



## Integration at a Glance

**Welcome to the team! Change doesn't have to be hard... We can help!**

Here is a breakdown of some day-to-day tasks for before and after the transition of Meridian Medicare plans to WellCare.

	Meridian (Medicare)	WellCare (Medicare)
<b>Provider Online Resources</b>	In 2019, and for 2019 dates of service visit <a href="http://www.mhplan.com">www.mhplan.com</a>	Beginning in 2020, visit <a href="http://www.wellcare.com">www.wellcare.com</a> Also, register for our Secure Provider Portal at <a href="https://provider.wellcare.com/Provider/Accounts/Registration">https://provider.wellcare.com/Provider/Accounts/Registration</a>
<b>Clinical Appeals</b>	Phone (Customer Experience Team) Mail Fax (including 2019 denials in 2020)	WellCare Secure Provider Portal (Medical Auth appeals only) Mail Fax
<b>Authorization</b> • Requests • Status	Meridian Provider Portal Online Electronic Prior Authorization (EPA) form	<b>Status:</b> • WellCare Secure Provider Portal • Online Chat • IVR <b>Requests:</b> • WellCare Secure Provider Portal • Expedited - Fax or Call
<b>Claims</b> • Inquiries/Status • Submissions • Disputes	<b>Inquiries/Status (CARE):</b> • Meridian Provider Portal • Call center • IVR <b>Claims Disputes:</b> • Must be mailed in	<b>Status:</b> • WellCare Secure Provider Portal • Online Chat • IVR <b>Submissions/Corrections/Appeals/Disputes:</b> • WellCare Secure Provider Portal
<b>EFT &amp; Electronic Remittance</b>	PaySpan®	PaySpan® For assistance with your account please visit <a href="http://www.payspanhealth.com">www.payspanhealth.com</a> or call 1-877-331-7154.
<b>Eligibility and Benefits</b>	Web Meridian Provider Portal Call center IVR	WellCare Secure Provider Portal Online Chat IVR (including co-payment information)

Please visit [www.wellcare.com](http://www.wellcare.com), select your state and go to the *Medicare Overview* page for links to forms, training and other helpful resources, including the Provider Manual and Quick Reference Guide.

**Register for our Secure Provider Portal** to access advanced features and functionality like viewing/submitting Care Gaps and Appointment Agendas and more.

**NOTE:** This information is specific to Medicare plans only. All processes will remain as-is for Meridian Medicaid/Meridian Choice and MMP populations in 2020.

