



# Ascension Complete

*Ascension Complete is becoming  
Wellcare Complete, a product of  
Wellcare By Allwell*

# Ownership



On May 1, 2023, Centene Corp. received the necessary regulatory approvals to make Ascension Complete a wholly owned Centene company.

# Name Change

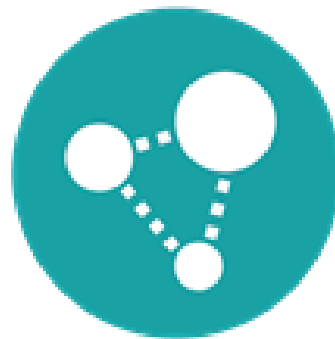


On Jan. 1, 2024, *Ascension Complete* will become *Wellcare Complete*, a product of *Wellcare By Allwell*.

# Network



*Wellcare Complete* benefit plans will continue to offer access to the Ascension network of doctors, specialists and more throughout 2024.



# Member Notification



Members received notification of the name change by mail or email. This change was also part of their Annual Notice of Changes document.



# Product Management



Beginning Jan. 1, 2024, there will no longer be an *Ascension Complete* management team.

*Wellcare Complete* will be segmented into each of their respective, local Centene health plans.

# Product Segmentation



In 2024, *Wellcare Complete* will be added to the product portfolio within your local, Centene health plan. This means your local health plan will manage the product's members and providers as they do for the *Ambetter*, *Medicaid (in most markets)* and other *Wellcare Medicare* products.

# Provider Engagement



## How to reach Provider Engagement / Provider Relations

State	Email Address
Alabama	<a href="mailto:wellcarecomplete_AL_PR@centene.com">wellcarecomplete_AL_PR@centene.com</a>
Florida	<a href="#">Find Your Administrator</a> webpage search tool
Indiana	<a href="mailto:wellcarecomplete_IN_PR@centene.com">wellcarecomplete_IN_PR@centene.com</a>
Illinois	<a href="mailto:ILProviderRelations@mhplan.com">ILProviderRelations@mhplan.com</a>
Kansas	<a href="mailto:wellcarecomplete_KS_PR@centene.com">wellcarecomplete_KS_PR@centene.com</a>
Michigan	<a href="https://www.mimeridian.com/providers/resources/provider-relations-intake-form.html">https://www.mimeridian.com/providers/resources/provider-relations-intake-form.html</a>
Texas	<a href="mailto:AM.Austin@superiorhealthplan.com">AM.Austin@superiorhealthplan.com</a>



# Member ID Cards



- All Ascension Complete member ID cards will be invalid for dates of service beginning Jan. 1, 2024.
- The new brand name will be on our member ID cards for the calendar year 2024 (see next slide).
- As a reminder, to ensure payment for covered benefits, please verify member eligibility for every member prior to each visit.



# Member ID Cards



## FRONT PANEL



**Wellcare By Allwell**  
**Wellcare Complete Giveback**  
**CMS#: XXXXX-XXX**  
**Effective Date: MM/DD/YYYY**

### MEMBER INFORMATION

**Name:** Doe, John  
**Member ID#:** C111111111-01  
**Issuer ID:** (80840) 9151014609

### PROVIDER INFORMATION

**PCP Name:** Charles Smith, MD  
**PCP Phone:** 222-222-2222  
**PCP Office Visit:** \$0

**FOR EMERGENCIES:** Dial 911 or go to the nearest Emergency Room (ER).

### PHARMACY



**Rx Processor Part D:**  
Express Scripts®  
**RXBIN:** 610014  
**RXPCN:** MEDDPRIME  
**RXGRP:** 2FFA

## BACK PANEL

[www.wellcarecomplete.com](http://www.wellcarecomplete.com)

### FOR MEMBERS

**Member Services:** 1-800-977-7522 (TTY: 711)  
**Nurse Advice Line:** 1-877-236-0230 (TTY: 711)  
**DentaQuest Dental:** 1-833-206-6286 (TTY: 711)  
**Premier Eye Care Vision:** 1-855-865-9729 (TTY: 711)

### FOR PROVIDERS



**For Member eligibility; Medical prior auth/referrals:** 1-800-977-7522

**Medical Claims:** Wellcare By Allwell Attn: Claims, P.O. Box 8050  
Farmington, MO 63640-8050 Payor ID: 68069



**Pharmacy prior auth:** 1-800-867-6564

For help: (PHARMACY USE ONLY) 1-833-750-0202

**Submit Part D Drug Claims to:** Wellcare By Allwell, Attn: Member Reimbursement Dept., P.O. Box 31577, Tampa, FL 33631-3577



# Telephone Support



- To consolidate phone numbers, the telephone numbers for providers will change starting Jan. 1, 2024.
- The new number to the Provider Relations Service Center is 1-800-977-7522.



# Website



Our website, [www.ascensioncomplete.com](http://www.ascensioncomplete.com) began redirecting to [www.wellcarecomplete.com](http://www.wellcarecomplete.com) on Oct. 1, 2023, in time for the Medicare Annual Enrollment Period.



# Provider Portal



- Beginning Nov. 16, the provider portal address will also redirect to <https://provider.wellcarecomplete.com/>.
- Changes to the website address will not affect your login credentials. Your current user ID and password will continue to work on the new site.
- **The current website address will not work after Dec. 31, 2023.**
- The new *Wellcare By Allwell* brand will not appear on the provider portal until Jan. 1, 2024.



# Process Changes

- Demographic changes and **Roster and Data submissions** will now be handled by the local health plans.
- The cutoff day for data changes is the first of the month for edits to appear in *Find-A-Provider* or the directory by the first of the month following. For example, a change submitted by May 1 will appear in the directory by June 1.

# Process Changes (con't)



## Roster submission contact information:

State	Email Address
Alabama	<a href="mailto:wellcarecomplete_AL_Rosters@centene.com">wellcarecomplete_AL_Rosters@centene.com</a>
Florida	<a href="mailto:practitioneradds@centene.com">practitioneradds@centene.com</a>
Indiana	<a href="mailto:wellcarecomplete_IN_Rosters@centene.com">wellcarecomplete_IN_Rosters@centene.com</a>
Illinois	<a href="https://www.ilmeridian.com/providers/provider-updates.html">https://www.ilmeridian.com/providers/provider-updates.html</a> upload form
Kansas	<a href="mailto:rosters@sunflowerhealthplan.com">rosters@sunflowerhealthplan.com</a>
Michigan	<a href="https://www.mimeridian.com/providers/become-a-provider.html">https://www.mimeridian.com/providers/become-a-provider.html</a> upload form
Texas	<a href="mailto:AM.Austin@superiorhealthplan.com">AM.Austin@superiorhealthplan.com</a>

# Process Changes (con't)



Individual Provider data / address change corrections:

State	Email Address
Alabama	<a href="mailto:wellcarecomplete_AL_Changes@centene.com">wellcarecomplete_AL_Changes@centene.com</a>
Florida	<a href="mailto:practitioneradds@centene.com">practitioneradds@centene.com</a>
Indiana	<a href="mailto:wellcarecomplete_IN_Changes@centene.com">wellcarecomplete_IN_Changes@centene.com</a>
Illinois	<a href="https://www.ilmeridian.com/providers/resources.html">https://www.ilmeridian.com/providers/resources.html</a> upload form
Kansas	<a href="mailto:sunflowerstatehealth@centene.com">sunflowerstatehealth@centene.com</a>
Michigan	<a href="https://www.mimeridian.com/providers/become-a-provider.html">https://www.mimeridian.com/providers/become-a-provider.html</a> upload form
Texas	<a href="mailto:AM.Austin@superiorhealthplan.com">AM.Austin@superiorhealthplan.com</a>



# Process Changes (*con't*)



For Prior Authorization requests, Adverse Determinations, Expedited Organization Determinations and Peer to Peer Reviews, the new email address is:

**[Wellcarecomplete\\_UM@wellcare.com](mailto:Wellcarecomplete_UM@wellcare.com)**

**Or call: Utilization Management: 1-855-766-1541**

**The email address will no longer work after Dec. 31, 2023.**

# Process Changes (*con't*)



Care Management and the Nurse Advice Line are now administered by Wellcare. The contact number is:

**Care Management: 1-833-340-0083**

**24-Hour Nurse Advice Line: 1-877-236-0230**

# Process Changes (*con't*)



Pharmacy PBM is now Express Scripts. The contact number is:

**Express Scripts**  
**1-833-750-0201**

# Mailing Address



The claims mailing address and payor ID will remain the same:



PO Box 8050

Farmington, MO 63640-8050

Payor ID: 68069

# Wellcare Complete Contact Sheet

2024



Department   Function	Contact Info
<b>Claims' Address</b> To be used for Claims' Submission, Requests for Redetermination, Disputes	Wellcare By Allwell PO Box 8050 Farmington, MO 63640-8050 Payor ID: 68069
<b>Provider Portal</b>	provider.wellcarecomplete.com
<b>Provider Services Call Center</b>	DSNP Plans: 1-844-796-6811 All other Plans: 1-800-977-7522
<b>Prior Authorization, Adverse Determinations, Expedited Organization Determinations, and Peer to Peer Reviews</b>	1-855-766-1541
<b>NIA Imaging/Therapy</b>	AL 1-800-424-4911 FL 1-800-424-4955 IL 1-800-424-5357 IN 1-800-424-4919 KS 1-800-424-5354 MI 1-888-864-7237 TX 1-800-424-9226

Department   Function	Contact Info
<b>Member Appeals</b>	Fax: 1-844-273-2671
<b>Pharmacy Prior Auth Line</b>	1-800-867-6564
<b>Care Management</b>	1-833-340-0083
<b>24-Hour Nurse Advice Line</b>	1-877-236-0230
<b>Express Scripts Mail Order</b>	1-833-750-0201
<b>Hearing Care Solutions</b>	1-866-344-7756
<b>Transportation</b>	Florida Only: 1-855-519-6684
<b>Transportation</b>	Alabama Only: 1-844-239-5974
<b>Transportation</b>	<b>IL, IN, KS, MI, TX</b> 1-877-718-4201
<b>Telemedicine</b>	1-800-TELADOC 1-800-835-2362
<b>SSBCI Attestations</b>	ssbci.rrd.com

# Wellcare Complete Contact Sheet

2024



Department   Function	Contact Info
<b>Dental: DentaQuest</b>	Alabama 1-833-206-6286 Florida: 1-833-206-6288 Illinois: 1-844-822-8111 Indiana: 1-833-206-6290 Kansas: 1-833-206-6291 Michigan: 1-844-822-8111
<b>Dental: Liberty</b>	Texas: 1-866-544-4669
<b>Vision: Premier Eye Care</b>	Alabama: 1-855-865-9729 Florida: 1-855-749-1911 Illinois: 1-855-865-9724 Indiana: 1-888-285-2895 Kansas: 1-866-419-0861 Michigan: 1-888-208-8201 Texas: 1-855-879-1456

Department   Function	Contact Info
<b>Behavioral Health</b>	Alabama Fax: 1-833-350-1163 Florida Fax: 1-844-901-0069 Illinois Fax: 1-844-996-0202 Indiana Fax: 1-833-350-1164 Kansas Fax: 1-844-973-0051 Michigan Fax: 1-833-350-1167 Texas Fax: 1-833-441-2410
<b>Prior Authorizations</b>	Alabama Fax: 1-833-704-0360 Florida Fax: 1-844-901-0069 Illinois Fax: 1-844-996-0202 Indiana Fax: 1-833-713-1469 Kansas Fax: 1-833-816-6623 Michigan Fax: 1-833-431-1356 Texas Fax: 1-833-705-1358

# Questions?



## Wellcare By Allwell Provider Relations Service Center

# 1-800-977-7522 (TTY: 711)



PRO\_2429658E Internal Approved 10/31/2023  
© 2023 Wellcare. All rights reserved.

2429658\_NA3PCARPRSE



*Thank you!*