

WellCare Provider Portal - Authorizations and You

The portal is your best, fastest and most reliable way to submit an auth request. The portal allows you to skip the fax machine and get your request directly to the clinical team to process your request.

Getting into the portal

Provider Portal Registration – **click here:**

<https://provider.wellcare.com/Provider/Accounts/Registration>

Provider Portal Training – **click here:**

https://wellcare.csod.com/content/wellcare/publications/3818/story_html5.html?lms=1

Portal Benefits:

- Faster Responses
- Improved Transparency
- Improved Quality
- Reduced Cost



Pro Tip:

When you see the prompt below, it is asking if the member is an *inpatient* or *outpatient*.

Yes = Inpatient No = Outpatient

Has this Member already been admitted?

Yes No

	Service Description*	MMP Service Type	Field in portal that tells the system about the service being requested.	MMP Sub Type	Next level field in portal that tells the system about the services being requested.
MEDICAL	OUTPATIENT SERVICES				
	Ambulance	Outpatient Services		Transportation	
	Ambulatory Surgery	Outpatient Services		Surgery	
	CT Scan (Cat Scan)	Radiology		CAT Scan	
	Office Visits	Office		Consult And Treat	
	Dialysis	Outpatient Services		Dialysis	
	Genetic Testing	Outpatient Services		Genetic Testing	
	Home Health Services	Home Health		Home Health	
	Hospice	Outpatient Services		Hospice	
	Laboratory	Outpatient Services		Lab	
	MRI	Radiology		MRI	
	OB Global/Prenatal Notification	Outpatient Services		OB Global	
	Outpatient Hospital	Outpatient Services		Outpatient Hospital Services	
	RBA – Room Board & Anesthesia	Outpatient Services		Room Board & Anesthesia	
Radiology	Radiology		Radiology Services		

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



	Service Description*	MMP Service Type Field in portal that tells the system about the service being requested.	MMP Sub Type Next level field in portal that tells the system about the services being requested.
MEDICAL	INPATIENT SERVICES		
	Rehabilitation Therapy (PT/OT/ST)	Outpatient Services	Occupational Therapy or Physical Therapy or Speech Therapy
	Radiation Therapy	Therapy	Radiation
	OB Ultrasound	Radiology	OB Ultrasounds
	Long Term Acute Care Hospital	Inpatient Services	Long Term Acute Care Hospital
	Skilled Nursing Facility	Inpatient Services	Skilled Nursing Facility
	Observation Hospital	Inpatient Services	Observation Hospital
	Inpatient	Inpatient Services	Inpatient
	Outpatient Delivery	Inpatient Services	Outpatient Delivery
	Emergency Room	Inpatient Services	Emergency Room
	Inpatient Rehab	Inpatient Services	Inpatient Rehab
	Long Term Care SNF	Inpatient Services	Long Term Care SNF
	Waitlist	Inpatient Services	Waitlist
	Sub-Acute	Inpatient Services	Sub-Acute
	Intermediate Care Facility	Inpatient Services	Intermediate Care Facility
	Transplant Surgery	Inpatient Services	Transplant Surgery
	Intermediate Care Facility	Inpatient Services	Intermediate Care Facility
	Sub- Acute Rehab	Inpatient Services	Sub- Acute Rehab
	Bed Hold	Inpatient Services	Bed Hold
	Custodial Nursing Home	Inpatient Services	Custodial Nursing Home
	Community Residential	Inpatient Services	Community Residential
	Assisted living Facility	Inpatient Services	Assisted living Facility
	Custodial	Inpatient Services	Custodial Stay
	Hospice	Inpatient Services	Hospice
	Respite Services	Inpatient Services	Respite
	BEHAVIORAL HEALTH	OUTPATIENT SERVICES	
Act Services		Behavioral Health	Behavioral Act Services
Substance Abuse Rehab		Inpatient Behavioral Health	BH Substance Abuse Rehab
Residential		Inpatient Behavioral Health	BH Residential
Detox		Inpatient Behavioral Health	BH Detox
Sub- Acute		Inpatient Behavioral Health	BH Sub-Acute
INPATIENT SERVICES			
Inpatient		Inpatient Behavioral Health	BH-Inpatient
BH Psych Test		Behavioral Health	Psych Test
Targeted Case Management		Behavioral Health	BH Case Management
BH Office/Consult		Behavioral Health	BH Office Visit
BH Ongoing Treatment		Behavioral Health	BH Routine Outpatient
BH ECT (shock therapy)		Behavioral Health	Electroconvulsive Therapy
BH IOP Services		Behavioral Health	Intensive Outpatient Program Services

*This list is not all inclusive.

