

Dear Provider,

There have been several changes communicated over the last few months that will affect the MeridianCare Medicare Advantage plans. Effective January 1, 2020, MeridianCare, a WellCare company, will change its name and logo to WellCare.

This branding change is only applicable to the MeridianCare (Medicare) line of business. The MeridianHealth, MeridianComplete, MeridianChoice and MeridianRx lines of business will not transition their brand or logos. There will be no disruption to member coverage, benefits or how you do business today for the remainder of 2019. You may also continue to use our website to access 2019 MeridianCare plans.

This notification is to summarize the upcoming 2020 changes for the MeridianCare plans that are transitioning to WellCare. All changes outlined in this document are effective January 1, 2020.

This letter will cover:

- Changes to Prior Authorization (PA) requirements
- Inpatient Notification requirements
- Utilization Management vendor updates
- Updates to the request submission process

Changes to Prior Authorization (PA) requirements

WellCare PA requirements will change effective January 1, 2020. You can view all codes that will have an added PA requirement on the WellCare Meridian Migration page at www.wellcare.com (*Select your state > Select Providers > Click on the Meridian Migration icon*).

On January 1, 2020, WellCare Health Plans, Inc. will make updates to reflect these changes on the authorization lookup tool at www.wellcare.com/auth_lookup. PA requirements are subject to periodic changes, so always use WellCare's PA lookup tool to determine if a procedure code requires prior authorization.

Inpatient Notification requirements

When a member is admitted to a facility, WellCare requires notification to the WellCare Utilization Management staff within one business day of admission. This includes all admissions, including admissions to behavioral health facilities. We need this notification to obtain clinical information to perform case management and ensure coordination of services. If you fail to notify us of admissions or observation stays, the claim may be denied.

Always check eligibility and confirm benefits before rendering services to members. If you have any questions about this notice, please call your Provider Network Development Representative or Provider Services at **1-877-902-6784**.

Utilization Management vendor updates

- **eviCore Expansion:** MeridianCare will go live with new eviCore programs on January 1, 2020. The eviCore expansion includes Physical Therapy (PT), Occupational Therapy (OT), Genetic Testing, Pain Management and Sleep Studies. Requests for dates of service January 1, 2020 and beyond should be submitted directly to eviCore.

More information related to the eviCore expansion (clinical guidelines and quick reference guides) can be accessed on the eviCore-Meridian Implementation Page (www.eviCore.com) or on the WellCare Meridian Migration page at www.wellcare.com. The Quick Reference Guide will be available on January 1, 2020.

- **TurningPoint:** Effective January 1, 2020, TurningPoint Healthcare Solutions, LLC will manage prior authorizations for musculoskeletal surgical procedures for WellCare members. Requests for dates of service of January 1, 2020 and beyond should be submitted directly to TurningPoint. The Quick Reference Guide will be available on January 1, 2020.

Updates to the request submission process

There will be changes to the request submission process. The grids below outline request submission options by service, effective January 1, 2020. Please reference the grid based on your location.

MICHIGAN AND OHIO PROVIDERS ONLY

TYPE OF SERVICE	ENTITY	PORTAL LINK	CONTACT INFO
Pain management, sleep studies, radiology, cardiology, genetic testing	eviCore	www.evicore.com	Phone: 800-540-2406 Fax: 888-333-8641
PT, OT	eviCore	www.evicore.com	Phone: 855-744-1319 Fax: 888-333-8641
Medical oncology, radiation therapy	HealthHelp	portal.healthhelp.com	Phone: 888-210-3736 Fax: 888-210-3769
Musculoskeletal surgical procedures	TurningPoint	www.tpshealth.com	Phone: 877-659-9496 Fax: 313-915-5036
Pharmacy	WellCare	provider.wellcare.com	Phone: 833-857-0923 Fax: 888-871-0564
All other pre-service expedited requests	WellCare/H3 -powered by Innovista	innovistaportal.com/MeridianAuthPortal	Phone: 877-902-6784 Fax: 313-879-1161
All other pre-service standard requests	WellCare/H3 -powered by Innovista	innovistaportal.com/MeridianAuthPortal	Phone: 877-902-6784 Fax: 313-263-5245
All inpatient requests	WellCare/H3 -powered by Innovista	innovistaportal.com/MeridianAuthPortal	Phone: 877-902-6784 Fax: 313-263-5233
All post-acute requests	WellCare/H3 -powered by Innovista	innovistaportal.com/MeridianAuthPortal	Phone: 877-902-6784 Fax: 313-918-1847

INDIANA AND ILLINOIS PROVIDERS ONLY

Type of Service	Entity	Portal	CONTACT INFO
Pain management, sleep studies, radiology, cardiology, genetic testing	eviCore	www.evicore.com	Phone: 800-540-2406 Fax: 888-333-8641
PT, OT	eviCore	www.evicore.com	Phone: 855-744-1319 Fax: 888-333-8641
Medical oncology, radiation therapy	HealthHelp	portal.healthhelp.com	Phone: 888-210-3736 Fax: 888-210-3769
Musculoskeletal surgical procedures	TurningPoint	www.tpshealth.com	Phone: 833-277-1680 Fax: 877-659-3409
Pharmacy	WellCare	provider.wellcare.com	Phone: 833-857-0923 Fax: 888-871-0564
All other Inpatient medical requests	WellCare	provider.wellcare.com	Phone: 877-902-6784 Fax: 855-776-9464
All other Outpatient medical requests	WellCare	provider.wellcare.com	Phone: 877-902-6784 Fax: 877-899-2044
Behavior Health Inpatient requests	WellCare	provider.wellcare.com	Phone: 877-902-6784 Fax: 855-713-0592
Behavior Health Outpatient Requests	WellCare	provider.wellcare.com	Phone: 877-902-6784 Fax: 855-713-0593



For questions about this notice, please refer to the *Quick Reference Guide* that will be available on January 1, 2020 at www.wellcare.com. For more help, please feel free to contact the Provider Services department. The phone number is in the *Quick Reference Guide*.

We have created an **online Meridian Migration page** with important information to further help you with this transition. This page will provide details about the items that are changing, all previous communications to providers, FAQs, training guides and resource materials.

To access this page, go to www.wellcare.com > *Select your state* > *Select Providers* > Click on the *Meridian Migration* icon.

If you have any questions about this notice, please call your Provider Network Development Representative or Provider Services at **1-877-902-6784**.

Quality care is a team effort. Thank you for playing a starring role.