

Secured Provider Portal Enhancements



You Can Now View the Status of Claim Appeal and Disputes

At WellCare, we value the relationships we have with our providers. That is why we continue to improve the way we communicate. The Provider Portal helps you to streamline your work. Therefore, we are excited to tell you about the newest enhancements to the portal. Some of the exciting features include:

- ✓ Giving users the ability to instantly review and track the status of claim appeals or disputes submitted via the provider portal
- ✓ A combined appeal and dispute form
- ✓ Updated content throughout the form to help users with the submission process
- ✓ Pre-populated member information and servicing provider details
- ✓ Successful submission message with ticket number included for user reference
- ✓ New “Appeal” and “Dispute” tabs on the claims landing page that will allow users to search for the status of their appeal or dispute by provider ID or ticket number

We hope these enhancements will provide an even better environment for providers to be more effective and efficient. If you have any questions, please contact your Provider Representative.

