

**Important Note**

Please refer to the member ID card to determine appropriate authorization and claims submission process.  
Please see below for additional information.

**Important Telephone Numbers**

<b>Behavioral Health Crisis Lines</b> Members may call this number <b>24 hours</b> a day for a Behavioral Health Crisis. For non-crisis related concerns, please call Member Services.	<b>1-800-411-6485</b>	<b>Nurse Advice Line</b> Members can call this number to speak to a nurse <b>24 hours</b> a day, <b>7 days</b> a week.	<b>1-800-581-9952</b>
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**\*Network Management**

Phone: <b>1-602-778-8345</b> or <b>1-877-778-1855</b> (Options in order: 5, 7)	Fax: <b>1-602-778-1875</b>
Email: <a href="mailto:sm_az_pno@care1staz.com">sm_az_pno@care1staz.com</a>	Visit our website: <a href="http://www.wellcare.com/Providers/Medicare">www.wellcare.com/Providers/Medicare</a>

**Convenient Self-Service**

WellCare offers robust technology options to save you time. The fastest ways to get what you need are shown below.

[WellCare Secure Provider Portal](#)

	Portal	Chat	(IVR) Interactive Voice Response
Authorization Requirements*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Authorization Status*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Authorizations Request*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Benefit Information	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Claims Status	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Co-Payment	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Eligibility Verification	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Submit Appeals	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Appeals Status	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Claim Disputes	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Claims	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Corrected Claims	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A

WellCare understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks.

The Provider Portal will help assist with those routine tasks.

Provider Portal Registration – [click here](#)

Provider Portal Training – [click here](#)

**ⓘ** \*Note: Includes Pharmacy Medical Requests supplied by Physician. For Pharmacy Benefit related questions please see the below Pharmacy page.

**Provider Services**

**Interactive Voice Response System:**

<b>WellCare HMO and PPO Products</b> Eligibility and Benefit Verification, Claims Status and Utilization Management. *For Contracting, Language Line and Provider Complaints, please see Network Management above.	Phone: <b>1-855-538-0454</b>
<b>WellCare Liberty (HMO SNP)</b> Eligibility and Benefit Verification, Claims Status, Utilization Management and Authorization Inquiry. *For Contracting, Language Line and Provider Complaints, please see Network Management above.	Phone: <b>1-877-778-1855</b>
<b>TTY</b>	Phone: <b>711</b>

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**WellCare Telephone Numbers**

<u>Risk Management</u> Phone: 1-866-685-8664 Fraud, Waste & Abuse Hotline	<u>Community Connections Help Line</u> Phone: 1-866-775-2192
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<u>Care Management Referrals</u>			
Phone: 1-866-635-7045	TTY: 711	Fax: 1-866-287-3286	Hours: M-F 8a.m.-5 p.m. Mountain time

**Arizona Priority Care (AZPC)**

**EXCEPTION FOR MEMBERS AFFILIATED WITH ARIZONA PRIORITY CARE (AZPC)**

**Arizona Priority Care (AZPC)** is an integrated network of community physicians, including both primary care physicians and specialists. AZPC provides delegated medical management services, including prior authorization, care management, utilization management and claims processing for select WellCare HMO members in Maricopa and Pinal Counties. For members affiliated with AZPC, please call 1-480-499-8720 for relevant contact information.

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**Claim Submission Information**

**Submission Inquiries:**

For inquiries related to your electronic or paper submissions to WellCare, please contact our EDI team at [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com).

Support from Provider Services:	
WellCare and PPO Products 1-855-538-0454	WellCare Liberty (HMO SNP) 1-877-778-1855

**Electronic Funds Transfer & Electronic Remittance Advice:**

Enrollment is quick and includes setting up a profile for your practice, specifying bank accounts (multiple accounts if you wish), and indicating other preferences for management of payment, ERAs/835s or online presentation of claims payment information. Register online using the simplified, enhanced provider registration process: [PaySpan.com](http://PaySpan.com), email: [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com), call 1-877-331-7154, opt. 1, Monday-Friday, 8 a.m.-8 p.m. Mountain Time. For more details on PaySpan, please refer to your [Provider Manual](#).

**Clearinghouse Connectivity:**

WellCare has partnered with Change Healthcare, as our preferred EDI Clearinghouse. You may connect directly to Change Healthcare, or in some cases your existing clearinghouse, billing service or trading partner may maintain existing reciprocal agreements with Change Healthcare. We encourage you to contact your claims vendor to determine if they have connectivity to Change Healthcare. If not, you may want to consider contacting Change Healthcare to establish free connectivity to WellCare for your EDI transactions.

Change Healthcare offers Submitter/Client Connectivity Services at 1-877-411-7271. All Clearinghouses, Practice Management Vendors or Billing Services may call Change Healthcare at 1-800-527-8133 for connectivity services.

**WELLCARE PAYER IDs** – If your clearinghouse or billing system is not connected to Change Healthcare and requires a five-digit Payer ID, please use the following according to the file type Fee-For-Service or Encounters:

- Fee For Service (FFS) is defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
- Encounters (ENC) is defined in the Transaction Type Code BHT06 as RP, which means Reportable only, NOT expecting adjudication.

Plan	WellCare Liberty (HMO SNP)		WellCare HMO and PPO Products	
	Fee-for-Service (CH-Chargeable) Submissions		Encounters (RP-Reporting only) Submissions	
Professional or Institutional	14163		59354	

**Free Direct Data Entry (DDE) and Small Batch File Solutions (use same WellCare Payer IDs defined above):**

AdminisTEP offers a web browser for single submission direct data entry (DDE) or batch upload for professional and institutional submissions, claim status and reporting and inquiry functions at no cost to you. To sign up, go to <http://www.administep.com/Signup.aspx> or call 1-888-751-3271.

ConnectCenter™ for physicians offers a web browser for direct data entry (DDE) or batch upload capability at no cost to you. To sign up, go to <https://physician.connectcenter.changehealthcare.com>.

For registry questions, submitter/clients may contact Payer Connectivity Services at 1-877-411-7271. Direct questions regarding functionality of ConnectCenter to Change HealthCare at 1-800-527-8133, opt 2.

- Providers will be required to enter a credit card upon initial enrollment to verify them as a valid submitter.
- Only WellCare submissions are free of charge. Please ensure you use vendor code 212750 when you register.

**Paper Submission Guidelines:**

WellCare follows the Centers for Medicare & Medicaid Services (CMS) guidelines for paper claim submissions. Since Oct. 28, 2010, WellCare accepts only the original "red claim" form for claim and encounter submissions. WellCare does not accept handwritten, faxed or replicated claim forms.

Claim forms and guidelines may be found at [www.wellcare.com/Arizona/Providers/Medicare/Claims](http://www.wellcare.com/Arizona/Providers/Medicare/Claims). Mail paper claim submissions to:

WellCare Liberty (HMO SNP)	WellCare HMO and PPO Products
WellCare Health Plans Claims Department P.O. Box 31224 Tampa, FL 33631-3224	WellCare Health Plans Claims Department P.O. Box 31372 Tampa, FL 33631-3372

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**Claim Payment Disputes**

The claim payment dispute process is designed to address claims when there is a disagreement regarding reimbursement. Claim payment disputes must be submitted in writing to WellCare within **90 calendar days** of the date on the EOP.

Submit all claims payment disputes with supporting documentation at <https://provider.wellcare.com/>

Mail all claim payment disputes with supporting documentation to:

WellCare Health Plans  
 Claim Payment Disputes  
 P.O. Box 31370  
 Tampa, FL 33631-3370

**Note:** Any appeals related to a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification must be sent to the Appeals (Medical) address in the section below. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC. However, this is not an all-encompassing list of Appeals codes. Anything else related to authorization or medical necessity that is in question should be sent to the Appeals PO Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member-specific information.

**Claim Payment Policy Disputes**

The Claim Payment Policy Department has created new mailboxes for provider issues related strictly to payment policy. Disputes for payment policy-related issues must be submitted to WellCare in writing within **90 calendar days** of the date of denial on the EOP. Please provide all relevant documentation (please do not include image of claim), which may include medical records, in order to facilitate the review. Submit all Claims Payment Policy Disputes related to Explanation of Payment Codes beginning with IH###, CE###, CV### (Medical records required) or PD### at <https://provider.wellcare.com/>.

Mail all disputes related to Explanation of Payment Codes beginning with IH###, CE###, CV### (Medical records required) or PD### to:	WellCare Health Plans Attn: Claim Payment Policy Disputes Dept. P.O. Box 31426 Tampa, FL 33631-3426
Mail all medical records and initial reviews and Appeals related to Explanation of Payment Codes beginning with CPI##:	By Mail (U.S. Postal Service) Phone: 1-844-458-6739 Fax: 1-267-687-0994 OPTUM P.O. Box 52846 Philadelphia, PA 19115  By Delivery Services (FedEx, UPS) OPTUM 458 Pike Road Huntingdon Valley, PA 19006  By Secure Internet Upload Refer to Optum's Medical Record Request letter for further instructions.
Mail all disputes related to Explanation of Payment Codes LT####, RVLT#:	WellCare Health Plans CCR P.O. Box 31394 Tampa, FL 33631-3394
Mail all disputes related to Explanation of Payment Codes RVPI#.	PICRA PO Box 31416 Tampa, FL 33631-3416

**Recovery/Cost Containment Unit (CCU)**

Refund(s) in response to a WellCare overpayment notification should include a copy of the overpayment notification, any applicable attachment(s) and be sent to:	Wellcare – Comprehensive Health Management Atten: Recovery/Cost Containment Unit (CCU) PO Box 947945 Atlanta, GA 30394-7945
If you do not agree with the proposed WellCare overpayment notification related to adjustments RVXX (Except RV059, which should refer to the <b>Claim Payment Disputes</b> section above), you may request an Administrative Review by submitting a dispute in writing within <b>45 days</b> of the date of the recovery letter date. Your request should detail why you disagree with the findings and must include any supporting evidence/documentation you believe is pertinent to your position.	
Mail or fax your Administrative Review request to:	WellCare Health Plans Fax: 1-813-283-3284 Attn: CCU Recovery P.O. Box 31658 Tampa, FL 33631-3658

Additional documentation received after your initial Administrative Review request will not be considered. A Final Determination will be rendered within **30 days** of WellCare's receipt of your request. If you do not submit a dispute or render payment within the time period referenced above, we will take action to recover the amount owed as allowed by law, or as outlined within the contract between you and WellCare.

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Administrative Reviews related to Explanation of Payment Codes and Comments beginning with DN227, DN228 or RV213 must be submitted in writing and include at a minimum: a summary of the review request, the member's name, member's identification number, date(s) of service, reason(s) why the denial should be reversed, copies of related documentation and all applicable medical records related to both stays to support appropriateness of the services rendered.

Mail or fax your dispute to:	COTIVITI HEALTHCARE Attn: WellCare Clinical Chart Validation Hillcrest III Building 731 Arbor Way, Suite 150 Blue Bell, PA 19422
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Fax: 1-203-202-6607

Provider Identified Refund(s) without receiving overpayment notification should include the reason for the overpayment as well as any details that assist in identifying the member and WellCare Claim ID.

Please submit to:	Wellcare – Comprehensive Health Management Atten: Recovery/Cost Containment Unit (CCU) PO Box 947945 Atlanta, GA 30394-7945
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**Note:** For single-claim checks, please use the [Refund Check Informational Sheet](#) to help Recovery post accurately and timely. For checks in excess of 25 claims, please complete the [Refund Referral Grid](#) and email all supporting documentation, including the grid, to [OverpaymentRefunds@wellcare.com](mailto:OverpaymentRefunds@wellcare.com) to assist with expedited posting. Please note that only check referrals will be accepted by this email box. Anything other than check referrals will not be responded to and will be closed.

### Appeals (Medical)

All non-par Medicare provider appeals must be submitted within **60 calendar days** and they must also submit a signed waiver of liability (WOL) with their request for processing. Participating Providers also can seek an appeal through the Appeals Department within **90 calendar days** of a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16 and KYREC. However, this is not an all-encompassing list of Appeals codes. Anything else related to authorization, or medical necessity that is in question should be sent to the Appeals PO Box. Include all substantiating information (please do not include image of claim) like a summary of the appeal, relevant medical records and member-specific information. Mail or fax all medical benefit appeals with supporting documentation to:

WellCare Health Plans                      Fax: 1-866-201-0657  
 Attn: Appeals Department  
 P.O. Box 31368  
 Tampa, FL 33631-3368

### Grievances

Member grievances may be filed verbally by contacting Customer Service or submitted in writing via mail or fax. Providers may also file a grievance on behalf of the member with the member's written consent. Mail, Phone, Email or Fax member grievances to:

WellCare Health Plans                      Phone: 1-877-902-6784                      Fax: 1-866-388-1769  
 Attn: Grievance Department  
 P.O. Box 31384  
 Tampa, FL 33631-3384  
 Email: [Operationalgrievance@wellcare.com](mailto:Operationalgrievance@wellcare.com) or [pdpgrievance@wellcare.com](mailto:pdpgrievance@wellcare.com)

### Maternity Program

The program includes high-risk screening, care management, prenatal and infant education.

Please fax notification/referral for Case Management to 1-602-224-4372.

If you would like more information about the maternity program, please call us at 1-602-778-8301.

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**WellCare Partners**

**eviCore**

[eviCore](#) is our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: [Lab Management](#), [Pain Management Program](#), [Physical and Occupational Therapy](#) and [Sleep Diagnostics](#).

Contact eviCore for all authorization-related submissions for the services listed above rendered in outpatient places of service (including the home setting\*). Please click on the hyperlinks above for a listing of the specific services and related criteria included in the eviCore programs.

Web submissions are faster, and if the procedure requested meets clinical criteria, the web provides an immediate approval that can be printed for easy reference. Member eligibility and authorization requests may be submitted via the [eviCore Provider Web Portal](#). A searchable [Authorization Lookup and Eligibility Tool](#) is also available online, and criteria can be accessed through the program links above.

**Urgent Authorizations and Provider Services:** 1-888-333-8641

\*Excluding Episode of Care Requests. Please contact WellCare for all services rendered during an Episode of Care.

**HealthHelp**

[HealthHelp](#) is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: [Radiation Therapy](#) and [Medical Oncology](#).

Contact HealthHelp for all authorization-related submissions for the services listed above rendered in all outpatient places of service. Please click on the links above for a listing of the specific services and related resources included in the HealthHelp programs. Member eligibility and authorization request materials may be accessed via the [HealthHelp Portal](#). A searchable [Authorization Lookup](#) also available online to check the status of your authorization request and criteria can be accessed through the program links above.

**Urgent Authorizations and Provider Services:** 1-888-210-3736

**NIA aka National Imaging Associates**

[NIA](#) (National Imaging Associates) will be our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: [Advanced Radiology](#) and [Advanced Cardiology](#).

Contact NIA for all authorization-related submissions for the services listed above rendered in outpatient places of service (including the home setting\*). Please click on the hyperlinks above for a listing of the specific services and related criteria included in the NIA program. Web submissions will be faster and if the procedure requested meets clinical criteria, the web will provide and immediate approval that can be printed for easy reference. Member eligibility and authorization requests may be submitted via the [NIA Provider Web Portal](#). A searchable [Authorization Lookup tool](#) will be also available online and criteria can be accessed through the program links above.

**Urgent Authorization and Provider Services:** 1-800-424-5388

**Turning Point**

[TurningPoint](#) is our in-network Spinal Quality & Safety Management Program vendor for the following programs [Orthopedic Surgery](#) and [Spinal Surgery](#).

Contact TurningPoint for all authorization-related submissions for the services listed above rendered in any inpatient and outpatient places of service. Please click on the link below for a listing of the specific services and related resources included in the TurningPoint programs.

Member eligibility and authorization request materials may be accessed via the [TurningPoint Portal](#). A searchable [authorization lookup](#) is also available online to check the status of your authorization request, and criteria can be accessed through the program link.

**For Urgent Authorizations and Provider Services, please contact 1-866-707-0727.**

**Contracted Networks**

<p><b><u>DME</u></b> Preferred Homecare Phone: 1-480-446-9010 Fax: 1-480-446-7695</p>	<p><b><u>Vision</u></b> <a href="#">Nationwide Vision</a> *Click on <a href="#">Find Locations</a> to locate the nearest facility.</p>	<p><b><u>Labs</u></b> <a href="#">Sonora Quest</a></p>	<p><b><u>Home Health</u></b> Professional Care Phone: 1-602-395-5114 Fax: 1-480-666-0148</p>
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(Revised September 2021)

**Hearing**  
HearUSA  
Phone: 1-855-220-8740

**Transportation**  
MTBA  
Phone: 1-602-296-6553

**Dental**  
DentaQuest  
Phone: 1-844-231-8319

**Pharmacy Services**

**Pharmacy Services:**

WellCare HMO and PPO Products 1-855-538-0454  
WellCare Liberty (HMO SNP) 1-877-778-1855  
Including after-hours and weekends (CVS/Caremark®)

MAPD	Rx BIN	Rx PCN	Rx GRP
	004336	MEDDADV	788257

**AcariaHealth™**

AcariaHealth is a national comprehensive specialty pharmacy focused on improving care and outcomes for patients living with complex and chronic conditions. AcariaHealth is comprised of dedicated healthcare professionals who work closely with physician offices, including support with referral and prior authorization processes. This collaboration allows our patients to receive the medicine they need as fast as possible. Representatives are available from Monday–Thursday, 8 a.m. to 7 p.m., and Friday, 8 a.m. to 6 p.m. ET.

\*AcariaHealth™ Pharmacy #26, Inc.  
8715 Henderson Rd., Tampa, FL 33634  
Phone: 1-866-458-9246 (TTY 1-855-516-5636)  
Fax: 1-866-458-9245  
Website: [www.acariahealth.com](http://www.acariahealth.com)

\*Effective on or about July 2021

**CVS/Caremark Mail Services** 1-866-808-7471  
TTY: 1-866-236-1069  
Fax: 1-866-892-8194

**Medication Appeals** Fax: 1-866-388-1766

Fax or mail **Request for Redetermination of Medicare Prescription Drug Denial** with supporting documentation to:

WellCare Health Plans  
Attn: Pharmacy Appeals Department  
P.O. Box 31383  
Tampa, FL 33631

Medication appeals may also be initiated by contacting Provider Services. Please note that all appeals filed verbally also require a signed, written appeal.

**Formulary Inclusions:**

To request consideration for inclusion of a drug to WellCare's formulary, providers may submit a medical justification to WellCare in writing to:

WellCare Health Plans  
Clinical Pharmacy Department Director of Formulary Services  
Pharmacy & Therapeutics Committee  
P.O. Box 31577  
Tampa, FL 33631-3577

**Coverage Determination Requests:**

Fax: 1-866-388-1767

Submit a **Coverage Determination Request Form** for:

- Drugs not listed on the formulary
- Drugs listed on the formulary with a prior authorization (PA)
- Drugs listed on the formulary with a quantity limit (QL)
- Drugs that have a step edit (ST) and the first line therapy is inappropriate
- Duplication of therapy
- Most self-injectable and infusion drugs (including chemotherapy) administered in a physician's office
- Prescriptions that exceed the FDA daily or monthly quantity limits

**Web-Based Information:**

[www.wellcare.com/Arizona/Providers/Medicare/Pharmacy](http://www.wellcare.com/Arizona/Providers/Medicare/Pharmacy)

- [WellCare Formulary](#)
- [Authorization Lookup Tool\\*](#)
- ⓘ \*Note: Includes Pharmacy Medical Requests supplied by Physician.
- [Pharmacy Services Forms](#)
- [Exactus Pharmacy Solutions](#)

**For Home Infusion/Enteral services:**

Once Authorization Approval is obtained through WellCare, if required, please contact one of our providers below to initiate services:

**Coram®:**

Phone: 1-800-423-1411 or Fax: 1-866-462-6726

**Option Care Health™ aka Option Care:**

Phone: 1-833-466-0358

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## WELLCARE'S PRIOR AUTHORIZATION LIST

### Prior Authorization (PA) Requirements

This WellCare prior authorization list supersedes any lists that have been distributed to our providers. Please ensure that older lists are replaced with this updated version. Authorization changes are denoted by a **Pa** symbol for easy identification. Requirements that have been edited for *clarification only* are denoted with an **ⓘ** symbol.

WellCare supports the concept of the Primary Care Physician (PCP) as the “**medical home**” for its members. PCPs may refer members to network specialists when services will be rendered in an office, clinic or free-standing facility. The specialist must document receipt of the request for a consultation and the reason for the referral in the medical record. **No communication with the plan is necessary.**

**Pa** For members enrolled in a PPO plan, authorization is not required for nonparticipating providers and facilities, however, services on the medical necessity/authorization required list below must be covered services within the benefit plan and considered medically necessary for the plan to pay a portion of the out-of-network claim.

For members enrolled in a non-PPO plan, all services rendered by non-participating providers and facilities require authorization. Specialists must coordinate all services with the member's PCP. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

### Urgent Authorization Requests and Admission Notifications – Call the below and follow the prompts:

WellCare HMO and PPO Products	1-855-538-0454	WellCare Liberty (HMO SNP)	1-877-778-1855
<ul style="list-style-type: none"> <li>Notification is required for Inpatient Hospital admissions by the next business day (except normal maternity delivery admissions). Telephone authorizations must be followed by a fax submission of clinical information.</li> <li>Outpatient authorizations for urgent and time-sensitive services may be submitted by phone when warranted by the member's condition. Please include CPT and ICD-10 codes with your authorization request. Standard authorization requests may be submitted <a href="#">online</a> or via fax to the numbers listed on the associated forms located <a href="#">here</a>.</li> <li><a href="#">Web submissions</a> are faster, and if the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference.</li> <li>Obtaining authorization does not guarantee payment, but rather only confirms whether a service meets WellCare's determination criteria at the time of the request. WellCare retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, the medical necessity of services and correct coding and billing practices.</li> <li>WellCare Health Plan may delegate Prior Authorization to the contracted MSO, IPA or Medical Groups who then determine prior authorization requirements for their assigned members.                             <ul style="list-style-type: none"> <li>IPAs must make every attempt to authorize services that are the financial responsibility of WellCare Health Plan to a provider within WellCare Health Plan's contracted network. If a member requires out-of-network services because WellCare Health Plan is not contracted with a provider of like specialty, the IPA is required to notify WellCare Health Plan's Utilization Management Department prior to issuing an authorization. The Utilization Management Department will discuss the case with the WellCare Health Plan Contracting Department and notify the IPA accordingly such that an authorization may be issued. For services that are the financial responsibility of the IPA, the IPA is required to follow its organization's policy in reference to authorization of out-of-network providers.</li> <li>Emergency admissions that are outside the IPA/Group's service area are monitored by the WellCare Health Plan Utilization Management Department. WellCare Health Plan's Medical Management Department will be responsible for issuing an authorization, performing concurrent review and working with the IPA to coordinate transfer of the member to an in-network facility once the member has been stabilized.</li> <li>For specific authorization requirements, please follow your group's direction.</li> </ul> </li> </ul>			

## Arizona Priority Care (AZPC)

### EXCEPTION FOR MEMBERS AFFILIATED WITH ARIZONA PRIORITY CARE (AZPC)

Arizona Priority Care (AZPC) is an integrated network of community physicians, including both primary care physicians and specialists. AZPC provides delegated medical management services, including prior authorization, care management, utilization management and claims for select WellCare Value, Compass and Dividend (HMO) members in Maricopa and Pinal Counties. For members affiliated with AZPC, please refer to <https://azprioritycare.com/for-providers/> to verify prior authorization requirements and for relevant contact information.

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## Behavioral Health Services

### [WellCare Secure Provider Portal](#)

For Urgent and Inpatient Hospitalization Authorizations and Provider Services, please phone the below:

WellCare HMO and PPO Products	1-855-538-0454	WellCare Liberty (HMO SNP)	1-877-778-1855
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Please [log in](#) to submit your Outpatient Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

Web-based information: [www.wellcare.com/Arizona/Providers/Medicare/Behavioral-Health](http://www.wellcare.com/Arizona/Providers/Medicare/Behavioral-Health)

- In order to obtain authorization, notification of an inpatient admission is required on the next business day following admission.
- Inpatient concurrent review is generally done by telephone, but a fax option is available and the forms and fax numbers can be found [here](#). Psychological testing requests are to be submitted via fax. All other levels of care requiring authorization, including outpatient services, may be submitted online.
- For more information on Authorization Requirements, click [here](#) and select the "Behavioral Health Authorization List" PDF under Other Resources.

PROCEDURES and SERVICES	Authorization Required	Comments
Emergency/Crisis Behavioral Health Services	No	
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization. *Excluding members enrolled in a PPO plan
Behavioral Services	See Comments	Please refer to the <a href="#">Behavioral Health Authorization List</a> under Other Resources for authorization requirements.

## Emergency Services

PROCEDURES and SERVICES	Authorization Required	Comments
Emergency Behavioral Health Services	No	
Emergency Care Services	No	
Emergency Transportation Services (excluding Air and Water Ambulances)	No	
Urgent Care Services	No	

## Inpatient Services & Discharge Planning

### [WellCare Secure Provider Portal](#)

Please [log in](#) to submit your Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

PROCEDURES and SERVICES	Authorization Required	Comments
Acute Behavioral Health, Alcohol or Substance Abuse Admissions	Yes	Clinical updates required for continued length of stay (LOS). No authorization required for physician consults.
Elective Inpatient Procedures	Yes	Clinical updates required for continued length of stay (LOS).
Hospice	Yes	
Inpatient Hospital Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Long-Term Acute Care Hospital (LTACH) Admissions	Yes	Clinical updates required for continued length of stay (LOS).

For your convenience, items on this QRG in **bold, underlined** fonts are links to supporting WellCare Provider Job Aids, Resource Guides and Forms when the *Quick Reference Guide* is viewed in an electronic format.

NOTE: This guide is not intended to be an all-inclusive list of covered services under WellCare Health Plans, but it substantially provides current referral and prior authorization instructions. Authorization does not guarantee claims payment. All services/procedures are subject to benefit coverage, limitations and exclusions as described in the applicable plan coverage guidelines. (Revised September 2021)

Observations	See Comments	Elective procedures that convert to an observation stay are subject to outpatient authorization requirements. <a href="#">Authorization Lookup Tool</a> Services performed during an urgent or emergent Observation stay, such as Advanced Radiology or Cardiology, do not require authorization. Clinical updates required for continued length of stay.
Orthopedic Surgery	Yes – See Comments	Contact Turning Point for prior authorization: <a href="#">Turning Point Portal</a> Phone: 1-866-707-0727 Fax: 1-602-600-0638
Rehabilitation Facility Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Skilled Nursing Facility Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Spinal Surgery	Yes – See Comments	Contact Turning Point for prior authorization: <a href="#">Turning Point Portal</a> Phone: 1-866-707-0727 Fax: 1-602-600-0638

### Outpatient Services & Discharge Planning

#### [WellCare Secure Provider Portal](#)

Please [log in](#) to submit your Outpatient Authorization Requests & Clinical Submissions.

To fax a request, please access our forms [here](#)

Pharmacy Medical Requests Fax: 1-888-871-0564

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

PROCEDURES and SERVICES	Authorization Required	Comments
Select Outpatient Procedures	Yes – See Comments	Please refer to the <a href="#">Authorization Lookup Tool</a> for prior authorization requirements.
Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans	Yes – See Comments	Contact National Imaging Associates for authorization: <a href="#">National Imaging Associates Provider Web Portal</a> Phone: 1-800-424-5388 <a href="#">Advanced Radiology Program Criteria</a> <a href="#">Radiology Request Forms</a>
Dialysis	No	
Durable Medical Equipment Purchases and Rentals	Yes – See Comments	All DME rentals require authorization. DME purchase items reimbursed at OR below \$500 per line item do NOT require authorization. *For Home Infusion/Enteral Services, please refer to the Pharmacy Section above for the preferred provider if the authorization is required.
Hospice Care Services	No	
Investigational & Experimental Procedures and Treatment	Yes	Refer to <a href="#">Clinical Coverage Guidelines</a> <a href="#">WellCare Secure Provider Portal</a>
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization. *Excluding members enrolled in a PPO plan
Medical Oncology Services	Yes	Contact HealthHelp for authorization: <a href="#">HealthHelp Portal</a> Phone: 1-888-210-3736 <a href="#">Medical Oncology Program Services</a>
Orthotics and Prosthetics	Yes – See Comments	Purchase items reimbursed at OR below \$500 per line item do NOT require authorization.

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(Revised September 2021)

Orthopedic Surgery	Yes – See Comments	Contact Turning Point for prior authorization: <a href="#">Turning Point Portal</a> Phone: 1-866-707-0727 Fax: 1-602-600-0638
Radiation Therapy Management	Yes – See Comments	Contact HealthHelp for authorization: <a href="#">HealthHelp Portal</a> Phone: 1-888-210-3736 <a href="#">Radiation Therapy Management Program Resources</a>
Skilled Therapy (PT/OT/ST) services	Yes	Includes Occupational, Physical and Speech therapy. No authorization is required for initial evaluations. PA is required for continued services. <a href="#">WellCare Secure Provider Portal</a>
Spinal Surgery	Yes – See Comments	Contact Turning Point for prior authorization: <a href="#">Turning Point Portal</a> Phone: 1-866-707-0727 Fax: 1-602-600-0638

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