



# Upcoming Branding, EFT, Remittance Advice, Claim Submissions & Provider Portal Changes

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09/07/2018

**Dear Care1st Provider, Office staff and Billing Staff:**

As part of our integration into our new parent, WellCare, and our migration to WellCare's claims payment system, we have changes underway that we want to share with you. We will communicate these changes multiple times prior to the effective date. At WellCare, we value everything you do to deliver quality care to our members – your patients – and ensuring they have a positive health care experience.

The following pages outline specifics and timelines.

Please contact us at the numbers below if you have questions or would like talk to through anything we've outlined.

We're here to help, and we continue to support our provider partners with quality incentive programs, quicker claims payments and dedicated local market support.

Quality care is a team effort. Thank you for playing a starring role!

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**Care1st Network Management**

**Phone 1-602-778-1800/1-866-560-4042 (Options in order: 5, 7)**

**Fax 1-602-778-1875/E-mail [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)**

*Visit our website at [www.care1staz.com](http://www.care1staz.com)*

*Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info*

## Care1st and ONECare Changes – Branding, Claim Submissions, EFT/835/ERA/Paper Remits & Web Portal

<b>Branding (Name Change)</b>	
Our name will change from ONECare (Medicare) and Care1st (Medicaid) to WellCare.	
<b>ONECare (Medicare)</b>	<b>Care1st (Medicaid)</b>
<ul style="list-style-type: none"> <li>- Effective date is <b>1/1/2019</b></li> <li>- You will begin to see materials with the new name in our Annual Enrollment Materials (in members' hands early October)</li> </ul>	<ul style="list-style-type: none"> <li>- Effective date is <b>4/1/2019</b></li> <li>- You will begin to see materials with the new name in early 2019</li> </ul>

<b>Electronic Claim Submissions (837P or 837I) or Paper Submission</b>
<ul style="list-style-type: none"> <li>- In early November 2018, you will receive details on claim submission changes for Medicare effective <b>1/1/19</b> and Medicaid effective <b>4/1/19</b>.</li> <li>- Until that submission notice is sent, please continue to submit your electronic claim submissions using Change Healthcare (payer ID 57116) and your paper claim submissions to: <b>2355 E Camelback Rd #300 Phoenix, AZ 85016</b></li> </ul>

<b>EFT/835/Electronic Remittance Advices/Paper Remittance Advices</b>					
<ul style="list-style-type: none"> <li>- Today we handle EFT payments through our bank. We create our own 835s.</li> <li>- Remittance advices are handled by Change (formerly Emdeon).</li> <li>- As part of our system migration, we will start using WellCare's EFT partner, PaySpan Health®, for all of these items.</li> <li>- Please register for PaySpan now! Don't wait! We want your EFT payments to continue seamlessly.</li> </ul>					
<b>ONECare (Medicare)</b>			<b>Care1st (Medicaid)</b>		
<b>EFT</b>	<b>835/Electronic Remittance Advices</b>	<b>Paper Remittance advices</b>	<b>EFT</b>	<b>835/Electronic Remittance Advices</b>	<b>Paper Remittance advices</b>
<ul style="list-style-type: none"> <li>▪ Effective for dates of service <b>1/1/19</b> and after: PaySpan will administer.</li> <li>▪ Dates of service prior to <b>1/1/19</b> will continue be handled through Care1st's bank.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective for dates of service <b>1/1/19</b> and after: PaySpan will administer.</li> <li>▪ Dates of service prior to <b>1/1/19</b> will continue be handled through Care1st.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective for dates of service <b>1/1/19</b> and after: PaySpan will administer.</li> <li>▪ Dates of service prior to <b>1/1/19</b> will continue be handled Change (Emdeon).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective for dates of service <b>4/1/19</b> and after: PaySpan will administer.</li> <li>▪ Dates of service prior to <b>4/1/19</b> will continue be handled through Care1st's bank.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective for dates of service <b>4/1/19</b> and after: PaySpan will administer.</li> <li>▪ Dates of service prior to <b>4/1/19</b> will continue be handled through Care1st.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective for dates of service <b>4/1/19</b> and after: PaySpan will administer.</li> <li>▪ Dates of service prior to <b>4/1/19</b> will continue be handled by Change (Emdeon).</li> </ul>

## Care1st and ONECare Changes – Branding, Claim Submissions, EFT/835/ERA/Paper Remits & Web Portal

### **How to Register with PaySpan for EFT/835/Electronic Remittance Advices**

Please register for PaySpan now! Don't wait! We want your EFT payments to continue seamlessly.

Enrollment is quick and easy. Set up a profile for your practice, specify bank accounts (multiple accounts if you wish), and set preferences to manage payments, ERAs/835s, or online presentation of claims payment information.

1. **Go to [payspanhealth.com](http://payspanhealth.com)** and click the *Register Now* button. New providers can call PaySpan to request registration codes at **1-877-331-7154, option 1**. Or email [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com). Registration codes will also be sent by U.S. Mail and be included on future WellCare check pages. Providers will need to enter their PIN and TIN in addition to their registration code to begin the process.
2. **Personal Info:** Enter your personal contact information and designate a user name and password.
3. **Account Setup:** Designate the bank account(s) you wish to have funds deposited into. Click the *Next* button to continue.
4. **Verify your Info:** Review the information you entered and, if correct, check the box to agree to the Services Agreement, Business Associate Agreement. Then click *Confirm*.

After you register for electronic payments (EFT), you will:

1. Receive a deposit of less than one dollar from PaySpan within a few business days.
2. Contact your financial institution to obtain the amount.
3. Log in to PaySpan and click *Your Payments*.
4. Click *Account Verification* to verify the amount and activate your account.
5. The deposit doesn't need to be returned to PaySpan.

### **Options for Remittance Viewing and Receipt**

You have a number of options for viewing and receiving remittance details. PaySpan will match your preference for remittance information, with the following options:

- HIPAA-compliant data file that can be downloaded directly to your practice management or patient accounting system
- Electronic remittance advice presented online and printed in your location

**PaySpan Contact information:** email: [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)

Phone: **1-877-331-7154, option 1** Monday–Friday, 8 a.m. to 8 p.m. Eastern

### **Web Portal**

- Registered providers will be able to submit both Professional and Institutional claims, view claims status, view member eligibility, review care gaps, etc.
- Within the Claims section of the portal, users will also have the ability to access their explanation of benefits and remittance by a using the convenient link to PaySpan website.
- If you have questions about online claim submissions or navigation in the WellCare provider portal, please call our Network Management team at **1-602-778-1800** or **1-866-560-4042** (options 5, 7).

#### **ONECare (Medicare)**

- Effective date is **1/1/2019**

#### **Care1st (Medicaid)**

- Effective date is **4/1/2019**