

Wellcare Complete Quick Reference Guide

wellcarecomplete.com



Simplify office administrative tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website

- Patient care forms
- Pre-Auth Check tool
- Wellcare Complete news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

PRE-VISIT PLANNING CHECKLIST

1 Verify Member Eligibility.

Check member eligibility:

- **Secure Provider Portal**
- Provider Services: **1-800-977-7522**
- Michigan DSNP: **1-844-796-6811**
- Toll free TTY: **711**

2 Closing Patient Care Gaps.

- Find recommended services that a member has not completed.
- Visit the **Secure Provider Portal**.
- Review patient information for any gaps in care.
- Plan to address care gaps during future appointment.

3 Prior Authorization.

Use **Pre-Auth Check** tool to determine if prior authorization is needed before appointment.

Submit prior authorization requests via:

- **Secure Provider Portal**
- Medical fax: listed below
- Behavioral Health fax: listed below
- Provider Services: **1-800-977-7522**
- Michigan DSNP: **1-844-796-6811**

IMPORTANT PHONE AND FAX NUMBERS

HEARING

Hearing Care Solutions (HCS)

Phone: **1-866-344-7756**

VISION

Premier Eye Care

Phone: listed below

DENTAL

DentaQuest (except TX)

Phone: listed below

ALABAMA

Medical fax: **1-833-704-0360**

Behavioral Health fax: **1-833-577-0925**

Dental: **1-833-206-6286**

Vision: **1-855-865-9729**

INDIANA

Medical fax: **1-833-713-1469**

Behavioral Health fax: **1-833-577-0930**

Dental: **1-833-206-6290**

Vision: **1-888-285-2895**

FLORIDA

Medical fax: **1-844-901-0069**

Behavioral Health fax: **1-833-684-1678**

Dental: **1-833-206-6288**

Vision: **1-855-749-1911**

KANSAS

Medical fax: **1-844-973-0051**

Behavioral Health fax: **1-833-684-1680**

Dental: **1-833-206-6291**

Vision: **1-866-419-0861**

TEXAS

Medical fax: **1-833-441-2410**

Behavioral Health fax: **1-833-516-1586**

Liberty Dental: **1-866-544-4669**

Vision: **1-855-879-1456**

ILLINOIS

Medical fax: **1-844-996-0202**

Behavioral Health fax: **1-844-684-1679**

Dental: **1-844-822-8111**

Vision: **1-855-865-9724**

MICHIGAN

Medical fax: **1-844-973-0051**

Behavioral Health fax: **1-833-684-1680**

Dental: **1-844-822-8111**

Vision: **1-888-208-8201**

OTHER IMPORTANT PHONE NUMBERS

CARE MANAGEMENT:

1-833-340-0083

PAYSPAN:

1-877-331-7154

Email: providersupport@payspanhealth.com

24/7 NURSE ADVICE LINE:

1-877-236-0230 (TTY: 711)

FRAUD, WASTE & ABUSE (FWA):

1-866-685-8664

CLAIMS



TIMELY FILING GUIDELINES:

180 days from date of service.



CLAIMS CAN BE SUBMITTED ELECTRONICALLY:

- Secure portal
- Clearinghouses: EDI Payor ID 68069
- E-mail at: EDIBA@centene.com (Inquiries only)
- EDI Claim Assistance: 1-800-225-2573, ext. 6075525



MAIL PAPER CLAIMS TO:

Wellcare Complete
Attn: Claims
P.O. Box 8050
Farmington, MO 63640-3822

RESOURCES AND TOOLS

Resources and Manual: wellcarecomplete.com/providers/provider-resources.html

Formulary/Preferred Drug List: wellcarecomplete.com/drug-pharmacy/formulary.html

Prior Authorization Tool: wellcarecomplete.com/providers/pre-auth-check.html

Payment and Clinical Policies: wellcarecomplete.com/providers/payment-policies.html

Newsletters: wellcarecomplete.com/providers/provider-news.html

Training: wellcarecomplete.com/providers/provider-education.html



Questions? Call Provider Services at 1-800-977-7522 (TTY: 711); Michigan DSNP: 1-844-796-6811.