

# PROVIDER Update



NEWS & ANNOUNCEMENTS | NOVEMBER 12, 2021 | UPDATE 21-808 | 2 PAGES

## Look for News from Wellcare in a Fresh, New Layout

### Don't worry about a missed communication – go online to access an archive of information

Wellcare providers in California will receive news from Wellcare in a new layout called a provider update. This notice is in the new layout so you know what to expect in future communications.

The provider update is only one method by which you will receive information from us via fax, mail or email. We will continue to send you Wellcare information in other formats – such as letters or flyers – depending on the topic.

Please note, these communications will be specific to Wellcare and may not apply to Wellcare By Health Net.

#### Key highlights of the provider update

##### Communication type

The provider update notifies providers of information that falls under one of the communication types below. The communication type is listed at the top of the provider update.

Type	Description	Example
<b>Contractual</b>	Topics referenced in Wellcare's contract with the provider.	Changes regarding claims processing or eligibility reports.
<b>Legislative</b>	Topics generated from assembly or senate bills, or other legislation.	New law that requires a new benefit or change to an existing benefit for members.
<b>Regulatory</b>	Topics generated by a regulatory entity.	A notice from the Centers for Medicare & Medicaid Services (CMS) that has a direct impact on providers.
<b>News &amp; Announcements</b>	Topics that help providers conduct business with Wellcare or provide care to members.	Resources available to providers to help their patients learn about a health condition.

#### THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

866-999-3945

#### PROVIDER PORTAL

[provider.wellcare.com/california](http://provider.wellcare.com/california)

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## **Distribution date, tracking number and page count**

Also included at the top of the provider update is the:

- Distribution date of the communication.
- The material tracking number (the first two digits identify the year of distribution – 21-XXX).
- The total page count.

This information is helpful in case you need to contact Wellcare with questions about a specific communication.

## **Provider types**

On the right-hand side of the provider update on page 1 are the provider types to which a communication may apply. If a provider type is filled in, then the communication applies to them.

In this provider update, all provider types are filled in – physicians, participating physician groups, hospitals and ancillary providers – because the communication applies to all.

## **Access past communications in two easy steps**

You can find communications distributed as of November 1, 2021, on the Wellcare provider site by following these steps:

- 1 Go to at [www.wellcare.com/California/Providers](http://www.wellcare.com/California/Providers).
- 2 Select Provider Bulletins.

Select communications distributed to providers may not be posted to the Wellcare provider site based on topic and distribution.

## **Additional information**

If you have questions regarding the information contained in this update, contact 866-999-3945.