



WellCare's Quick Access Guide to Provider Services

The WellCare Group of Companies (WellCare) is dedicated to providing customer satisfaction and operational excellence in the communities that we serve. We understand patient care is the priority, and your time is important.

You may contact Provider Services directly by calling the state-specific toll-free Provider Services telephone number provided on your state-specific Quick Reference Guide. **To bypass our menu options and more quickly gain access to the answers you need, use the following prompts:**

To use our Automated Interactive Voice Response (IVR) system

For:

- Member eligibility and co-pay information, claims status and/or a list of participating providers or pharmacies
- Authorization status

4 + 1

4 + 2

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To reach a live representative for:

Authorization requests for medical services such as:	
<ul style="list-style-type: none"> Automated authorization status requests 	4 + 2 + 0
<ul style="list-style-type: none"> Inpatient-related services including: <ul style="list-style-type: none"> Obstetrics (OB) Deliveries Urgent requests Requests after business hours 	4 + 2 + 1
<ul style="list-style-type: none"> Outpatient services 	4 + 2 + 2
<ul style="list-style-type: none"> Durable medical equipment or therapy services 	4 + 2 + 3
<ul style="list-style-type: none"> Disease management (does not apply to IL or OH Medicaid) 	4 + 2 + 4
<ul style="list-style-type: none"> Case management (only applies to IL, MO and OH Medicaid) 	4 + 2 + 6
<ul style="list-style-type: none"> Direct extension – for inquiries regarding a Medicaid member 	4 + 2 + 7
<ul style="list-style-type: none"> Direct extension – for inquiries regarding a Medicare member 	4 + 2 + 8
Pharmacy inquiries	4 + 3
Provider portal Web support and inquiries	4 + 4
EDI inquiries – EDI-Master@wellcare.com	n/a
For all other inquiries, or to be connected to Provider Services, including: <ul style="list-style-type: none"> Claims Eligibility Authorization status 	4 + 6

WellCare also offers online tools via our secure provider portal such as:

- Member eligibility and co-pay information;
- Authorization requests;
- Claims status and inquiry;
- Your own inbox, with specific messages from WellCare;
- Provider news; and
- More...

To register, refer to any *Provider How-To Guide* located on our corporate website at www.wellcare.com/Provider/job_aids, or on your applicable state website.