



## **MEMORANDUM**

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**To:** WellCare Providers  
**From:** Charles Brewer, HFN, President & CEO  
**Date:** June 28, 2011  
**Re:** WellCare

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This is to inform you that effective August 1, 2011; the administrative functions that were performed by Med3000 for HFN in reference to the WellCare Medicare Advantage contract are transferring from Med3000 back to WellCare. Attached to this memo is a letter from WellCare informing the WellCare participating providers of the change. Also enclosed is a Frequently Asked Questions detailing what to do for some of the changes.

Also, effective August 1, 2011 the nature of the contract between HFN and WellCare will change. Since inception HFN has had a risk based contract with WellCare. HFN was given a capitation and we managed to that amount. This means we made or lost money on that capitation amount. This contract has existed since May 1, 2002. On August 1, 2011 HFN will switch to a messenger model contract and WellCare will purchase some administrative services from us. These services include Network Assistance, Delegated Credentialing, Case Management/Medical Home and Risk Adjusted Payment System Cooperation. As you can tell from the services, the local providers, through HFN, will still be involved in the manner in which care is delivered for this product. Since it is a messenger model, you will be asked to opt-in the product again. This will not cause any change in your current reimbursement or in your status as a participating provider in the WellCare Medicare Advantage product as previously defined in the WellCare Joinder you have already signed. Look for the opt-in document shortly.

We will continually update the Frequently Asked Questions and get this to you via email and also post it out on our website. We expect the next group of questions to cover medical management issues.

Should you have any question please contact me at 434-8082.



## **Important Changes in Process and Contact Information**

### **Changes Effective August 1, 2011**

WellCare Health Plans, Inc.  
The WellCare Group of Companies

Dear Medicare Provider:

Effective **August 1, 2011**, please note that WellCare of Florida, Inc. (WellCare) will be taking over certain functions recently managed by Med3000.

These functions include services related to utilization management, case and disease management, claims and appeals. Member ID cards will be updated and reissued with new remittance advice addresses and customer service numbers. Please note you will need to follow new processes in support of this change.

Below, please find a summary of the ways this operational change may impact your day-to-day dealings with WellCare. Thank you in advance for your cooperation and for the quality service you provide to our members.

**All Claims with a date of service of August 1, 2011 or later should be sent to WellCare.**

#### **Submitting Electronic Claims**

WellCare encourages providers to submit electronic (EDI) **claims and encounters** via a clearinghouse.

Please note: WellCare's Payer ID for encounters is 59354 and WellCare's Payer ID for fee-for-service claims is 14163.

- For EDI submissions, providers should follow the HIPAA transaction and code set requirements as found in the National Electronic Data Interchange Transaction Set Implementation Guides, which are available at [www.wpc-edi.com](http://www.wpc-edi.com).
- All files submitted to the Plan must be in the ANSI ASC X12N format, version 4010A, or its successor.

#### **When Submitting Electronic Claims**

If you choose to submit claims or encounters electronically, you will need to select a clearinghouse. WellCare's preferred EDI clearinghouse is RelayHealth; however, most clearinghouses can exchange data with one another, through trading partner agreements. RelayHealth has agreements with some of the major clearinghouses such as AdminisTep, ACS, Availity, and ZirMed.

For EDI submission-related inquiries, please contact RelayHealth (McKesson) at 1-877-411-7271.

**Mailing Address:**  
8735 Henderson Rd.  
Tampa, FL 33634



### **If Submitting Paper Claims**

If you submit **paper claims and encounters**, please send them to:

WellCare Health Plans, Inc.  
PO Box 31372  
Tampa, FL 33631-3372

Please note: WellCare no longer accepts handwritten or replicated claim forms. Paper claims will continue to be accepted; however, they must be submitted on original CMS-1500 or UB-04 forms.

### **Additional Claims Resources**

- Please send EDI-related inquiries to [EDI-Master@WellCare.com](mailto:EDI-Master@WellCare.com).
- For further instructions for both paper and EDI claim submission, including access to Plan EDI Companion Guides, visit <http://www.wellcare.com/Provider/ClaimsUpdates>
- For general information, please visit: <http://www.wellcare.com/provider/resources>

### **Contacting Customer Service**

Rather than calling Med3000 with your questions and concerns, you should begin contacting WellCare Provider Services at **1-888-888-9355**.

### **Submitting Appeals**

All appeals should be mailed or faxed to the address below.

WellCare Health Plans, Inc.  
Attn: Appeals Department  
PO Box 31368  
Tampa, FL 33631-3368  
Fax (866) 201-0657

For more information, please refer to the Medicare Advantage Provider Manual, which can be accessed online at <http://www.wellcare.com/Provider/ProviderManuals>.

If you should have any questions, please contact Diana Brunn at [Diana.Brunn@wellcare.com](mailto:Diana.Brunn@wellcare.com) or 1-850-287-4124 or Provider Services at **1-888-888-9355**.

Sincerely,  
WellCare of Florida

**Mailing Address:**  
P.O. Box 31577  
Tampa, Florida 33631-3577

## HFN/Med3000 De-Delegation for Florida Medicare Frequently Asked Questions (FAQs)

Question	Answer
How is HFN's relationship with Med3000 changing?	WellCare of Florida, Inc. (WellCare) will be taking over certain functions recently managed by Med3000.
When are these changes effective?	<b>August 1, 2011</b>
What functions are transitioning to WellCare?	<p>Functions include services related to utilization management, case and disease management, claims and appeals.</p> <p>Member ID cards will be updated and reissued with new remittance advice addresses and customer service numbers.</p>
Where should providers submit claims?	All Claims with a date of service of August 1, 2011 or later should be sent to WellCare.
Does WellCare prefer electronic claim submissions?	WellCare encourages providers to submit electronic (EDI) <b>claims and encounters</b> via a clearinghouse.
How should providers submit electronic claims?	<p>If providers choose to submit claims or encounters electronically, they will need to select a clearinghouse. WellCare's preferred EDI clearinghouse is RelayHealth; however, most clearinghouses can exchange data with one another, through trading partner agreements. RelayHealth has agreements with some of the major clearinghouses such as AdminisTep, ACS, Availity, and ZirMed.</p> <p>For EDI submission-related inquiries, please contact RelayHealth (McKesson) at 1-877-411-7271.</p> <p>Please note: WellCare's Payer ID for encounters is 59354 and WellCare's Payer ID for fee-for-service claims is 14163.</p> <ul style="list-style-type: none"> <li>• For EDI submissions, providers should follow the HIPAA transaction and code set requirements as found in the National Electronic Data Interchange Transaction Set Implementation Guides, which are available at <a href="http://www.wpc-edi.com">www.wpc-edi.com</a>.</li> <li>• All files submitted to the Plan must be in the ANSI ASC X12N format, version 4010A, or its successor.</li> </ul>

Question	Answer
<p>How should providers submit paper claims?</p>	<p>If providers submit <b>paper claims and encounters, please send them to:</b>            WellCare Health Plans, Inc.            PO Box 31372            Tampa, FL 33631-3372</p> <p>Please note: WellCare no longer accepts handwritten or replicated claim forms. Paper claims will continue to be accepted; however, they must be submitted on original CMS-1500 or UB-04 forms.</p>
<p>What WellCare resources are available regarding claims?</p>	<ul style="list-style-type: none"> <li>• Please send EDI-related inquiries to <a href="mailto:EDI-Master@WellCare.com">EDI-Master@WellCare.com</a>.</li> <li>• For further instructions for both paper and EDI claim submission, including access to Plan EDI Companion Guides, visit <a href="http://www.wellcare.com/Provider/ClaimsUpdates">http://www.wellcare.com/Provider/ClaimsUpdates</a></li> <li>▪ For general information, please visit: <a href="http://www.wellcare.com/provider/resources">http://www.wellcare.com/provider/resources</a></li> </ul>
<p>How should providers reach WellCare Customer Service?</p>	<p>Rather than calling Med3000 with questions and concerns, providers should begin contacting WellCare Provider Services at <b>1-888-888-9355</b>.</p>
<p>Where should providers submit appeals?</p>	<p>All appeals should be mailed or faxed to the address below.</p> <p>WellCare Health Plans, Inc.            Attn: Appeals Department            PO Box 31368            Tampa, FL 33631-3368            Fax (866) 201-0657</p>
<p>Where can providers find more information?</p>	<p>For more information, please refer to the Medicare Advantage Provider Manual, which can be accessed online at <a href="http://www.wellcare.com/Provider/ProviderManuals">http://www.wellcare.com/Provider/ProviderManuals</a>.</p>
<p>Who can providers contact with questions?</p>	<p>Diana Brunn at <a href="mailto:Diana.Brunn@wellcare.com">Diana.Brunn@wellcare.com</a> or 1-850-287-4124            OR            Provider Services at <b>1-888-888-9355</b>            OR            Jenny Caillouet at <a href="mailto:JCaillouet@hfni.com">JCaillouet@hfni.com</a> or 1-850-438-4487</p>