

# Delaware Medicare Quick Reference Guide



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wellcareDE.com

## CONVENIENT SELF-SERVICE

Wellcare understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks. **The Provider Portal is the fastest way to get help with those routine tasks.** Keep this Guide accessible to make pre-visit planning and post-visit tasks quick and easy.

	Portal	(IVR) Interactive Voice Response
Authorization Requirements/Status	<b><u>Fastest Result</u></b>	Available
Authorizations Request	<b><u>Fastest Result</u></b>	N/A
Benefit/Copayment Information	<b><u>Fastest Result</u></b>	Available
Claims/Reconsiderations/Appeals Status	<b><u>Fastest Result</u></b>	Available
Eligibility Verification	<b><u>Fastest Result</u></b>	Available
Submit Appeals/Claims/ Claims Disputes/Corrections	<b><u>Fastest Result</u></b>	N/A

## HELPFUL LINKS

**Portal Registration**

**Portal Training**

**Joining our Network**

**Forms**

(AOR, Auth, Claims and more)

**Resources**

(Manual and Guides)

## PROVIDER SERVICES PHONE (IVR):

Non-duals/C-SNP plans: **1-800-977-7522** | Duals/D-SNP plans: **1-844-796-6811** (TTY: **711**)

## OTHER PHONE NUMBERS

### CARE AND DISEASE MANAGEMENT REFERRALS

Phone: **1-866-635-7045** (TTY: **711**) | Fax: **1-844-222-3180**

Hours: M–F, 8 a.m.–7 p.m. Eastern Standard Time

### RISK MANAGEMENT FRAUD, WASTE & ABUSE HOTLINE

**1-866-685-8664**

### COMMUNITY CONNECTIONS HELP LINE

**1-866-775-2192**

### BEHAVIORAL HEALTH CRISIS

**24 hours** a day, members should call Member Services.

### NURSE ADVICE LINE

**1-800-581-9952 (24 hours)**

## HEALTH PLAN PARTNERS

### Contracted Networks

#### HEARING

##### HCS

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

#### VISION

##### Premier

Phone: **1-866-434-0032**

#### DENTAL

##### Liberty

Phone: **1-866-544-3451**

**NOTE: Please refer to the member ID card to determine appropriate authorization and claims submission process.**

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

## CLAIM SUBMISSION INFORMATION

### SUBMISSION INQUIRIES

EDI team: [EDIBA@centene.com](mailto:EDIBA@centene.com) or call Provider Services.

### PREFERRED EDI CLEARINGHOUSE

Availity: **1-800-282-4548**.

Web portal for direct data entry (DDE) claims:

[availity.com/Essentials-Portal-Registration](http://availity.com/Essentials-Portal-Registration).

**PAYER ID: 68069**

**Timely Filing guidelines:** Submit within 180 days from date of service.

### EFT/ERA

#### PaySpan

Register: [payspanhealth.com](http://payspanhealth.com) or call **1-877-331-7154**.

Email: [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)



### MAIL PAPER CLAIMS TO:

Wellcare

Attn: Claims

P.O. Box 3060

Farmington, MO 63640-3822

## PHARMACY SERVICES

### PHARMACY SERVICES

Phone: **1-833-750-0202**

#### Rx BIN

610014

#### Rx PCN

MEDDPRIME

#### Rx GRP

2FFA

### MAIL ORDER

#### Express Scripts®

Phone: **1-833-750-0201** (TTY: **711**)

24 hours a day, 7 days a week

### SPECIALTY PHARMACY

#### AcariaHealth™

Phone: **1-855-535-1815** (TTY: **1-855-516-5636**)

Monday–Thursday, 8 a.m. to 7 p.m., Friday, 8 a.m. to 6 p.m. ET.

### MEDICAL ONCOLOGY SERVICES

#### New Century Health

Phone: **1-888-999-7713**

### COVERAGE DETERMINATION REQUESTS

Fax: **1-866-226-1093**

Electronic Prior Authorization (ePA):

[account.covermymeds.com](http://account.covermymeds.com)

Access the Pharmacy Benefits tab for Pharmacy related information, including:

- **Coverage Determination Request Form** and exceptions
- **Prior Authorization Information**
- **Pharmacy Forms**
- **Formulary**
- Express Scripts **Mail Order Service**
- Home Infusion/Enteral Services
- and more

## PRIOR AUTHORIZATION (PA)

A **Pre-Auth Needed tool** is available to determine if prior authorization is required. Detailed Prior Authorization list and important PA information can be found in the **Prior Authorization Guide**. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests **online** using the associated **PA forms**.

**Medical Fax: 1-844-222-3180**

**Behavioral Health Fax:** Outpatient/Inpatient **1-844-222-3180**

**Pharmacy Prior Authorizations: 1-800-867-6564**

**Urgent Authorization Requests and Admission Notifications: Call Provider Services and follow the prompts.**

Non-duals/C-SNP plans: **1-800-977-7522** | Duals/D-SNP plans: **1-844-796-6811** (TTY: **711**)

Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.

**Wellcare does not accept handwritten, faxed or replicated claim forms. Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.**