approval that can be printed for easy reference.

Member eligibility and authorization requests may be submitted via the [eviCore Provider Web Portal](#). A searchable [Authorization Lookup and Eligibility Tool](#) is also available online, and criteria can be accessed through the program links above.

**Urgent Authorizations and Provider Services:**      1-888-333-8641

\*Excluding Episode of Care Requests. Please contact WellCare for all services rendered during an Episode of Care.

#### NIA, aka National Imaging Associates

[NIA](#) (National Imaging Associates) will be our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: [Advanced Radiology](#) and [Advanced Cardiology](#).

Contact NIA for **all authorization-related** submissions for the services listed above rendered in outpatient places of service (including the home setting\*). Please click on the hyperlinks above for a listing of the specific services and related criteria included in the NIA program. Web submissions will be faster and if the procedure requested meets clinical criteria, the web will provide an immediate approval that can be printed for easy reference. Member eligibility and authorization requests may be submitted via the [NIA Provider Web Portal](#). A searchable [Authorization Lookup tool](#) will be also available online and criteria can be accessed through the program links above.

**Urgent Authorization and Provider Services:**      1-800-424-5388

#### HealthHelp®

[HealthHelp](#) is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: [Radiation Therapy](#) and [Medical Oncology](#).

Contact HealthHelp for **all authorization-related** submissions for the services listed above rendered in all outpatient places of service. Please click on the links above for a listing of the specific services and related resources included in the HealthHelp programs.

Member eligibility and authorization request materials may be accessed via the [HealthHelp Portal](#). A searchable [Authorization Lookup](#) is also available online to check the status of your authorization request and criteria can be accessed through the program links above.

**Urgent Authorizations and Provider Services:**      1-888-210-3736

#### TurningPoint®

[TurningPoint](#) is our in-network Surgical Quality & Safety Management Program vendor for the following programs [Orthopedic Surgery](#) and [Spinal Surgery](#). The provider resources can be accessed through the vendor portal, link listed below. Contact TurningPoint for **all authorization-related** submissions for the services listed above rendered in any inpatient and outpatient places of service. Please click on the link below for a listing of the specific services and related resources included in the TurningPoint programs.

Member eligibility and authorization request materials may be accessed via the [TurningPoint Portal](#). A searchable [authorization lookup](#) is also available online to check the status of your authorization request, and criteria can be accessed through the program link.

**For Urgent Authorizations and Provider Services, please contact 1-866-683-0252**

**CareCentrix**

[CareCentrix](#) is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: [Skilled Nursing Facility](#), [Long Term Acute Care and Inpatient Rehab.](#)

Contact CareCentrix for **all authorization-related** submissions for the services listed above. Please click on the links above for a listing of the specific services and related resources included in the CareCentrix programs.

Urgent Authorizations and Provider Services: 1-888-571-6028

**Contracted Networks**

|  |  |   |  |
|--|--|---|--|
| <p><b><u>Dental</u></b><br/>Avisis<br/>Phone: 1-888-211-9986</p> | <p><b><u>Vision</u></b><br/>(Optometry and Ophthalmology)<br/>Avisis<br/>Phone: 1-888-211-4016</p> | <p><b><u>Transportation</u></b><br/>Access 2 Care<br/>Phone: 1-888-975-4833</p> | <p><b><u>Hearing</u></b><br/>HearUSA<br/>Phone: 1-844-339-1771</p> |
|--|--|---|--|

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**Pharmacy Services**

**Pharmacy Services:** 1-855-538-0454

Including after-hours and weekends (CVS Caremark®)

| Rx BIN | Rx PCN  | Rx GRP |
|--------|---------|--------|
| 004336 | MEDDADV | 788257 |

**AcariaHealth™**

AcariaHealth is a national comprehensive specialty pharmacy focused on improving care and outcomes for patients living with complex and chronic conditions. AcariaHealth is comprised of dedicated healthcare professionals who work closely with physician offices, including support with referral and prior authorization processes. This collaboration allows our patients to receive the medicine they need as fast as possible. Representatives are available from Monday–Thursday, 8 a.m. to 7 p.m., and Friday, 8 a.m. to 6 p.m. ET.

\*AcariaHealth™ Pharmacy #26, Inc.  
 8715 Henderson Rd., Tampa, FL 33634  
 Phone: 1-866-458-9246 (TTY 1-855-516-5636)  
 Fax: 1-866-458-9245  
 Website: [www.acariahealth.com](http://www.acariahealth.com)

\*Effective on or about July 2021

**CVS Caremark® Mail Service** 1-866-808-7471  
 TTY: 1-866-236-1069  
 Fax: 1-866-892-8194

**Medication Appeals:** Fax: 1-866-388-1766

Mail or fax [Request for Redetermination \(medication appeal\) form](#) with supporting documentation to:

WellCare Health Plans  
 Attn: Pharmacy Appeals Department  
 P.O. Box 31383  
 Tampa, FL 33631-3383

Medication appeals may also be filed by contacting Provider Services. Please note that all appeals filed verbally also require a signed, written appeal.

**Formulary Inclusions:**

To request consideration for inclusion of a drug to WellCare's formulary, providers may submit a medical justification to WellCare in writing.

WellCare Health Plans  
 Clinical Pharmacy Department  
 Director of Formulary Services  
 Pharmacy & Therapeutics Committee  
 P.O. Box 31577  
 Tampa, FL 33631-3577

**Coverage Determination Requests:**

Mail or fax a [Coverage Determination Request Form](#) with supporting documentation to:

Fax: 1-866-388-1767  
 Online: [Coverage Determination Request Form](#)  
 Mail: WellCare Health Plans  
 Attn: Pharmacy – Coverage Determinations  
 P.O. Box 31397  
 Tampa, FL 33631-3397

Submit a Coverage Determination Request Form for:

- Drugs not listed on the formulary
- Drugs listed on the formulary with a prior authorization (PA)
- Duplication of therapy
- Prescriptions that exceed the FDA daily or monthly quantity limits
- Most self-injectable and infusion drugs (including chemotherapy) administered in a physician's office
- Drugs listed on the formulary with a quantity limit (QL)
- Drugs that have a step edit (ST) and the first-line therapy is inappropriate

HealthHelp will manage Medical Oncology Services. Please see below for HealthHelp Contact Information.

**Web-based information:**

[www.wellcare.com/Kentucky/Providers/Medicare/Pharmacy](http://www.wellcare.com/Kentucky/Providers/Medicare/Pharmacy)

- [WellCare Formulary](#)
- [Participating Pharmacies](#)
- [Authorization Lookup Tool\\*](#)

① \*Note: Includes Pharmacy Medical Requests supplied by Physician.

- [Pharmacy Services Forms](#)
- [Exactus Pharmacy Solutions](#)

**For Home Infusion/Enteral services:**

Once Authorization Approval is obtained through WellCare, if required, please contact our providers below to initiate services:

**Coram®:**  
 Phone: 1-800-423-1411 or Fax: 1-866-462-6726

**Option Care Health™ aka Option Care and BioScrip Infusion Services®:**  
 Phone: 1-833-466-0358

**KabaFusion:**  
 Phone: 1-502-515-3500 or Fax: 1-502-515-3509



## WELLCARE'S PRIOR AUTHORIZATION LIST

### Prior Authorization (PA) Requirements

This WellCare PA list supersedes any lists that have been distributed to our providers. Please ensure that older lists are replaced with this updated version. Authorization changes will be denoted with a **Pa** symbol for easy identification. Requirements that have been edited for clarification only will be denoted with an **i** symbol.

WellCare supports the concept of the Primary Care Physician (PCP) as the "medical home" for its members. PCPs may refer members to network specialists when consultations will be rendered in an office, clinic or free-standing facility. The specialist must document receipt of the request for a consultation and the reason for the referral in the medical record. No communication with the plan is necessary.

All services rendered by nonparticipating providers and facilities require authorization, including requests to utilize the member's Point-of-Service benefits. Specialists must coordinate all services with the member's PCP. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

A searchable Authorization Lookup Tool is available at <https://provider.wellcare.com/Provider/Login>

**Urgent Authorization Requests and Admission Notifications:** Call 1-855-538-0454 and follow the prompts.

- Notification is required for Inpatient Hospital admissions **by the next business day** (except for normal maternity delivery admissions). Telephone authorizations must be followed by a fax submission of clinical information.
- Outpatient authorizations for urgent and time-sensitive services may be submitted by phone when warranted by the member's condition. Please include **CPT and ICD-10 codes** with your authorization request. Standard authorization requests may be submitted [online](#) or via fax using the numbers listed below on the associated forms located [here](#).
- [Web submissions](#) are faster, and if the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference.
- Obtaining authorization does not guarantee payment, but rather only confirms whether a service meets WellCare's determination criteria at the time of the request. WellCare retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, the medical necessity of services and correct coding and billing practices.
- WellCare Health Plan may delegate Prior Authorization to the contracted MSO, IPA or Medical Groups who then determine prior authorization requirements for their assigned members.
  - IPAs must make every attempt to authorize services that are the financial responsibility of WellCare Health Plan to a provider within WellCare Health Plan's contracted network. If a member requires out-of-network services because WellCare Health Plan is not contracted with a provider of like specialty, the IPA is required to notify WellCare Health Plan's Utilization Management Department prior to issuing an authorization. The Utilization Management Department will discuss the case with the WellCare Health Plan Contracting Department and notify the IPA accordingly such that an authorization may be issued. For services that are the financial responsibility of the IPA, the IPA is required to follow its organization's policy in reference to authorization of out-of-network providers.
  - Emergency admissions that are outside the IPA/Group's service area are monitored by the WellCare Health Plan Utilization Management Department. WellCare Health Plan's Medical Management Department will be responsible for issuing an authorization, performing concurrent review and working with the IPA to coordinate transfer of the member to an in-network facility once the member has been stabilized.
  - For specific authorization requirements, please follow your group's direction.

### Behavioral Health Services

#### [WellCare Web Submission Portal](#)

For Urgent and Inpatient Hospitalization Authorizations and Provider Services Phone: 1-855-538-0454

Please [log in](#) to submit your Outpatient Authorization Requests and Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

On the web: [www.wellcare.com/Kentucky/Providers/Medicare/Behavioral-Health](http://www.wellcare.com/Kentucky/Providers/Medicare/Behavioral-Health)

- **In order to obtain authorization, notification of an Inpatient admission is required on the next business day following admission.**
- Inpatient Concurrent Review is generally done by telephone, but a fax option is available and the forms and fax numbers can be found [here](#). Psychological testing requests are to be submitted via fax. All other levels of care requiring authorization, including outpatient services, can be submitted online.
- For more information on Authorization Requirements, click [here](#) and select the "Behavioral Health Authorization List" PDF under **Other Resources**.

| PROCEDURES and SERVICES                             | Authorization Required | Comments  |
|---|------------------------|---|
| Emergency Behavioral Health Services                | No                     |   |
| Non-contracted (nonparticipating) Provider Services | Yes                    | All services from nonparticipating providers require prior authorization.   |
| Behavioral Services                                 | See Comments           | Please refer to the <a href="#">Behavioral Health Authorization List</a> under <b>Other Resources</b> for authorization requirements.<br><a href="#">WellCare Web Submission Portal</a> |

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**Emergency Services**

| PROCEDURES and SERVICES   | Authorization Required | Comments |
|---|------------------------|----------|
| Emergency Behavioral Health Services                                  | No                     |          |
| Emergency Care Services   | No                     |          |
| Emergency Transportation Services (excluding Air and Water Ambulance) | No                     |          |
| Urgent Care Services  | No                     |          |

**Inpatient Services & Discharge Planning**  
[WellCare Web Submission Portal](#)  
 Please [log in](#) to submit your Authorization Requests & Inpatient Clinical Submissions.  
 To fax a request, please access our forms [here](#)  
 Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

| PROCEDURES and SERVICES                          | Authorization Required | Comments   |
|--|------------------------|--|
| Elective Inpatient Procedures                    | Yes                    | Clinical updates required for continued length of stay.  |
| Hospice  | Yes                    |  |
| Inpatient Admissions                             | Yes                    | Clinical updates required for continued length of stay.  |
| Long Term Acute Care Hospital (LTACH) Admissions | Yes                    | Contact CareCentrix for authorization:<br><a href="#">CareCentrix</a><br>Phone: 1-888-571-6028   |
| Observations                                     | See Comments           | Elective procedures that convert to an Observation stay are subject to outpatient authorization requirements.<br><a href="#">Authorization Lookup Tool</a><br>Services performed during an urgent or emergent observation stay, such as Advanced Radiology or Cardiology, do not require authorization.<br>Clinical updates required for continued length of stay. |
| Orthopedic Surgery                               | Yes – See Comments     | Contact TurningPoint for prior authorization:<br><a href="#">TurningPoint Portal</a><br>Phone: 1-866-683-0252<br>Fax: 1-502-661-6411   |
| Rehabilitation Facility Admissions               | Yes                    | Contact CareCentrix for authorization:<br><a href="#">CareCentrix</a><br>Phone: 1-888-571-6028   |
| Skilled Nursing Facility Admissions              | Yes                    | Contact CareCentrix for authorization:<br><a href="#">CareCentrix</a><br>Phone: 1-888-571-6028   |
| Spinal Surgery                                   | Yes – See Comments     | Contact TurningPoint for prior authorization:<br><a href="#">TurningPoint Portal</a><br>Phone: 1-866-683-0252<br>Fax: 1-502-661-6411   |



## Outpatient Services & Discharge Planning

### [WellCare Web Submission Portal](#)

Please [log in](#) to submit your Outpatient Authorization Requests and Clinical Submissions.

To fax a request, please access our forms [here](#)

Pharmacy Medical Requests Fax: 1-888-871-0564

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

| PROCEDURES and SERVICES  | Authorization Required | Comments  |
|--|------------------------|---|
| Select Outpatient Procedures   | Yes – See Comments     | Please refer to the <a href="#">Authorization Lookup Tool</a> for prior authorization requirements.<br><a href="#">WellCare Web Submission Portal</a>   |
| Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans            | Yes – See Comments     | Contact National Imaging Associates for authorization:<br><a href="#">National Imaging Associates Provider Web Portal</a><br>Phone: 1-800-424-5388<br><a href="#">Advanced Radiology Program Criteria</a><br><a href="#">Radiology Request Forms</a>                                  |
| Cardiology Services: Cardiac Imaging, Cardiac Catheterization, Diagnostic Cardiac Procedures and Echo Stress Tests | Yes                    | Contact National Imaging Associates for authorization:<br><a href="#">National Imaging Associates Provider Web Portal</a><br>Phone: 1-800-424-5388<br><a href="#">Cardiology Program Criteria</a><br><a href="#">Cardiology Worksheets</a>  |
| Dialysis   | No                     |   |
| Durable Medical Equipment Purchases and Rentals  | Yes – See Comments     | All DME rentals require authorization. DME purchase items reimbursed at OR below \$500 per line item do NOT require authorization.<br><br>*For Home Infusion/Enteral Services please refer to the Pharmacy Section above for the preferred provider if the authorization is required. |
| Hospice Care Services  | No                     |   |
| Investigational & Experimental Procedures and Treatment  | Yes                    | <a href="#">Refer to Clinical Coverage Guidelines</a><br><a href="#">WellCare Web Submission Portal</a>   |
| Laboratory Management (Certain Molecular and Genetic Tests)  | Yes – See Comments     | Contact eviCore for authorization:<br><a href="#">eviCore Provider Web Portal</a><br>Phone: 1-888-333-8641<br><a href="#">Laboratory Management Program Criteria</a><br><a href="#">Molecular and Genetic Testing Quick Reference Guide</a>   |
| Medical Oncology Services  | Yes                    | Contact HealthHelp for authorization:<br><a href="#">HealthHelp Portal</a><br>Phone: 1-888-210-3736<br><a href="#">Medical Oncology Program Services</a>  |
| Non-contracted (nonparticipating) Provider Services  | Yes                    | All services from nonparticipating providers require prior authorization.   |
| Orthopedic Surgery   | Yes – See Comments     | Contact TurningPoint for prior authorization:<br><a href="#">TurningPoint Portal</a><br>Phone: 1-866-683-0252<br>Fax: 1-502-661-6411  |
| Orthotics and Prosthetics  | Yes – See Comments     | Purchase items reimbursed at OR below \$500 per line item do NOT require authorization.   |

For your convenience, items on this QRG in **bold, underlined** fonts are hyperlinks to supporting WellCare Provider Job Aids, Resource Guides and forms when the Quick Reference Guide is viewed in an electronic format. NOTE: This guide is not intended to be an all-inclusive list of authorized services under WellCare Health Plans, Inc., but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable Plan coverage guidelines. (Revised June 2021)

| PROCEDURES and SERVICES  | Authorization Required | Comments   |
|--|------------------------|--|
| Pain Management Treatment<br>(Certain Pain Management Treatments)  | Yes – See Comments     | Contact eviCore for authorization:<br>eviCore Provider Web Portal<br>Phone: 1-888-333-8641<br><a href="#">Pain Management Program Criteria</a><br><a href="#">Musculoskeletal Management Request Forms</a>           |
| Physical and Occupational Therapy<br>(including home-based therapy)<br>*Excluding Episode of Care Requests.<br>Please contact WellCare for all services rendered during an Episode of Care | Yes – See Comments     | Contact eviCore for authorization:<br><a href="#">eviCore Provider Web Portal</a><br>Phone: 1-888-333-8641<br><a href="#">Physical and Occupational Therapy Program Criteria</a><br><a href="#">PT/OT Worksheets</a> |
| Radiation Therapy Management   | Yes – See Comments     | Contact HealthHelp for authorization:<br><a href="#">HealthHelp Portal</a><br>Phone: 1-888-210-3736<br><a href="#">Radiation Therapy Management Program Resources</a>  |
| Sleep Diagnostics  | Yes – See Comments     | Contact eviCore for authorization:<br><a href="#">eviCore Provider Web Portal</a><br>Phone: 1-888-333-8641<br><a href="#">Sleep Diagnostics Program Criteria</a><br><a href="#">Sleep Management Worksheets</a>      |
| Speech Therapy   | Yes                    | Contact eviCore for authorization:<br><a href="#">eviCore Provider Web Portal</a><br>Phone: 1-888-333-8641   |
| Spinal Surgery   | Yes – See Comments     | Contact TurningPoint for prior authorization:<br><a href="#">TurningPoint Portal</a><br>Phone: 1-866-683-0252<br>Fax: 1-502-661-6411   |
| Transplant Services  | Yes                    | Please submit clinical records for prior authorization for all transplant phases.  |