



By **allwell**™

Medicare Claim Submission Changes Effective for Dates of Service January 1, 2023, and Forward

Effective January 1, 2023 and forward, current Wellcare by Allwell Medicare plans, i.e., Wellcare No Premium Medicare (HMO), Wellcare Dual Liberty (HMO D-SNP) and Wellcare Dual Access (HMO D-SNP) will transition to Wellcare Medicare plans *administered by Wellcare* on the Wellcare claim platform.

We want to help your billing department process your claim submissions as efficiently as possible. Please use the date of service guidance below to send a claim submission to the correct payer to avoid a rejection for eligibility as the electronic (EDI) payor ID and claim address are changing. In addition, some plan names may change. Changes are outlined in the table below.

CLAIMS SUBMISSIONS DATE OF SERVICE GUIDANCE

Date of Service	Health Plan	Health Plan Name	Transaction Type	Paper Claim Submissions	
Before 01/01/2023	Wellcare by Allwell Medicare	Wellcare No Premium (HMO) Wellcare Dual Liberty (HMO D-SNP) Wellcare Dual Access (HMO D-SNP)	Fee-For-Service & Encounter	EDI	Payer ID 68069
				Portal	https://www.absolutetotalcare.com/login.html
				Paper	Absolute Total Care P.O. Box 3060 Farmington, MO 63640
After 01/01/2023	Wellcare	Wellcare No Premium (HMO) Wellcare Assist (HMO) Wellcare Dual Liberty (HMO D-SNP)	Fee-For-Service	EDI	Payer ID 14163
				Portal	https://provider.wellcare.com/Provider/Login
				Paper	Wellcare Attn: Claims Department P.O. Box 31372 Tampa, FL 33631-3372
After 01/01/2023	Wellcare	Wellcare No Premium (HMO) Wellcare Assist (HMO) Wellcare Dual Liberty (HMO D-SNP)	Encounter	EDI	Payer ID 59354
				Portal	https://provider.wellcare.com/Provider/Login
				Paper	Wellcare Attn: Claims Department P.O. Box 31372 Tampa, FL 33631-3372

NOTICE: Claims submitted to Wellcare by Allwell (Absolute Total Care-Payer ID 68069) for dates of service on or after 01/01/2023 may receive the following rejection description 09- Member not valid at DOS.

ELIGIBILITY VERIFICATION

Providers should verify eligibility every time a member schedules an appointment and when they arrive for services. Providers can check member eligibility through the WellCare secure provider portal, web chat or via Interactive Voice Response (IVR) by calling 1-855-538-0454.

ELECTRONIC CLAIMS

Wellcare encourages providers to submit claims electronically via electronic data interchange (EDI) or direct data entry (DDE). Both are less costly than billing with paper and often enable quicker claims processing. Change Healthcare manages all EDI claims between Wellcare and providers. If you need assistance making a connection with Change Healthcare or have any questions, please contact Change Healthcare directly at **1-877-411-7271**, or your vendor may call **1-800-527-8133**.

SECURE PROVIDER PORTAL

Wellcare offers a secure provider web portal. You may login or register in the Provider Portal section of our Electronic Transactions page on our website <https://provider.wellcare.com/Provider/Accounts/Registration>. Once your account is created, you can:

- Verify member eligibility
- Submit and check claims
- Submit and confirm authorizations
- View detailed patient list

RESOURCES

Wellcare understands that having access to the right tools and resources are important to help you and your staff streamline day-to-day administrative tasks. We have made it easy to find everything you need at www.wellcare.com/South-Carolina/Providers. Visit today to access everything from training materials to helpful documents like the Provider Manual, Quick Reference Guide and more to make the most of your Wellcare experience.

OTHER PROVIDER SERVICE INQUIRIES

For additional information, claim status, other claims-related dispute questions or other questions, you may have, please choose the appropriate provider service number below based on date of service indicated.

Date of Service	Health Plan	Provider Service Phone
Before 01/01/2023	Wellcare by Allwell	1-855-766-1497
On or after 01/01/2023	Wellcare	1-855-538-0454
All dates of service	Wellcare Prime by Absolute Total Care	1-855-735-4398