



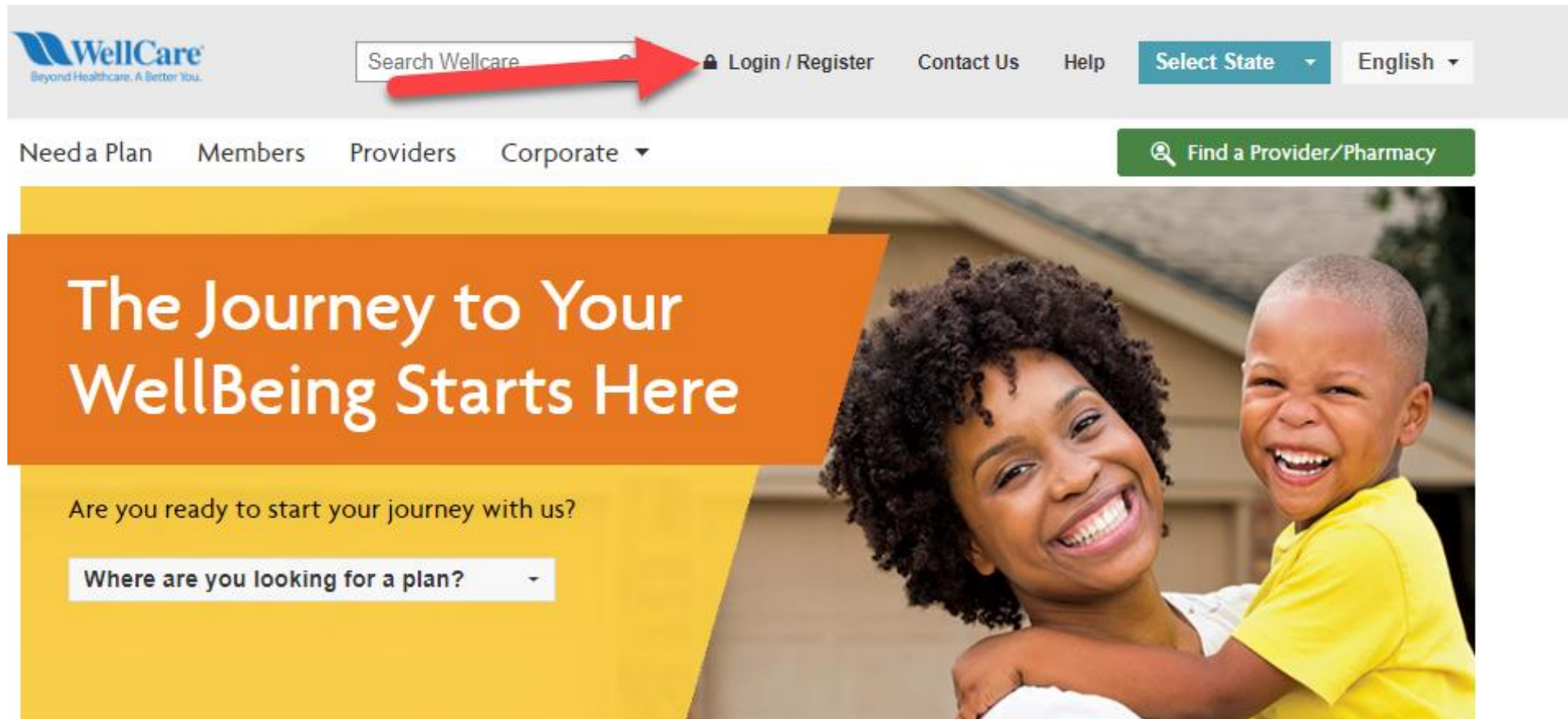
# Secure Provider Portal

Digital Communications

- The secure provider portal offers an array of self-service tools for our participating providers.
- The “secure” area refers to the portion of the web that providers access after they authenticate, or log in.
- The portal offers tools and information including eligibility & co-pays, claim submission & status, authorization submission & status, member care gaps, visit checklist/appointment agenda, reports, training, and more.
- It's available for all our participating Medicaid & Medicare providers.

# Accessing the portal

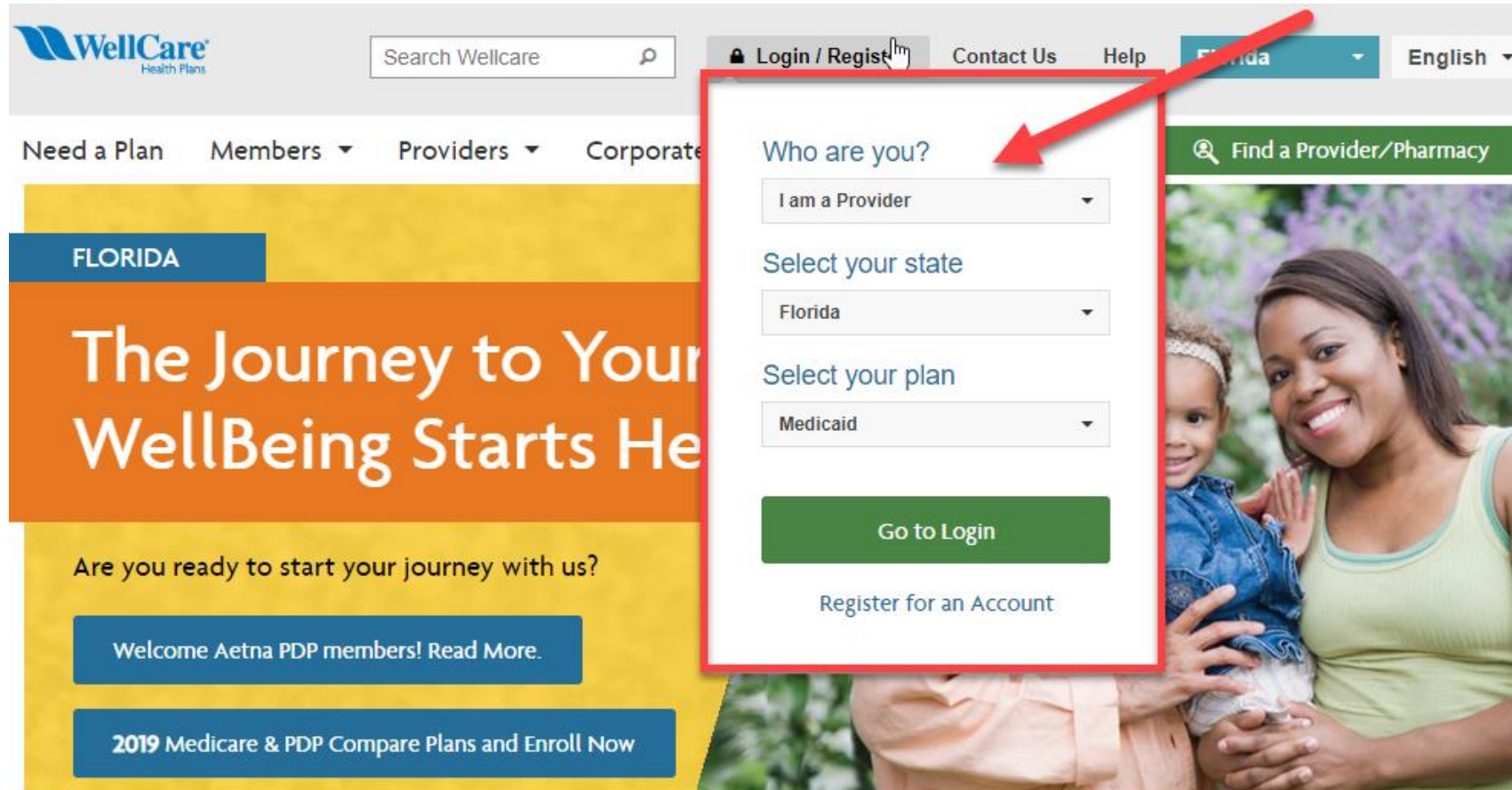
- From [www.wellcare.com](http://www.wellcare.com), click on the Login/Register button in the top navigation. This dropdown menu is available on every page of our public website.





# Accessing the portal

- Users select an option from the Who are you?, Select your state, and Select your plan menus.
- Clicking the “Go to Login” button will open a new window to the portal login screen, or new users can register for an account via the “Register for an Account” link.

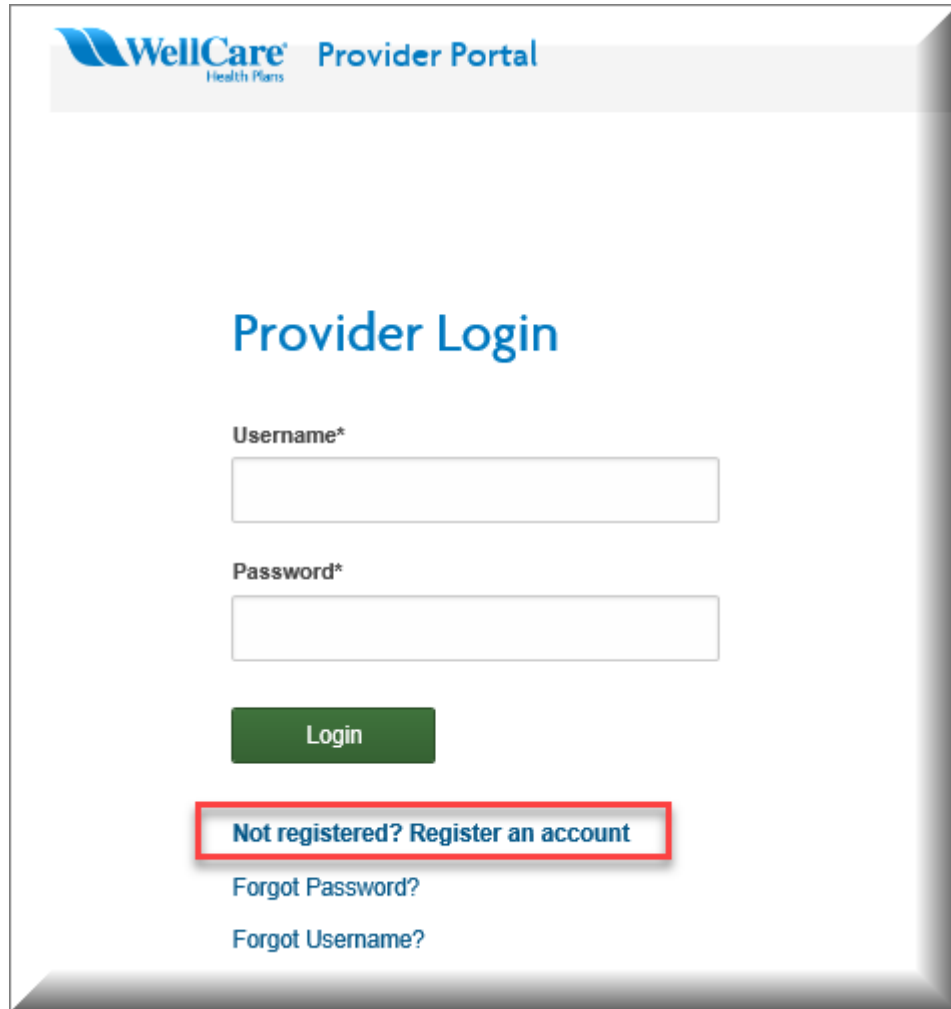


The screenshot shows the WellCare Health Plans portal. At the top, there is a search bar and navigation links for 'Login / Register', 'Contact Us', and 'Help'. Below this, there are tabs for 'Need a Plan', 'Members', 'Providers', and 'Corporate'. The main content area features a large orange banner with the text 'The Journey to Your WellBeing Starts Here'. To the right of the banner is a search bar for 'Find a Provider/Pharmacy'. A red box highlights the 'Who are you?' section, which includes three dropdown menus: 'I am a Provider' (set to 'I am a Provider'), 'Select your state' (set to 'Florida'), and 'Select your plan' (set to 'Medicaid'). Below these dropdowns are two buttons: 'Go to Login' and 'Register for an Account'. A red arrow points to the 'Who are you?' text.

# Login and Registration Screens

## Provider Portal Registration

### Provider Portal Login



WellCare<sup>®</sup> Health Plans Provider Portal

## Provider Login

Username\*

Password\*

Login

**Not registered? Register an account**

[Forgot Password?](#)

[Forgot Username?](#)

### Create Account

### Sign Up

Sign up to access our secure provider portal. You no longer need multiple accounts for different locations. Create one account and we will affiliate you to your multiple locations!

Once you submit your registration, you will receive a system email with a link asking you to verify your account and create your password. Once you have successfully completed the two-step process, your contract admin or our Web team at [provider\\_web@wellcare.com](mailto:provider_web@wellcare.com) can affiliate you to your account. If you do not receive the password validation email, please check your Spam inbox.

First Name\*

Last Name\*

Address 1\*

Address 2

City\*

State\*

Zip\*

Phone Number\*

Email Address\*

Confirm Email Address\*

Choose a Username\*

Choose Security Question 1\*

Answer

Choose Security Question 2\*

Answer

Choose Security Question 3\*

Answer

☐ I agree to the [Terms and Conditions\\*](#)

#### Why Create an Account?

The provider portal offers secure access to variety of tools that will make it easier to do business with us

- Submit Authorizations and Claims
- View Authorization and Claim Status
- View Member Profiles, including:
  - Eligibility and Benefits
  - Recent Authorizations
  - Recent Claims
  - Care Gaps
  - Visit History
  - Pharmacy Utilization
- Secure Messaging with WellCare
- Chat online with Customer Service agents, and more.
- You no longer need multiple accounts for different locations. Create one account and we will affiliate you to your multiple locations!

#### Username Requirements:

- Must be between 8 and 12 in length.
- Will only contain letters (a-z or A-Z), numbers (0-9), and/or underscore (\_).
- Must contain at least one letter and one number.
- Must start with a letter.
- Cannot be a duplicate.

# How to Get Access to the Portal

After registering a username and password, providers need to request affiliation to an active contract or sub-group.

## Contract Level Affiliation

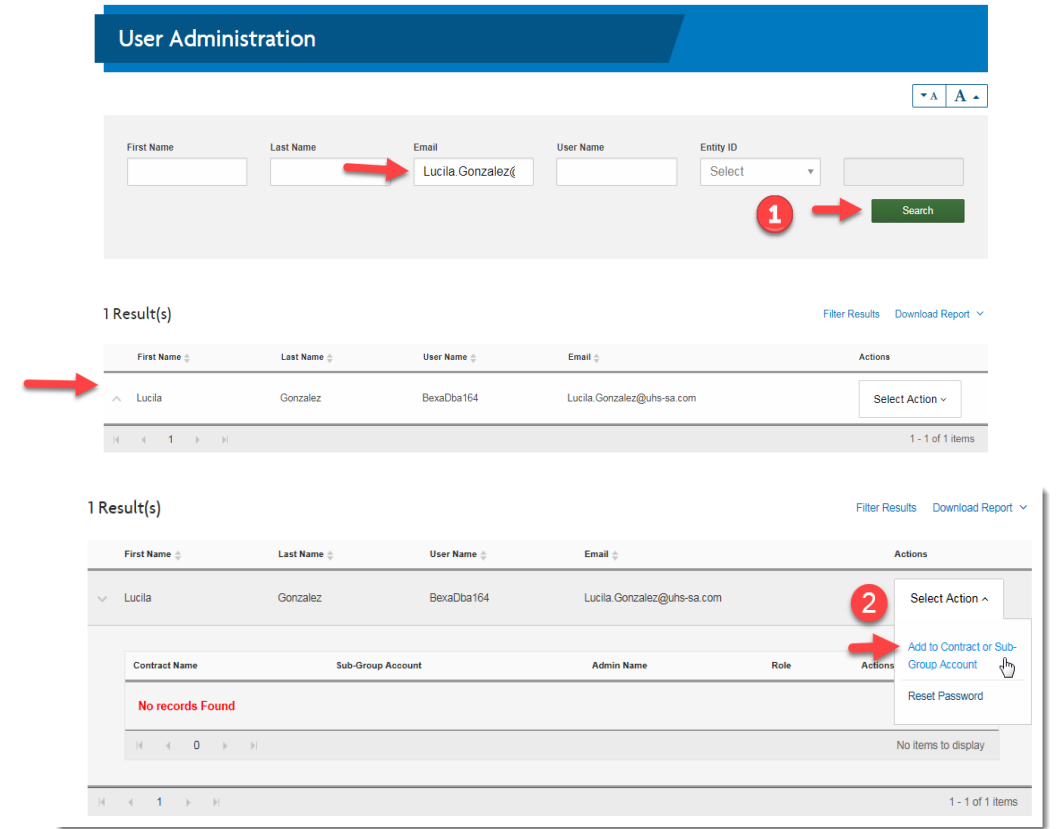
A Contract level affiliation request allows providers to request access to the portal at the contract level. Contract name(s) appear or display as they are recorded in WellCare's system.

If a Contract Admin does not exist for the selected contract, you will need to contact your Provider Relations representative or Network Management Specialist for assistance.

## Sub-Group Affiliation

This type of account can be set up if a provider contract has groups they want to keep separate and/or want to focus certain users to only see claims, authorizations, care gaps, etc. for a specific set of providers.

Allows the Contract Admin to limit what certain user groups can see – locations, facilities or providers.



**User Administration**

First Name: Last Name: Email: Lucila Gonzalez@uhs-sa.com User Name: Entity ID: Select Search

1 Result(s) Filter Results Download Report

First Name	Last Name	User Name	Email	Actions
Lucila	Gonzalez	BexaDb164	Lucila.Gonzalez@uhs-sa.com	Select Action

1 - 1 of 1 items

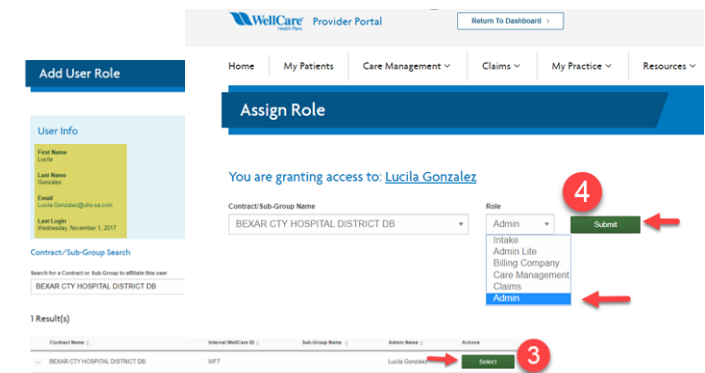
1 Result(s) Filter Results Download Report

First Name	Last Name	User Name	Email	Actions
Lucila	Gonzalez	BexaDb164	Lucila.Gonzalez@uhs-sa.com	Select Action

Contract Name: Sub-Group Account: Admin Name: Role: Actions

No records Found

1 - 1 of 1 items



**WellCare Provider Portal** Return to Dashboard

Home My Patients Care Management Claims My Practice Resources

**Assign Role**

You are granting access to: Lucila Gonzalez

Contract/Sub-Group Name: BEXAR CTY HOSPITAL DISTRICT DB Role: Admin Select

1 Result(s)

Contract Name	Internal WellCare ID	Sub-Group Name	Admin Name	Actions
BEXAR CTY HOSPITAL DISTRICT DB	007		Lucila Gonzalez	Select

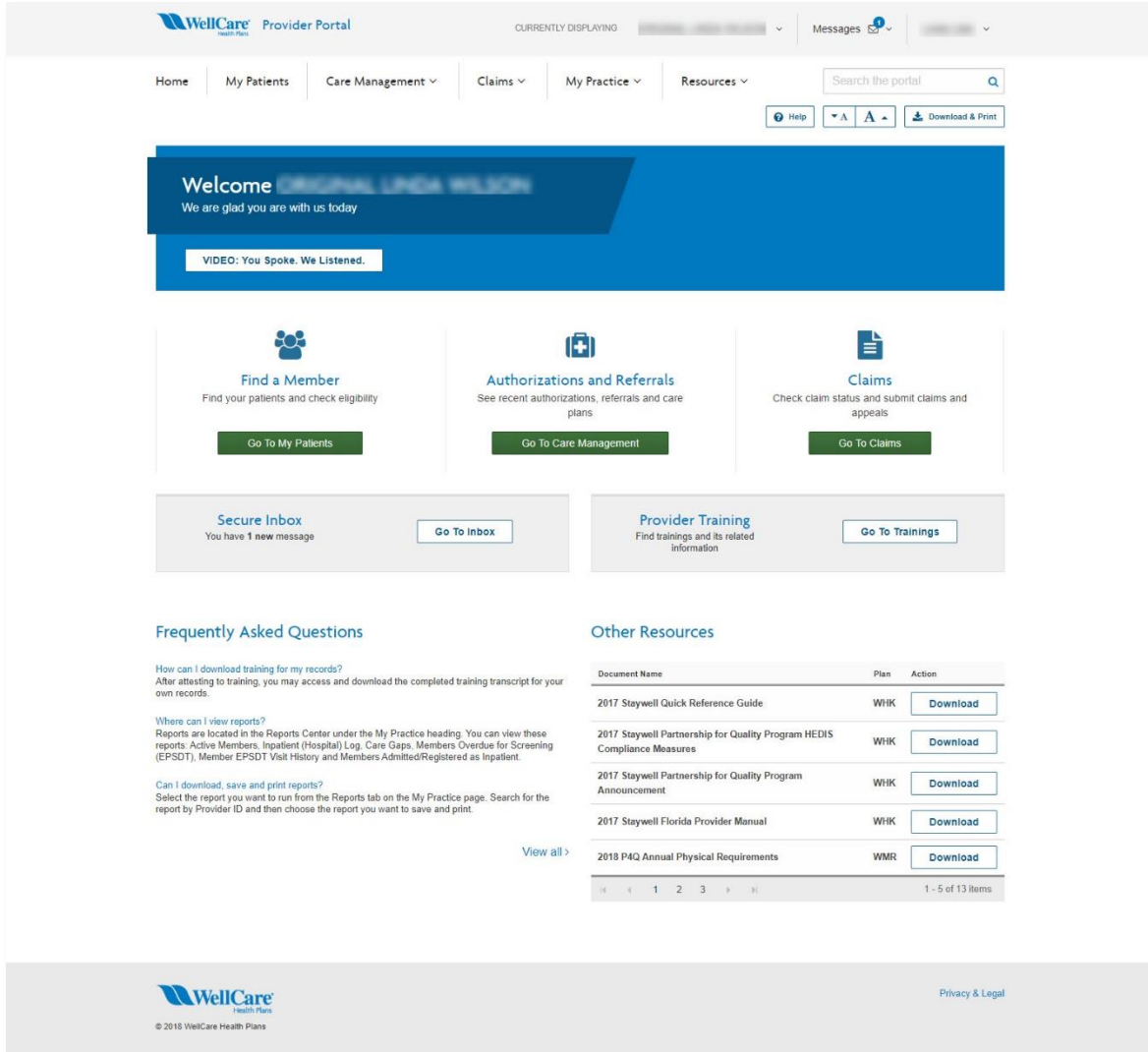
# Provider Portal Roles

The provider portal has roles to accommodate different job functions in provider offices. Each role allows users to access a designated set of tools and features in the portal. Assignment of a role happens after a user registers for the portal and requests affiliation to a contract. A designated Contract Admin must first exist and can then grant each ensuing user a role.

- **Contract Admin** – Can perform all tasks in the portal as well as submit requests to update practice demographic information via the portal.
- **Admin Lite** – Can assist the contract admin; gets access to all functions except submitting practice demographic information.
- **Sub-Group Admin** – An admin assigned at the sub-group level. Cannot submit changes to contract information.
- **Claims** – Can access all claims functions.
- **Intake** – Can check member eligibility, claims and more.
- **Care Management** – Can check eligibility, submit claims, authorizations and referrals.
- **Billing Company** – This role allows third-party billing companies to look up claim status.
- **No Role Association** – No access; users cannot access any data in the portal until they have been affiliated to a contract.

Provider Portal Roles and Descriptions			
No Association	Billing Company	Claims	Intake
<p>This is the default role. After a user registers for the portal (gets a username and password) and signs into the portal, this is their role until they are affiliated with a Contract or Sub-Group Account.</p> <p>Will be able to: request affiliation at the Contract or Sub-Group Account level, and access the Help feature.</p> <p>Will not be able to: access any portal features until assigned one of the other roles in this guide.</p>	<p>This role is designed for billing company employees.</p> <p>Will be able to: view member eligibility, as well as authorization and claim status.</p> <p>Will not be able to: submit anything, such as claims, authorizations, etc. or view information such as care gaps, reports and visit checklists.</p>	<p>This role is designed for a user who focuses on managing claims.</p> <p>Will be able to: access all claims functions – searching claim status, submitting claims and submitting appeals or disputes, as well as complete training as necessary.</p> <p>Will not be able to: submit authorizations, care gaps, referrals, etc. or view care gaps.</p>	<p>This role is designed for staff that initially process patients, obtain insurance information and check member eligibility.</p> <p>Will be able to: view member eligibility, members' profiles and benefits, authorization and claims status, care gaps, reports and care plans, as well as complete training as necessary.</p> <p>Will not be able to: submit care gaps, claims, authorizations.</p>
Care Management	Admin Lite	Sub-Group Admin	Contract Admin
<p>Designed for a staff member who works across multiple functions in the site such as claims, authorizations and referrals.</p> <p>Will be able to: perform a combination of the Claims role and Intake role with a few additional features, including the ability to submit authorizations and request member transfers.</p> <p>Will not be able to: change practice demographic information or manage users in the account.</p>	<p>This role is typically assigned to assist the Contract or Sub-Group Admin with access requests and managing/assigning user roles. This role can be assigned to more than one user.</p> <p>Will be able to: perform all activities that a Care Management role can, as well as approve/reject users to the portal account and assign/change user roles.</p> <p>Will not be able to: assign the Sub-Group and Contract Admin roles or update demographic information within Practice Management.</p>	<p>This role manages a Sub-Group Account. If a Sub-Group Admin has not been assigned when a Sub-Group Account is created, then the role defaults to the Contract Admin role.</p> <p>Will be able to: perform all activities within the Sub-Group Account within the limits of their assigned Sub-Group.</p> <p>Will not be able to: view or submit anything within the Contract Account or other Sub-Group Account(s).</p>	<p>This role has full administrative access of the Contract Account. Each contract can only have one Contract Admin.</p> <p>Will be able to: perform all activities in the portal within the Contract Account.</p> <p>Will not be able to: n/a.</p>

# Provider Portal Home Page



The screenshot shows the WellCare Provider Portal home page. At the top, there's a navigation bar with the WellCare logo, "Provider Portal", and a "CURRENTLY DISPLAYING" dropdown. Below this is a secondary navigation bar with links: Home, My Patients, Care Management, Claims, My Practice, and Resources. A search bar is also present. A welcome banner for "ORIGINAL LINDA WILSON" is displayed, along with a "VIDEO: You Spoke, We Listened." button. Below the banner are three main action tiles: "Find a Member" (with a "Go To My Patients" button), "Authorizations and Referrals" (with a "Go To Care Management" button), and "Claims" (with a "Go To Claims" button). Further down are "Secure Inbox" (with a "Go To Inbox" button) and "Provider Training" (with a "Go To Trainings" button). The bottom section includes "Frequently Asked Questions" and "Other Resources". The "Other Resources" section contains a table of documents for download.

Document Name	Plan	Action
2017 Staywell Quick Reference Guide	WHK	<a href="#">Download</a>
2017 Staywell Partnership for Quality Program HEDIS Compliance Measures	WHK	<a href="#">Download</a>
2017 Staywell Partnership for Quality Program Announcement	WHK	<a href="#">Download</a>
2017 Staywell Florida Provider Manual	WHK	<a href="#">Download</a>
2018 P4Q Annual Physical Requirements	WMR	<a href="#">Download</a>

1 - 5 of 13 items

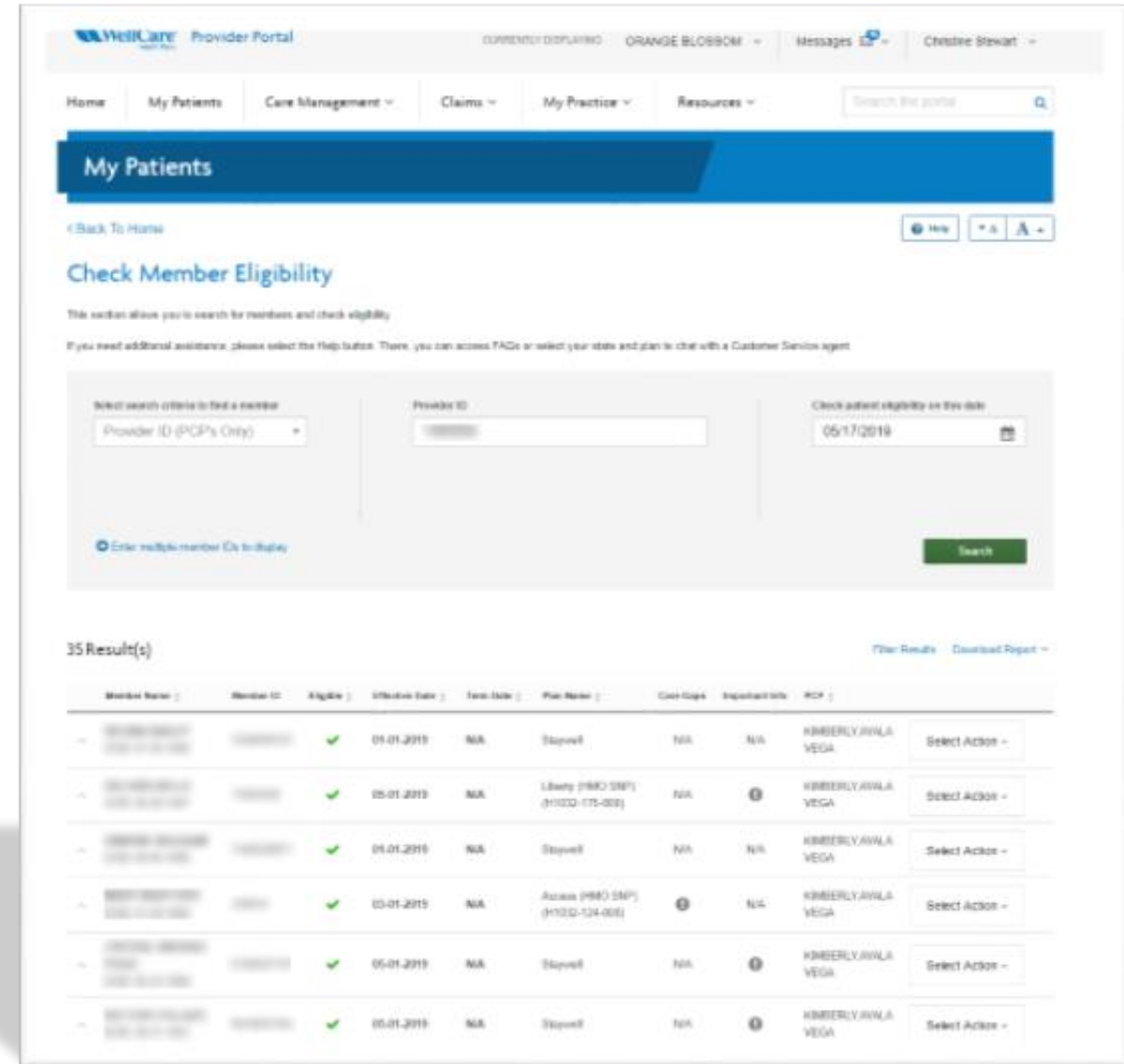
## Home Page Overview:

- Navigate to tools such as eligibility lookup, claims, authorizations, reports and more
- Access key documents such as Provider Manual and Quick Reference Guide
- Access Secure Messages box
- Access to update account preferences
- Frequently Asked Questions and Help
- Ability to resize the text on the page for readability



The My Patients area has many tools and features:

- Member eligibility and benefits
- If the provider is a PCP, their member panel will automatically display
- Visual indicator identifying whether member has open care gaps
- Primary care physician
- Ability initiate transactions such as a claim, authorization, visit checklist, request member transfer and more
- A comprehensive member profile, including:
  - Member address and contact information
  - Copay, plan history and coordination of benefits information
  - Pharmacy utilization information
  - Member Care Information:
    - Recent authorizations
  - Member Billing information:
    - Recent claims
  - Open care gaps
  - Inpatient visit history



The screenshot shows the 'My Patients' section of the WellCare Provider Portal. The header includes the WellCare logo, 'Provider Portal', and user information: 'CURRENTLY DISPLAYING: ORANGE BLOSSOM', 'Messages', and 'Christine Stewart'. The navigation bar has links for 'Home', 'My Patients', 'Care Management', 'Claims', 'My Practice', and 'Resources'. A search bar is also present.

The main heading is 'My Patients'. Below it, there's a 'Check Member Eligibility' section with a sub-header 'This section allows you to search for members and check eligibility'. A note states: 'If you need additional assistance, please select the Help button. There, you can access FAQs or select your state and plan to chat with a Customer Service agent.'

The search form includes a dropdown for 'Select search criteria to find a member' (set to 'Provider ID (PCPs Only)'), a text input for 'Provider ID', and a date input for 'Check patient eligibility on this date' (set to '05/17/2019'). A 'Search' button is at the bottom right. A link 'Enter multiple member IDs to display' is also visible.

Below the search form, it shows '35 Result(s)' and a 'Filter Results' link. A table displays the search results with columns: Member Name, Member ID, Eligible, Effective Date, Term Date, Plan Name, Care Gaps, Important Info, PCP, and an action button 'Select Action'.

Member Name	Member ID	Eligible	Effective Date	Term Date	Plan Name	Care Gaps	Important Info	PCP	
Kimberly J. Vega	123456789	✓	01-01-2019	N/A	Stopwell	N/A	N/A	KIMBERLY J. VEGA	Select Action
Kimberly J. Vega	123456789	✓	05-01-2019	N/A	Liberty (HMO SNP) (H100-175-000)	N/A	ⓘ	KIMBERLY J. VEGA	Select Action
Kimberly J. Vega	123456789	✓	01-01-2019	N/A	Stopwell	N/A	N/A	KIMBERLY J. VEGA	Select Action
Kimberly J. Vega	123456789	✓	01-01-2019	N/A	Access (HMO SNP) (H100-124-000)	ⓘ	N/A	KIMBERLY J. VEGA	Select Action
Kimberly J. Vega	123456789	✓	05-01-2019	N/A	Stopwell	N/A	ⓘ	KIMBERLY J. VEGA	Select Action
Kimberly J. Vega	123456789	✓	01-01-2019	N/A	Stopwell	N/A	ⓘ	KIMBERLY J. VEGA	Select Action

# My Patients - Actions

Providers have the ability initiate transactions such as a claim, authorization, visit checklist, request member transfer and more.

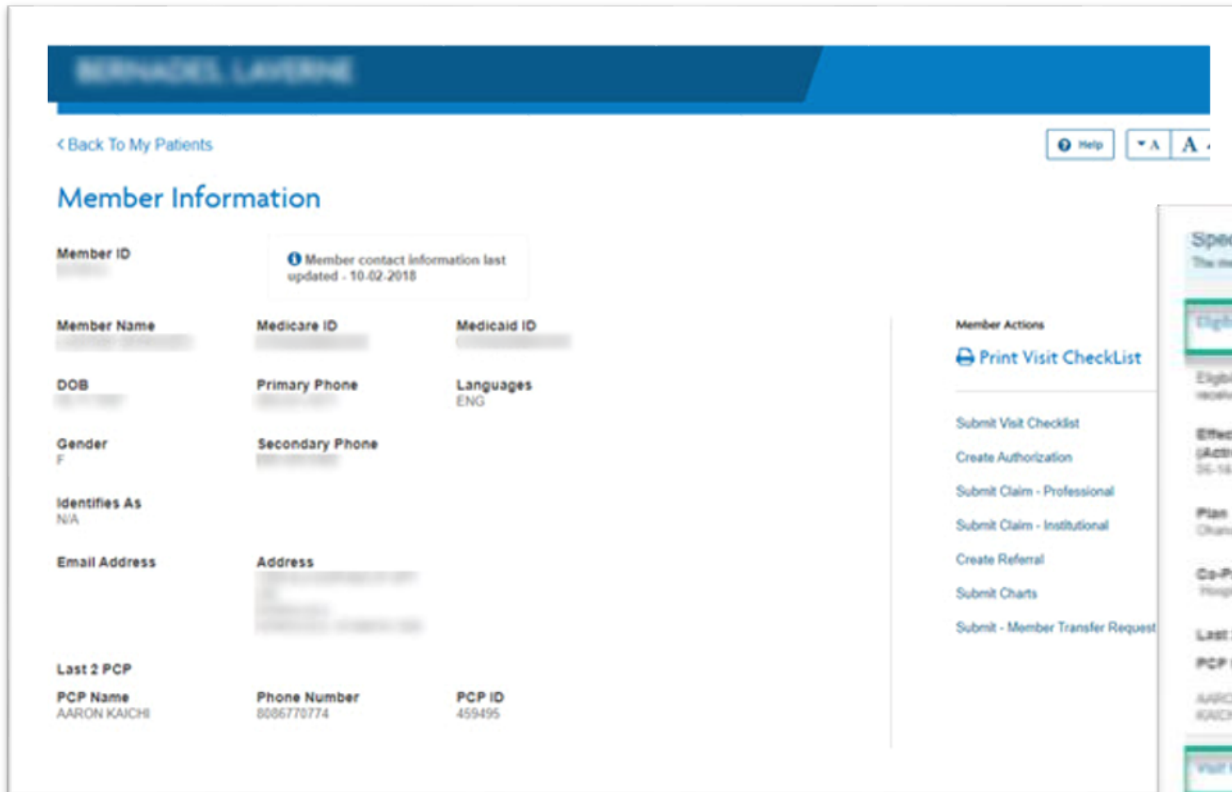
- View Member Details (member profile)
- Request Authorization
- Submit Referral
- Submit Claim – Professional
- Submit Claim – Institutional
- Submit Care Gaps
- Request Member Transfer
- View Appointment Agenda/Visit Checklist
- Submit Appointment Agenda/Visit Checklist
- Submit Social Service Organization Referral

Term Date	Plan Name	Care Gaps	Important Info	PCP	
N/A	Staywell	N/A	N/A	KIMBERLY,AYALA VEGA	Select Action ^
N/A	Liberty (HMO SNP) (H1032-175-000)	N/A	!	KIMBERLY,AYALA VEGA	View Details
N/A	Staywell	N/A	N/A	KIMBERLY,AYALA VEGA	Request Authorization
N/A	Staywell	N/A	N/A	KIMBERLY,AYALA VEGA	Submit Referral
N/A	Access (HMO SNP) (H1032-124-000)	!	N/A	KIMBERLY,AYALA VEGA	Submit Claim - Professional
N/A	Staywell	N/A	!	KIMBERLY,AYALA VEGA	Submit Claim - Institutional
N/A	Staywell	N/A	!	KIMBERLY,AYALA VEGA	Submit Care Gaps
N/A	Staywell	N/A	!	KIMBERLY,AYALA VEGA	Request Member Transfer
N/A	Staywell	N/A	!	KIMBERLY,AYALA VEGA	View Appointment Agenda/Visit Checklist
N/A	Staywell	N/A	N/A	KIMBERLY,AYALA VEGA	Submit Appointment Agenda/Visit Checklist
N/A	Staywell	!	N/A	KIMBERLY,AYALA VEGA	Submit Social Service Organization Referral
N/A	Staywell	N/A	N/A	KIMBERLY,AYALA VEGA	Select Action ^

# Member Profile Information

Each box on the Member Profile page links to a full page of additional information for each topic:

- Eligibility and Benefits
- Member Care (Authorizations)
- Care Gap Services
- Visit History
- Member Billing (Claims)
- Pharmacy Utilization



**BERNARDEL LAYORNE**

< Back To My Patients Help ▾ A A

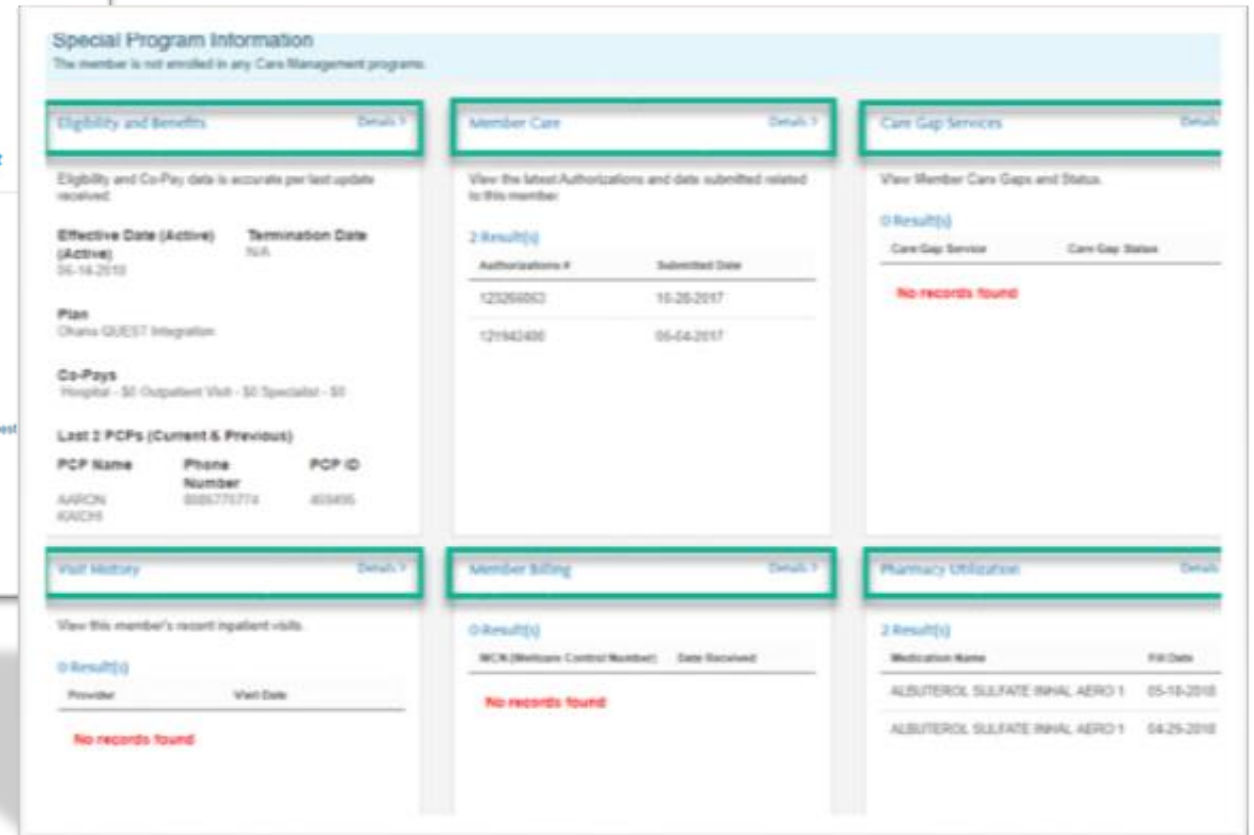
### Member Information

**Member ID** ⓘ Member contact information last updated - 10-02-2018

<b>Member Name</b>	<b>Medicare ID</b>	<b>Medicaid ID</b>
<b>DOB</b>	<b>Primary Phone</b>	<b>Languages</b> ENG
<b>Gender</b> F	<b>Secondary Phone</b>	
<b>Identifies As</b> N/A	<b>Address</b>	
<b>Email Address</b>		
<b>Last 2 PCP</b>	<b>Phone Number</b>	<b>PCP ID</b>
PCP Name AARON KAICHE	8086779774	459495

**Member Actions**

- [Print Visit Checklist](#)
- [Submit Visit Checklist](#)
- [Create Authorization](#)
- [Submit Claim - Professional](#)
- [Submit Claim - Institutional](#)
- [Create Referral](#)
- [Submit Charts](#)
- [Submit - Member Transfer Request](#)



### Special Program Information

The member is not enrolled in any Care Management programs.

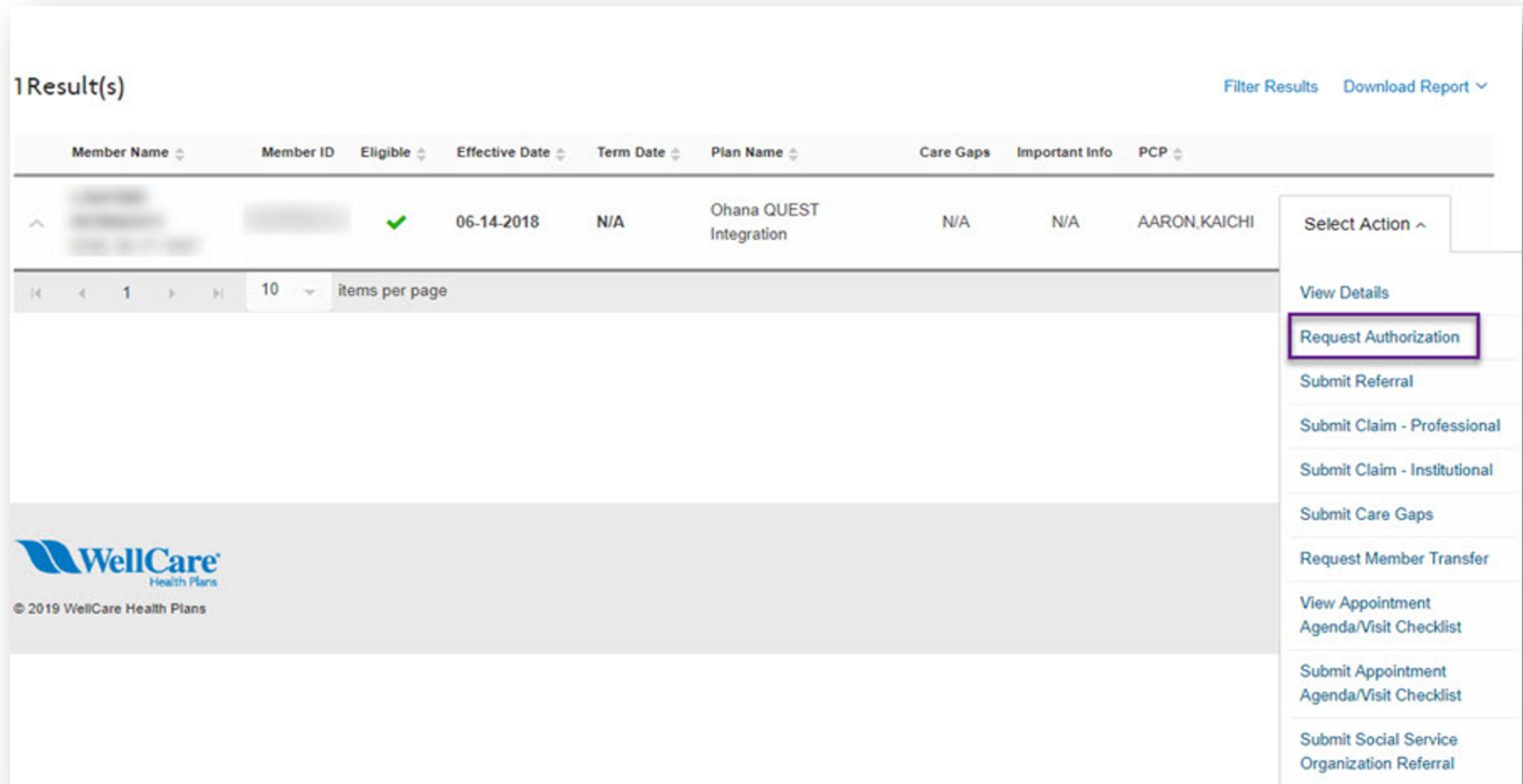
<b>Eligibility and Benefits</b> <a href="#">Details ▾</a>	<b>Member Care</b> <a href="#">Details ▾</a>	<b>Care Gap Services</b> <a href="#">Details ▾</a>																
Eligibility and Co-Pay data is accurate per last update received. <b>Effective Date (Active)</b> 06-16-2018 <b>Termination Date</b> N/A <b>Plan</b> Oxana QUEST Integration <b>Co-Pays</b> Hospital - \$0 Outpatient Visit - \$0 Specialist - \$0 <b>Last 2 PCPs (Current &amp; Previous)</b> <table><tr><th>PCP Name</th><th>Phone Number</th><th>PCP ID</th></tr><tr><td>AARON KAICHE</td><td>8086779774</td><td>459495</td></tr></table>	PCP Name	Phone Number	PCP ID	AARON KAICHE	8086779774	459495	View the latest Authorizations and date submitted related to this member. <b>2 Result(s)</b> <table><tr><th>Authorizations #</th><th>Submitted Date</th></tr><tr><td>123254063</td><td>10-26-2017</td></tr><tr><td>121642430</td><td>06-04-2017</td></tr></table>	Authorizations #	Submitted Date	123254063	10-26-2017	121642430	06-04-2017	View Member Care Gaps and Status. <b>0 Result(s)</b> <table><tr><th>Care Gap Service</th><th>Care Gap Status</th></tr><tr><td colspan="2">No records found</td></tr></table>	Care Gap Service	Care Gap Status	No records found	
PCP Name	Phone Number	PCP ID																
AARON KAICHE	8086779774	459495																
Authorizations #	Submitted Date																	
123254063	10-26-2017																	
121642430	06-04-2017																	
Care Gap Service	Care Gap Status																	
No records found																		
<b>Visit History</b> <a href="#">Details ▾</a>	<b>Member Billing</b> <a href="#">Details ▾</a>	<b>Pharmacy Utilization</b> <a href="#">Details ▾</a>																
View this member's recent inpatient visits. <b>0 Result(s)</b> <table><tr><th>Provider</th><th>Visit Date</th></tr><tr><td colspan="2">No records found</td></tr></table>	Provider	Visit Date	No records found		<b>0 Result(s)</b> <table><tr><th>WCR (Medicare Control Number)</th><th>Date Received</th></tr><tr><td colspan="2">No records found</td></tr></table>	WCR (Medicare Control Number)	Date Received	No records found		<b>2 Result(s)</b> <table><tr><th>Medication Name</th><th>Fill Date</th></tr><tr><td>ALBUTEROL SULFATE INHAL AERO 1</td><td>05-10-2018</td></tr><tr><td>ALBUTEROL SULFATE INHAL AERO 1</td><td>04-25-2018</td></tr></table>	Medication Name	Fill Date	ALBUTEROL SULFATE INHAL AERO 1	05-10-2018	ALBUTEROL SULFATE INHAL AERO 1	04-25-2018		
Provider	Visit Date																	
No records found																		
WCR (Medicare Control Number)	Date Received																	
No records found																		
Medication Name	Fill Date																	
ALBUTEROL SULFATE INHAL AERO 1	05-10-2018																	
ALBUTEROL SULFATE INHAL AERO 1	04-25-2018																	

\*\* Some markets will display the Member's IPA name

# Authorization Submission

- Need to submit an authorization? There are multiple ways to do so:
  1. From the My Patients tab, look up a member by Member ID or search by Provider ID to get the member panel (PCP only)
    - Click on Select Action > Request Authorization. By beginning an authorization from My Patients, the member and provider information is pre-populated into the Authorization Request form.
  2. Or click on the Care Management tab and then select Create Authorization from the menu on the right hand side of the screen.
    - You will need the Member ID to begin the Authorization (see next slide).


## From My Patients:



1 Result(s) [Filter Results](#) [Download Report](#) ▾

Member Name ▾	Member ID	Eligible ▾	Effective Date ▾	Term Date ▾	Plan Name ▾	Care Gaps	Important Info	PCP ▾
^ [REDACTED]	[REDACTED]	✓	06-14-2018	N/A	Ohana QUEST Integration	N/A	N/A	AARON, KAICHI

10 items per page



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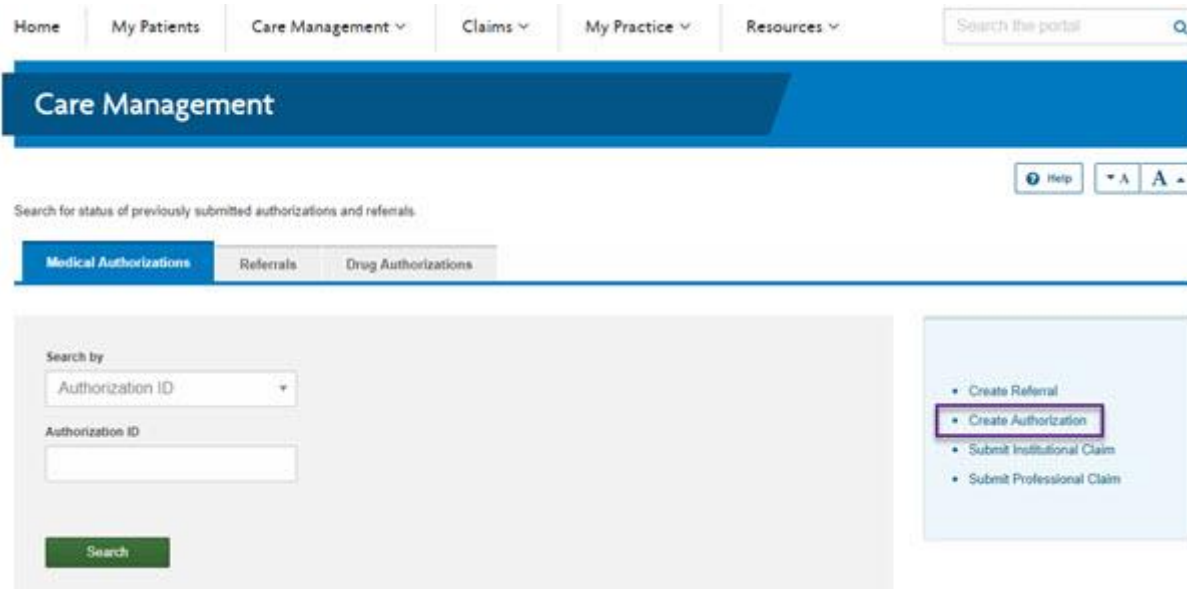
Select Action ^

- View Details
- Request Authorization**
- Submit Referral
- Submit Claim - Professional
- Submit Claim - Institutional
- Submit Care Gaps
- Request Member Transfer
- View Appointment Agenda/Visit Checklist
- Submit Appointment Agenda/Visit Checklist
- Submit Social Service Organization Referral



# Authorizations

- From the Care Management tab, begin an Authorization by clicking on Create Authorization:



The screenshot shows the 'Care Management' section of the WellCare portal. The top navigation bar includes 'Home', 'My Patients', 'Care Management', 'Claims', 'My Practice', and 'Resources'. A search bar is located on the right. Below the navigation bar, the 'Care Management' title is displayed. A sidebar on the right contains a list of actions: 'Create Referral', 'Create Authorization' (highlighted with a red box), 'Submit Institutional Claim', and 'Submit Professional Claim'. The main content area shows a search bar for 'Authorization ID' and a 'Search' button.

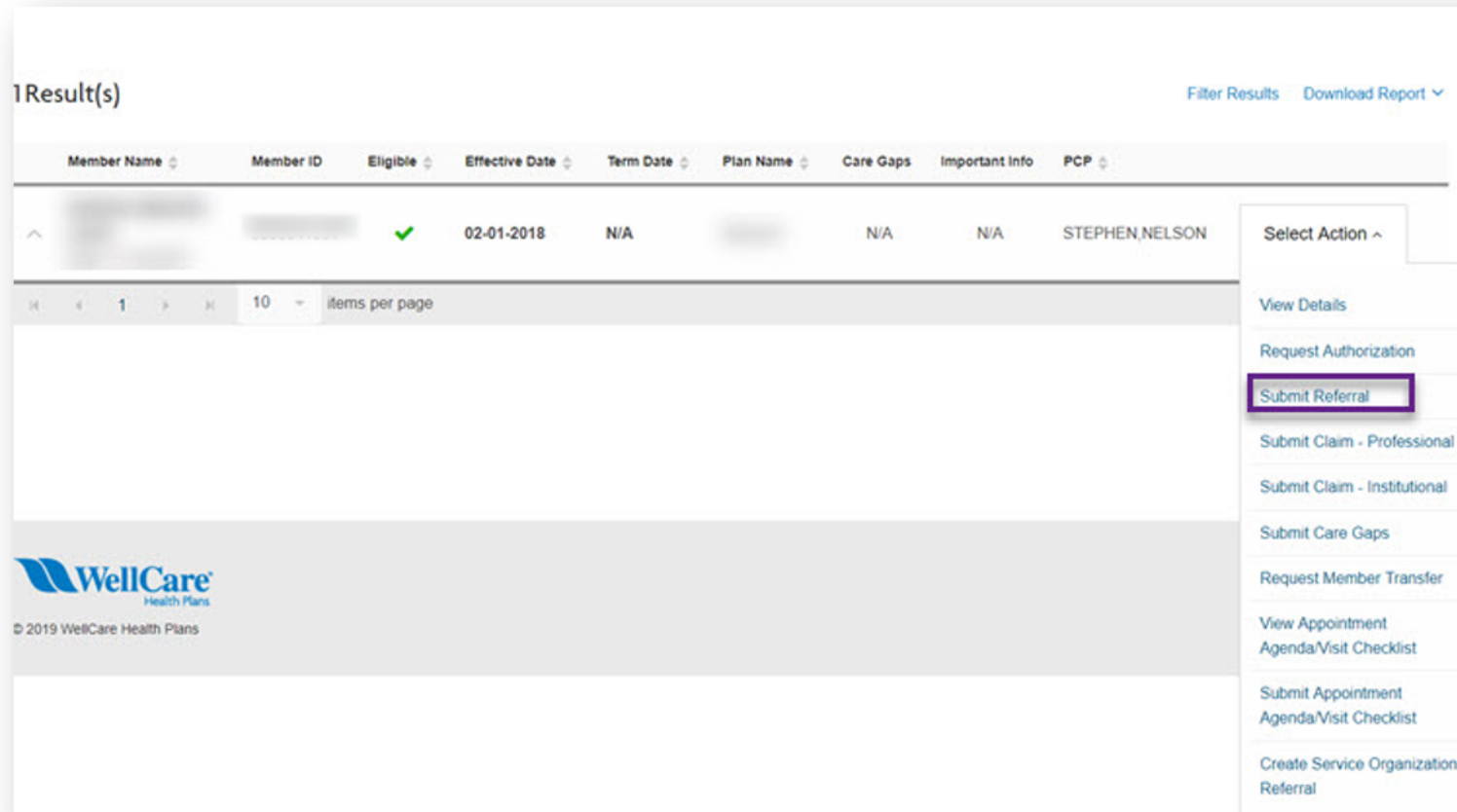
- You can search for a member by Member ID, Medicare ID, Medicaid ID or Patient Name and Date of Birth



The screenshot shows the 'Create Authorization' page. The top navigation bar includes 'Home', 'My Patients', 'Care Management', 'Claims', 'My Practice', and 'Resources'. A search bar is located on the right. Below the navigation bar, the 'Create Authorization' title is displayed. A sidebar on the right contains a list of actions: 'Create Referral', 'Create Authorization' (highlighted with a red box), 'Submit Institutional Claim', and 'Submit Professional Claim'. The main content area shows a search bar for 'Authorization ID' and a 'Search' button. Below the search bar, the 'Find a Member' section is visible, which includes a 'Search Type' dropdown menu (set to 'Member ID') and a text input field for the ID. Below the input field, there are checkboxes for 'Medicare ID', 'Medicaid ID', and 'Patient Name and DOB'. A 'Search' button is located at the bottom right of the search section.

- Completing the Authorization Request (Note: The form displays additional information as fields are completed.)
  - User needs to enter Provider information by using the Choose Provider tool
  - They then need to select whether the authorization is a prescheduled service or an inpatient notification
  - **Servicing Provider Information**
    - Select either Facility, Ordering or Treating (required)
  - **Authorization Information**
    - Service Type (required)
    - Subtype (required)
    - Place of Service (required)
  - **Diagnosis Information**
    - Enter dates and diagnosis code
  - **CPT Codes**
    - Enter dates and procedure code and requested units
    - All of the information you have filled out (provider, member) helps to determine whether or not the Auth is required. Now, click on Is Auth Required
    - If the auth is required, continue to the next step:
  - **Requestor Name** and phone number (required)
  - **Attachments** (at least one attachment is required)
    - Attachments are limited to 10 MB
    - PDF or Word

- Two ways to navigate to Referrals:
  1. My Patients: Look up the member or provider and from the Select Action dropdown, click on Submit Referral
    - Member information is automatically populated into the form




1 Result(s) [Filter Results](#) [Download Report](#) ▼

Member Name	Member ID	Eligible	Effective Date	Term Date	Plan Name	Care Gaps	Important Info	PCP
^		✓	02-01-2018	N/A		N/A	N/A	STEPHEN, NELSON

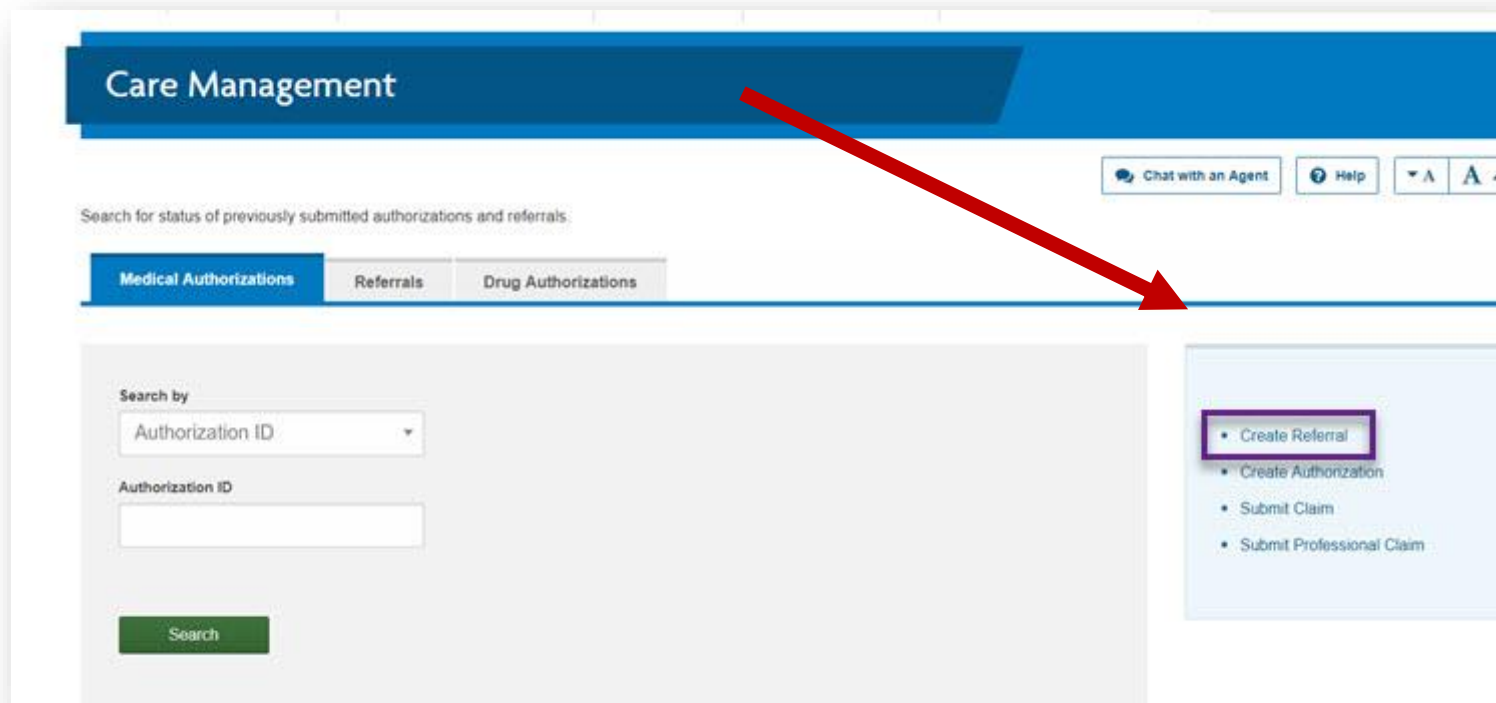
1 10 items per page

**Select Action** ^

- View Details
- Request Authorization
- Submit Referral**
- Submit Claim - Professional
- Submit Claim - Institutional
- Submit Care Gaps
- Request Member Transfer
- View Appointment Agenda/Visit Checklist
- Submit Appointment Agenda/Visit Checklist
- Create Service Organization Referral

  
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- Care Management: Click on Create Referral located in the navigation panel on the right-hand side of the screen.
  - If you begin a referral from the Care Management tab, you will need to look up the member and provider information using the Choose Member or Choose Provider options





# Submitting a Referral

- When submitting a referral choose either **Consult and Treat** or **Consult Only**
- You will need:
  - Diagnosis code(s)
  - Treating provider information
  - Issue date | Expiration date
  - Date of service and reason for referral

## Create Referrals

[Back To My Patients](#)

[Help](#)[A](#)[Download & Print](#)

### Tips

- **Please Note:** After completing this form and selecting Create Referral, please review your referral on the next screen and then submit it. Your referral will not be submitted until you complete this step.
- It could take up to 24 hours for new referral submissions to display when using the referral search.

### Referral Type

Please choose one of the options available in this section.

☐ Consult Evaluation Only ☐ Consult and Treat

### Member Information

The following Member is attached to this Referral.

Member Name	Member ID	DOB	Gender
Address	Medicaid ID	Medicare ID	

[View Member Details](#) [Choose Another Member](#)

### Requesting Provider Information

The following Provider is attached to this Referral.

Provider Name	Provider ID	Phone Number	Fax
STEPHEN NELSON	18026	727-525-2161	727-527-1968
Specialty	Address		
PED	5601 DR MILK, JR. STREET NORTH ST PETERSBURG FL 33703-1205		

[Enter Information Manually](#) [Choose Another Provider](#)

### Referral Information

The following Treating Provider is attached to this referral are located in this section.

#### Diagnosis Codes

[Add another Diagnosis Code](#)

Treating Provider ID

Number of Visits

[Find Provider](#)

Issued Date

04/25/2019

Expiration Date

Date of Service

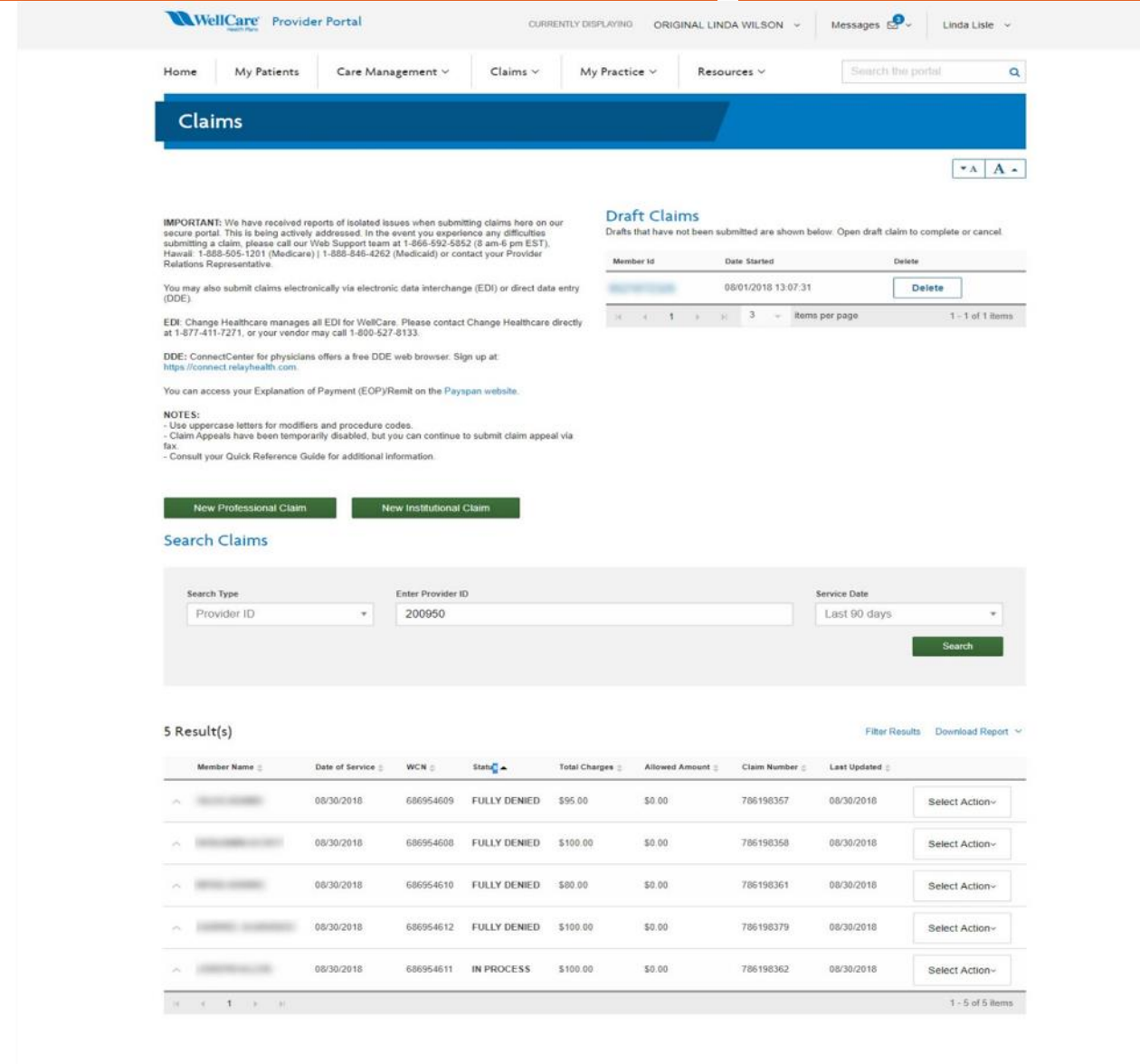
Reason for Referral

[Cancel](#)[Create Referral](#)

# Claims

- Users can do the following in the Claims section:
  - Submit professional claims
  - Submit institutional claims
  - Search and view real-time claims status
    - In Process
    - Fully Paid
    - Partially Paid
    - Fully Denied
  - Save drafts claims and return later to submit
  - Take these actions:
    - Dispute claims
    - Appeal claims
    - Correct claims
    - Void claims

Note: Users can also start a claim from the My Patients section of the portal and by doing so, the claim form is auto-populated with member information and provider information if the provider is contracted with one line of business.



The screenshot shows the WellCare Provider Portal interface. At the top, there's a navigation bar with 'Home', 'My Patients', 'Care Management', 'Claims', 'My Practice', and 'Resources'. The 'Claims' section is highlighted. Below the navigation bar, there's a 'Draft Claims' section with a table of draft claims. The table has columns for Member ID, Date Started, and a Delete button. Below the table, there's a 'Search Claims' section with a search form. The search form has fields for Search Type (Provider ID), Enter Provider ID (200950), and Service Date (Last 90 days). Below the search form, there's a table of search results. The table has columns for Member Name, Date of Service, WCN, Status, Total Charges, Allowed Amount, Claim Number, Last Updated, and a Select Action button. The table shows 5 results, all with a status of 'FULLY DENIED' or 'IN PROCESS'.

**Claims**

**Draft Claims**  
Drafts that have not been submitted are shown below. Open draft claim to complete or cancel.

Member ID	Date Started	Delete
[REDACTED]	08/01/2018 13:07:31	<a href="#">Delete</a>

ED: Change Healthcare manages all EDI for WellCare. Please contact Change Healthcare directly at 1-877-411-7271, or your vendor may call 1-800-627-8133.

DDE: ConnectCenter for physicians offers a free DDE web browser. Sign up at: <https://connect.relayhealth.com>.

You can access your Explanation of Payment (EOP)/Remit on the [Payspan website](#).

**NOTES:**

- Use uppercase letters for modifiers and procedure codes.
- Claim Appeals have been temporarily disabled, but you can continue to submit claim appeal via fax.
- Consult your Quick Reference Guide for additional information.

[New Professional Claim](#) [New Institutional Claim](#)

**Search Claims**

Search Type:  Enter Provider ID:  Service Date:  [Search](#)

5 Result(s) [Filter Results](#) [Download Report](#)

Member Name	Date of Service	WCN	Status	Total Charges	Allowed Amount	Claim Number	Last Updated	Select Action
[REDACTED]	08/30/2018	686954609	FULLY DENIED	\$95.00	\$0.00	786198357	08/30/2018	<a href="#">Select Action</a>
[REDACTED]	08/30/2018	686954608	FULLY DENIED	\$100.00	\$0.00	786198358	08/30/2018	<a href="#">Select Action</a>
[REDACTED]	08/30/2018	686954610	FULLY DENIED	\$80.00	\$0.00	786198361	08/30/2018	<a href="#">Select Action</a>
[REDACTED]	08/30/2018	686954612	FULLY DENIED	\$100.00	\$0.00	786198379	08/30/2018	<a href="#">Select Action</a>
[REDACTED]	08/30/2018	686954611	IN PROCESS	\$100.00	\$0.00	786198362	08/30/2018	<a href="#">Select Action</a>

# Appointment Agenda/Visit Checklist

## View and Print Appointment Agenda/Visit Checklist:

- Ideal for printing before member visit.
- Gives the provider the information they need to review and address with members:
  - Medication History
  - Open Care Gaps
  - Health Conditions History

## Submit Appointment Agenda/Visit Checklist:

- Once the visit is complete, the provider can submit the Condition Codes (HCCs) that were addressed.

The screenshot displays the WellCare Provider Portal interface for a 'Visit Checklist/Appointment Agenda'. The form is divided into several sections:

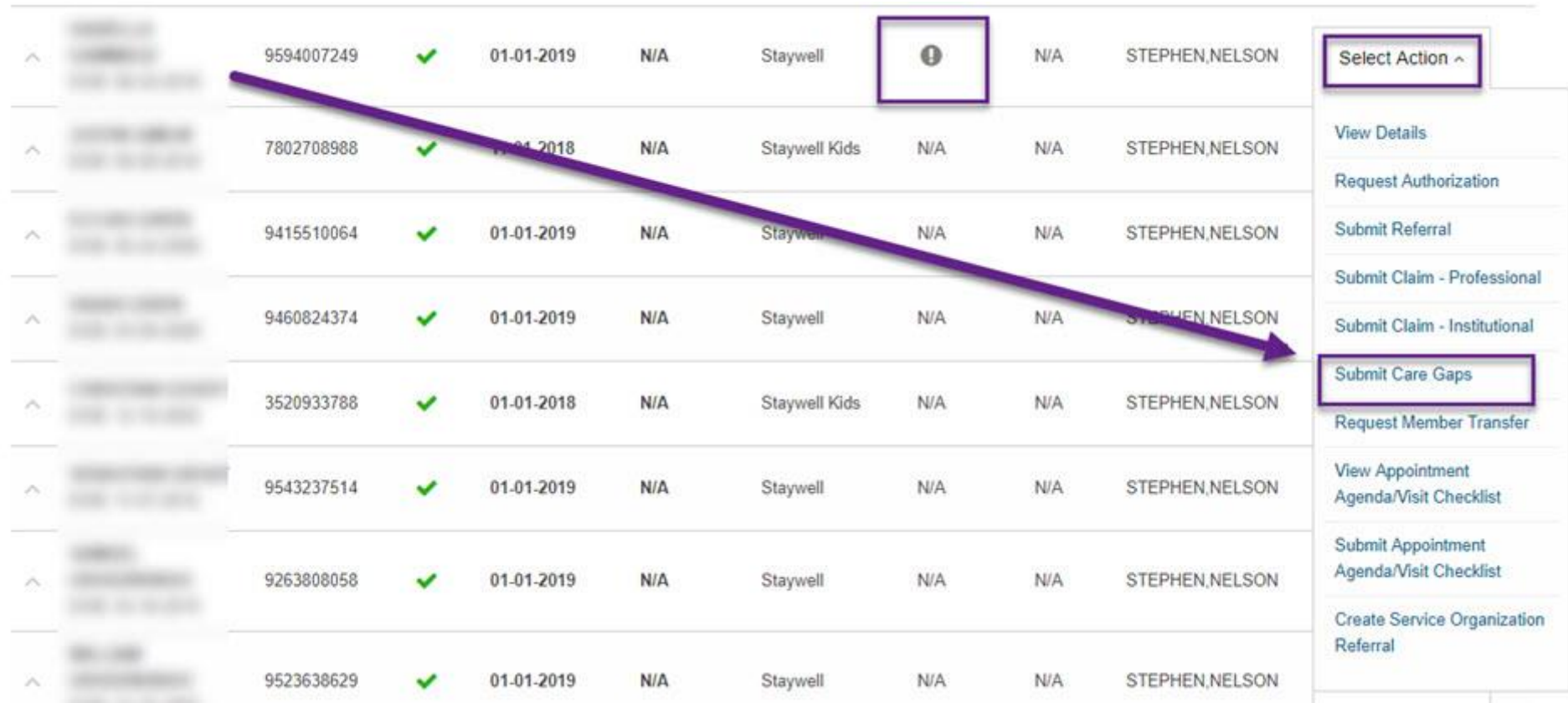
- Member Information:** Includes fields for Member ID, Assigned PCP, Languages, Medication ID, DOB, Gender, Primary Phone, Secondary Phone, and Address.
- Provider Information:** Includes fields for Provider Name, Address, and Phone.
- Care Gaps:** A section for listing open care gaps with a table for results.
- Enrolled Member Programs (MTM/CM/DM) Last 90 Days:** A section for listing enrolled programs.
- Health Condition History/Continuity of Care:** A section for listing health conditions.
- Attachments:** A section for uploading attachments.

Handwritten blue annotations are present on the screenshot:

- 'Member Information' is written over the Member Information section.
- 'Provider Information' is written over the Provider Information section.
- 'Care Gaps' is written over the Care Gaps section.
- 'Health Conditions' is written over the Health Condition History/Continuity of Care section.

WellCare members have a variety of care needs that should be addressed by their provider. By addressing member care needs in a timely manner, providers are also affecting and influencing their quality scores.

- **Care Gap Services** – The portal identifies members with care needs that need to be addressed and provides status on whether the member is compliant or non-compliant. A special indicator identifies whether a member has open care needs.



The screenshot displays a table with member information. A purple arrow points from the first row to the 'Submit Care Gaps' option in the right-hand menu. A purple box highlights the information icon in the first row, and another purple box highlights the 'Submit Care Gaps' option in the menu.

9594007249	✓	01-01-2019	N/A	Staywell	!	N/A	STEPHEN,NELSON	Select Action ^
7802708988	✓	01-01-2018	N/A	Staywell Kids	N/A	N/A	STEPHEN,NELSON	View Details
9415510064	✓	01-01-2019	N/A	Staywell	N/A	N/A	STEPHEN,NELSON	Request Authorization
9460824374	✓	01-01-2019	N/A	Staywell	N/A	N/A	STEPHEN,NELSON	Submit Referral
3520933788	✓	01-01-2018	N/A	Staywell Kids	N/A	N/A	STEPHEN,NELSON	Submit Claim - Professional
9543237514	✓	01-01-2019	N/A	Staywell	N/A	N/A	STEPHEN,NELSON	Submit Claim - Institutional
9263808058	✓	01-01-2019	N/A	Staywell	N/A	N/A	STEPHEN,NELSON	Submit Care Gaps
9523638629	✓	01-01-2019	N/A	Staywell	N/A	N/A	STEPHEN,NELSON	Request Member Transfer
								View Appointment Agenda/Visit Checklist
								Submit Appointment Agenda/Visit Checklist
								Create Service Organization Referral



- This example shows a member with a care need that should be addressed. Compliant care needs have already been addressed. Note the absence of a checkbox next to the compliant care needs.

Our records indicate that [REDACTED] is eligible to receive the following preventive or disease specific services.

**Note:** We prefer you to submit claims over Care Gap submissions whenever possible.

10 Result(s)

Submit Care Gaps (0 Selected) [Results](#) [Download Report](#) ▼

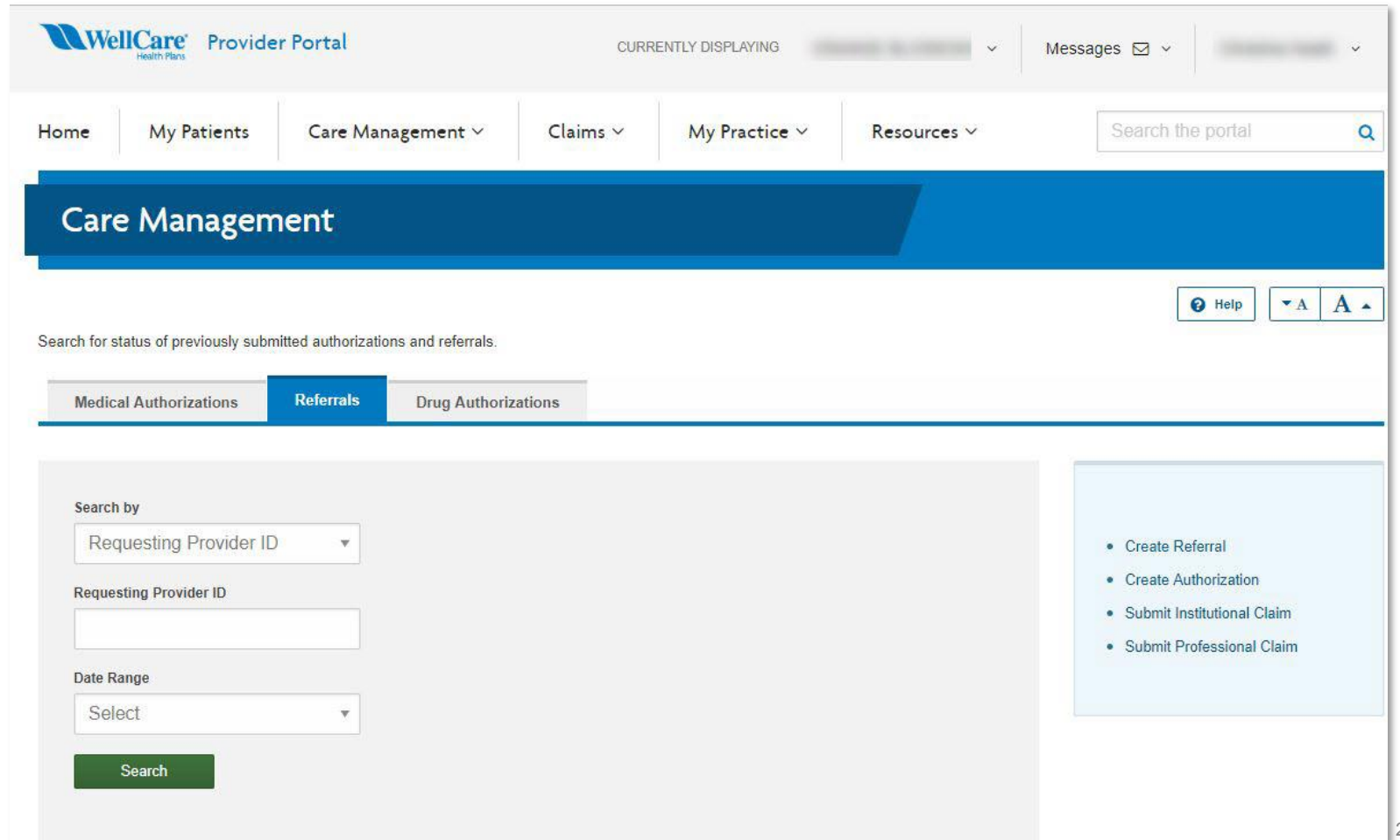
<input type="checkbox"/>	Care Gap	Status	Start Date	End Date	Incentive	Last Service Date
^ <input type="checkbox"/>	Blood Lead Screening	Non-Compliant	8/24/2018	8/24/2020	N	N/A
^	Hepatitis B Vaccine	Compliant	8/24/2018	8/24/2020	N	N/A
^	HiB Vaccine (H Influenza Type B)	Compliant	10/5/2018	8/24/2020	N	N/A
^	MMR Vaccine (Measles, Mumps and Rubella)	Compliant	8/24/2018	8/24/2020	N	N/A
^	Dtap Vaccine (Diphtheria, Tetanus and Acellular Pertussis)	Compliant	10/5/2018	8/24/2020	N	N/A
^	Hepatitis A Vaccine	Compliant	8/24/2018	8/24/2020	N	N/A
^	IPV Vaccine (Polio)	Compliant	10/5/2018	8/24/2020	N	N/A
^	PCV Vaccine (Pneumococcal Conjugate)	Compliant	10/5/2018	8/24/2020	N	N/A
^	Rotavirus Vaccine	Compliant	10/5/2018	8/24/2020	N	N/A
^	VZV Vaccine (Chicken Pox)	Compliant	8/24/2018	8/24/2020	N	N/A

1 - 10 of 10 items

## ■ What can users do in the Care Management section of the portal?

Using the easy-to-use interface, users can perform the following tasks:

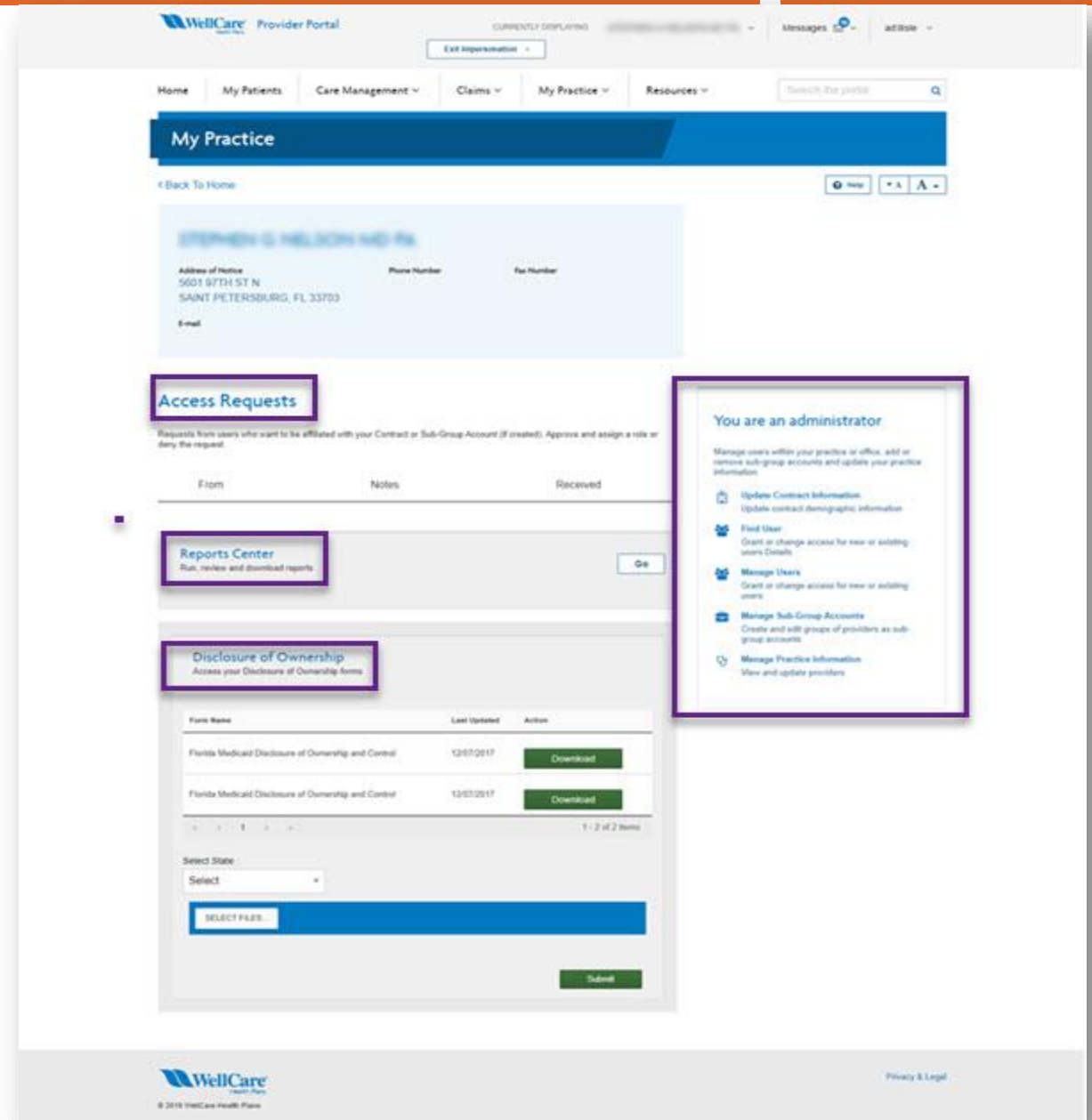
- Request a Medical Authorization
- Search Authorizations
- Request a Referral
- Search Referrals
- Search Drug Authorizations



The screenshot displays the 'Care Management' section of the WellCare Provider Portal. The header includes the WellCare logo, 'Provider Portal', and a 'CURRENTLY DISPLAYING' dropdown. A navigation bar contains links for Home, My Patients, Care Management (selected), Claims, My Practice, and Resources, along with a search bar. Below the navigation bar is a blue banner with the text 'Care Management'. To the right of the banner are links for Help, a dropdown menu, and a magnifying glass icon. The main content area has a heading 'Search for status of previously submitted authorizations and referrals.' and three tabs: Medical Authorizations, Referrals (selected), and Drug Authorizations. The Referrals tab is active, showing a search form with fields for 'Search by' (Requesting Provider ID), 'Requesting Provider ID' (text input), 'Date Range' (Select), and a 'Search' button. A sidebar on the right lists actions: Create Referral, Create Authorization, Submit Institutional Claim, and Submit Professional Claim.

- The My Practice section of the portal is only available to users with a Contract admin or Admin Lite role. Users with these roles can:
  - Request updates to their contract information
  - Manage Access Requests from users requesting access to their contract
  - Update user roles, add or remove users
  - Access the Reports Center and request reports for Active Members, Inpatient Log, Pharmacy Utilization, Care Gaps, Emergency Room
  - Create sub-groups as needed. Sub-group accounts are great for large IPAs and national accounts where users at facilities and medical groups only need access to a particular set of information
  - Manage practice information and request the removal of providers who may have left the practice
  - Manage their Disclosure of Ownership records
  - Note: Some users have access to the Enterprise Provider Dashboard on a trial basis. The Enterprise Provider Dashboard provides portal usage metrics.

- Available to the contract admin and admin lite roles:
  - Review and approve (or deny) user access requests
  - Access and run reports in the Reports Center
  - Update Disclosure of Ownership documentation
    - Disclosure of Ownership documentation is for anyone who is an owner or part owner of a practice
  - Submit updates to contract information
  - Create sub-group accounts
  - Manage providers and practice information



The screenshot shows the 'My Practice' section of the WellCare Provider Portal. The page has a navigation bar with links: Home, My Patients, Care Management, Claims, My Practice, and Resources. Below the navigation bar, there's a 'My Practice' header with a 'Back To Home' link and a 'Help' button. The main content area is divided into three sections: 'Access Requests', 'Reports Center', and 'Disclosure of Ownership'. The 'Access Requests' section shows a table with columns 'From', 'Notes', and 'Received'. The 'Reports Center' section has a 'Go' button. The 'Disclosure of Ownership' section has a table with columns 'Form Name', 'Last Updated', and 'Action'. Below the table is a 'Select State' dropdown and a 'SELECT FILES' button. A sidebar on the right titled 'You are an administrator' lists various actions: Update Contract Information, Find User, Manage Users, Manage Sub-Group Accounts, and Manage Practice Information. The footer includes the WellCare logo and a 'Privacy & Legal' link.

WellCare<sup>®</sup> Provider Portal

CURRENTLY DISPLAYING: [Contract Name]

Messages [icon] [icon] [icon]

Home My Patients Care Management Claims My Practice Resources

Search the portal

### My Practice

Back To Home

Help

STEFEN & HILSON MD PC

Address of Notice: 5601 97TH ST N, SAINT PETERSBURG, FL 33703

Phone Number: [redacted] Fax Number: [redacted]

E-mail: [redacted]

#### Access Requests

Requests from users who want to be affiliated with your Contract or Sub-Group Account (if created). Approve and assign a role or deny the request.

From	Notes	Received
------	-------	----------

#### Reports Center

Run, review and download reports

Go

#### Disclosure of Ownership

Access your Disclosure of Ownership forms

Form Name	Last Updated	Action
Florida Medicaid Disclosure of Ownership and Control	12/07/2017	Download
Florida Medicaid Disclosure of Ownership and Control	12/07/2017	Download

1 - 2 of 2 items

Select State: [Select]

SELECT FILES

Submit

#### You are an administrator

Manage users within your practice or office, add or remove sub-group accounts and update your practice information.

- Update Contract Information: Update contract demographic information
- Find User: Grant or change access for new or existing users. Details
- Manage Users: Grant or change access for new or existing users
- Manage Sub-Group Accounts: Create and edit groups of providers as sub-group accounts
- Manage Practice Information: View and update providers

WellCare<sup>®</sup> Health Plan

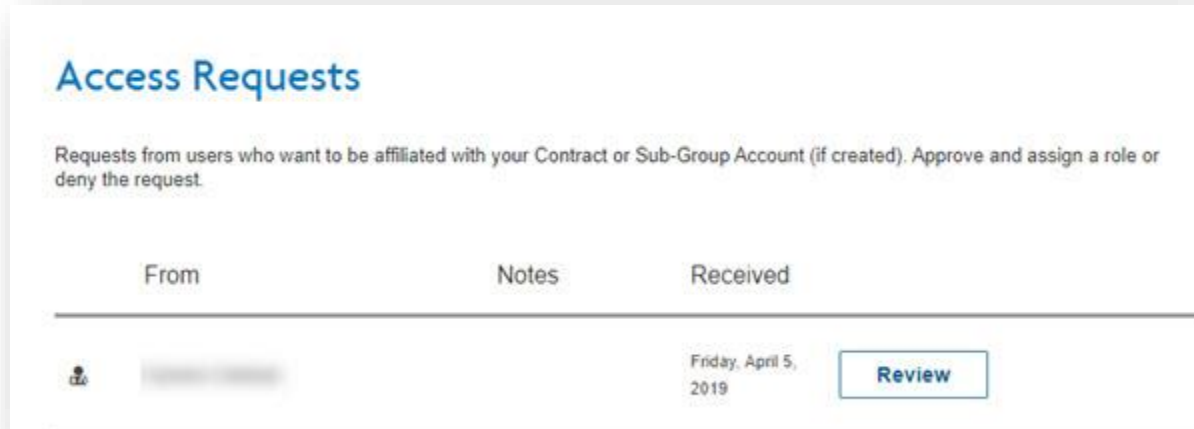
© 2019 WellCare Health Plan

Privacy & Legal




# Granting user access

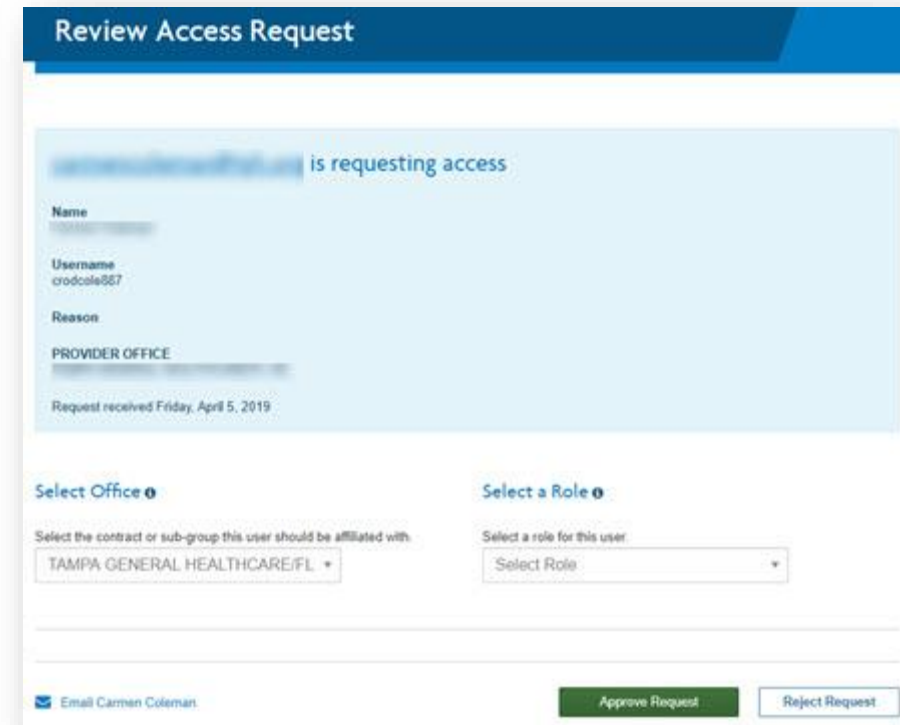
- When users request affiliation to a contract, a few things will happen:
  - The contract admin will receive an email notifying them that someone has requested access to their contract
  - The contract admin can view the Access Request on the My Practice page
  - The contract admin or an admin lite can review the access request, get more information and decide to approve or deny the request. If the request is approved, the contract admin or admin lite will then need to assign the user a role. The user will get an email when this is complete. If the request is denied, the user will get an email indicating such and will need to contact the Contract Admin to find out why.
- An access request on the My Patients page:



**Access Requests**

Requests from users who want to be affiliated with your Contract or Sub-Group Account (if created). Approve and assign a role or deny the request.

From	Notes	Received
 [Redacted]		Friday, April 5, 2019 <a href="#">Review</a>



**Review Access Request**

[Redacted] is requesting access

Name  
[Redacted]

Username  
crodcole667

Reason  
PROVIDER OFFICE

Request received Friday, April 5, 2019

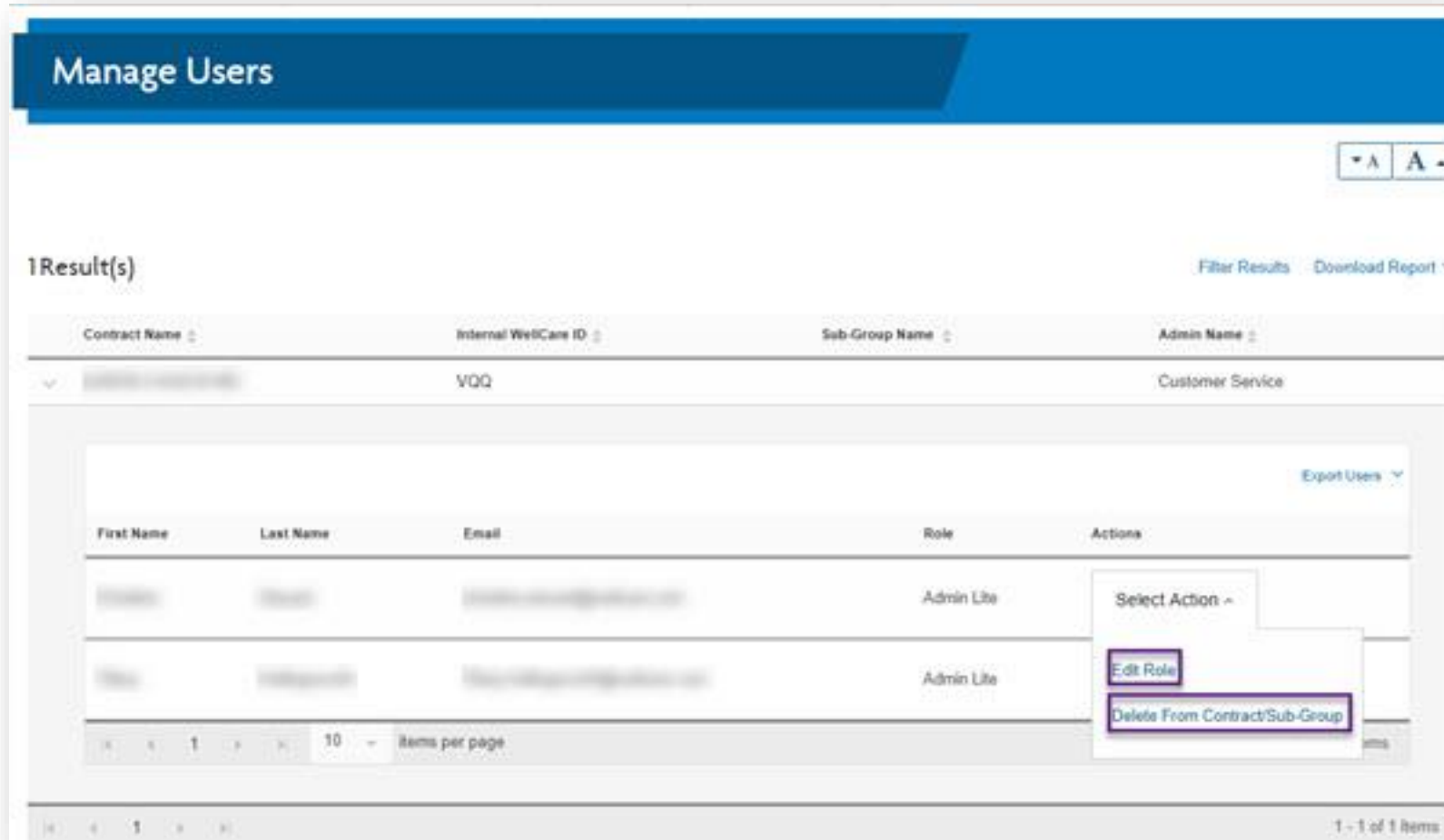
Select Office ⓘ  
Select the contract or sub-group this user should be affiliated with.  
TAMPA GENERAL HEALTHCARE/FL ▾

Select a Role ⓘ  
Select a role for this user  
Select Role ▾

Email Carmen Coleman

[Approve Request](#) [Reject Request](#)

- The Manage Users function gives the contract admin or admin lite role the ability to see all of the users who are affiliated to the contract. In addition, they can:
  - Update users' roles
  - Remove users from a contract or sub-group



The screenshot displays the 'Manage Users' interface. At the top, a blue header bar contains the title 'Manage Users'. Below this, a summary row shows '1 Result(s)' on the left and 'Filter Results' and 'Download Report' on the right. A table with four columns—Contract Name, Internal WellCare ID, Sub-Group Name, and Admin Name—lists the contract details. Below this, a larger table lists individual users with columns for First Name, Last Name, Email, Role, and Actions. The first user listed is an 'Admin Lite' role. A context menu is open over the 'Actions' column of the first user, showing options: 'Select Action', 'Edit Role', and 'Delete From Contract/Sub-Group'. The 'Delete From Contract/Sub-Group' option is highlighted with a red box. At the bottom of the user table, there is a pagination bar showing '10' items per page and '1 - 1 of 1 Items'.

Contract Name	Internal WellCare ID	Sub-Group Name	Admin Name
...	VQQ		Customer Service

First Name	Last Name	Email	Role	Actions
...	...	...	Admin Lite	...
...	...	...	Admin Lite	...

# Manage Sub-Group Accounts

- Sub-groups are a way of allowing the contract admin maximum flexibility in structuring the contract for their users
- Who can create sub-groups?
  - Contract admins, admin lites and WellCare Associates can create sub-groups

Sub-Group Accounts Already Created

Create New Sub-Group Account

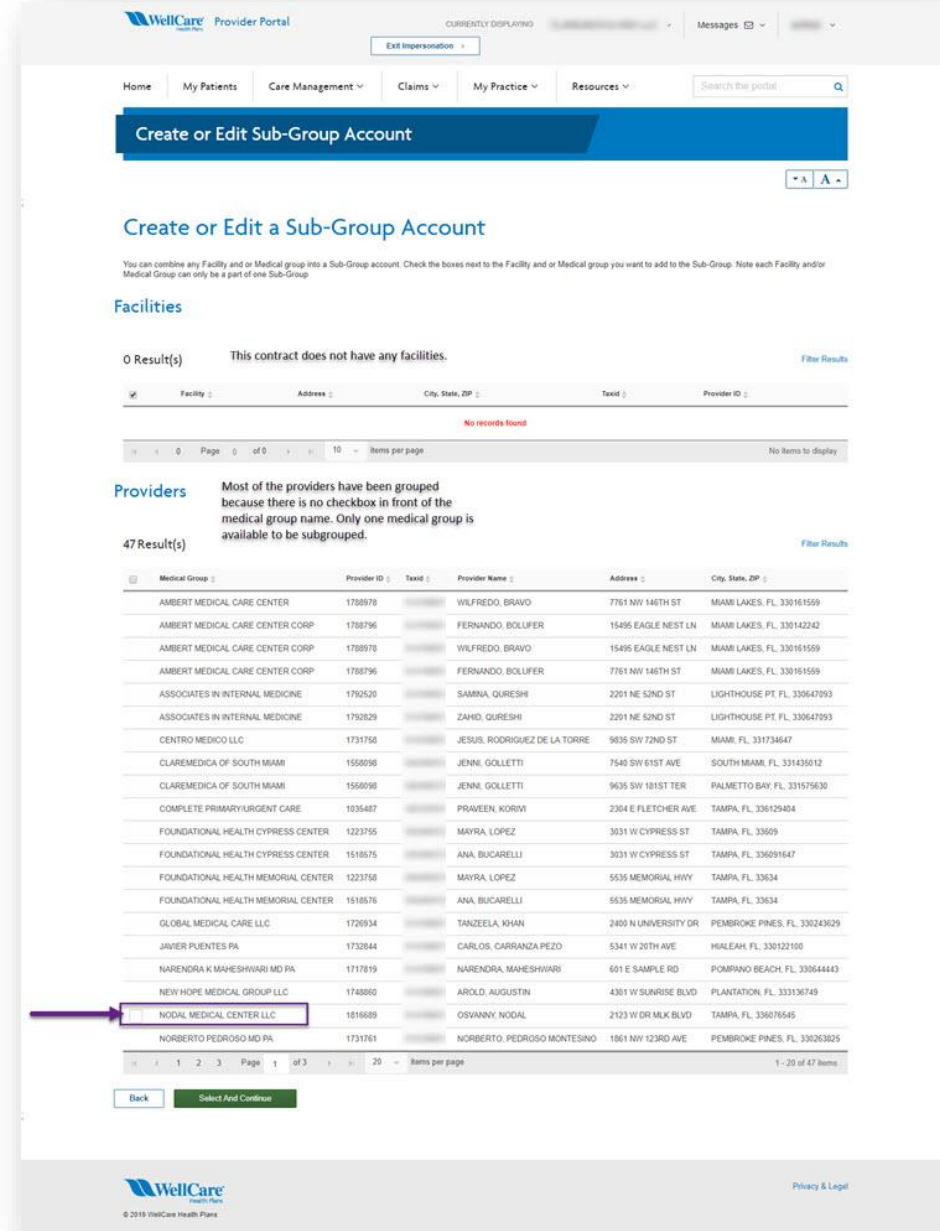
5 Result(s) [Filter Results](#) [Download Report](#)

Sub-Group Name	Sub-Group Admin	Actions
^ Sonkin - [REDACTED]	[REDACTED]	Select Action
^ Foundational Health Offices - [REDACTED]	[REDACTED]	Select Action
^ Ambert Medical Care Center Corp - [REDACTED]	[REDACTED]	Select Action
^ Complete Primary/Urgent Care - [REDACTED]	[REDACTED]	Select Action
^ [REDACTED]	[REDACTED]	Select Action

1 10 Items per page 1 - 5 of 5 items

# Create Sub-Group Accounts

- How and why do you create sub-groups?
  - Begin by impersonating the contract admin
  - Click on My Practice
  - Click on Manage Sub-Group Accounts > Create New Sub-Group Account
    - The Create or Edit Sub-Group Account webpage is divided by Facilities and Medical Groups.
    - A sub-group can be created however best serves the user (Tax ID is used most frequently)
  - Sub-groups are used by National accounts, Large IPAs, any contract with multiple tax IDs
  - The creation of sub-groups is flexible. There are many ways to filter and separate the data:
    - By Tax ID
    - By Medical Group name
    - By Provider ID
    - By Provider Name
    - By Address



WellCare Provider Portal

CURRENTLY DISPLAYING: 1-20 of 47 items

Messages

Home My Patients Care Management Claims My Practice Resources

Create or Edit Sub-Group Account

Create or Edit a Sub-Group Account

You can combine any Facility and/or Medical group into a Sub-Group account. Check the boxes next to the Facility and/or Medical group you want to add to the Sub-Group. Note each Facility and/or Medical Group can only be a part of one Sub-Group.

Facilities

0 Result(s) This contract does not have any facilities. Filter Results

Providers

Most of the providers have been grouped because there is no checkbox in front of the medical group name. Only one medical group is available to be subgrouped. Filter Results

47 Result(s)

Medical Group	Provider ID	Tax ID	Provider Name	Address	City, State, ZIP
AMBERT MEDICAL CARE CENTER	1788978		WILFREDO, BRAVO	7751 NW 146TH ST	MIAMI LAKES, FL 330161559
AMBERT MEDICAL CARE CENTER CORP	1788796		FERNANDO, BOLUFER	15495 EAGLE NEST LN	MIAMI LAKES, FL 330142242
AMBERT MEDICAL CARE CENTER CORP	1788978		WILFREDO, BRAVO	15495 EAGLE NEST LN	MIAMI LAKES, FL 330161559
AMBERT MEDICAL CARE CENTER CORP	1788796		FERNANDO, BOLUFER	7751 NW 146TH ST	MIAMI LAKES, FL 330161559
ASSOCIATES IN INTERNAL MEDICINE	1792520		SAMINA, QURESHI	2201 NE 52ND ST	LIGHTHOUSE PT, FL 330647093
ASSOCIATES IN INTERNAL MEDICINE	1792829		ZAHD, QURESHI	2201 NE 52ND ST	LIGHTHOUSE PT, FL 330647093
CENTRO MEDICO LLC	1731758		JESUS, RODRIGUEZ DE LA TORRE	9635 SW 72ND ST	MIAMI, FL 331734647
CLAREMEDICA OF SOUTH MIAMI	1556096		JENNI, GOLLETTI	7540 SW 61ST AVE	SOUTH MIAMI, FL 331435012
CLAREMEDICA OF SOUTH MIAMI	1556096		JENNI, GOLLETTI	9635 SW 181ST TER	PALMETTO BAY, FL 331575630
COMPLETE PRIMARY/URGENT CARE	1035487		PRAVEEN, KORIVI	2304 E FLETCHER AVE	TAMPA, FL 336129404
FOUNDATIONAL HEALTH CYPRESS CENTER	1223755		MAYRA, LOPEZ	3031 W CYPRESS ST	TAMPA, FL 33609
FOUNDATIONAL HEALTH CYPRESS CENTER	1518575		ANA, BUCARELLI	3031 W CYPRESS ST	TAMPA, FL 336091647
FOUNDATIONAL HEALTH MEMORIAL CENTER	1223758		MAYRA, LOPEZ	5535 MEMORIAL HWY	TAMPA, FL 33634
FOUNDATIONAL HEALTH MEMORIAL CENTER	1518575		ANA, BUCARELLI	5535 MEMORIAL HWY	TAMPA, FL 33634
GLOBAL MEDICAL CARE LLC	1726934		TANZEELA, KHAN	2405 N UNIVERSITY DR	PEMBROKE PINES, FL 330243629
JAVIER PUNTES PA	1732844		CARLOS, CARRANZA PEZO	5341 W 26TH AVE	HALEAH, FL 330122100
NARENDRA K MAHESHWARI MD PA	1717819		NARENDRA, MAHESHWARI	601 E SAMPLE RD	POMERANO BEACH, FL 330644443
NEW HOPE MEDICAL GROUP LLC	1748860		AROLD, AUGUSTIN	4301 W SUNRISE BLVD	PLANTATION, FL 333136749
NODAL MEDICAL CENTER LLC	1816689		OSVANNY, NODAL	2123 W DR MLK BLVD	TAMPA, FL 336076545
NORBERTO PEDROSO MD PA	1731761		NORBERTO, PEDROSO MONTESINO	1861 NW 123RD AVE	PEMBROKE PINES, FL 330263025

1-20 of 47 items

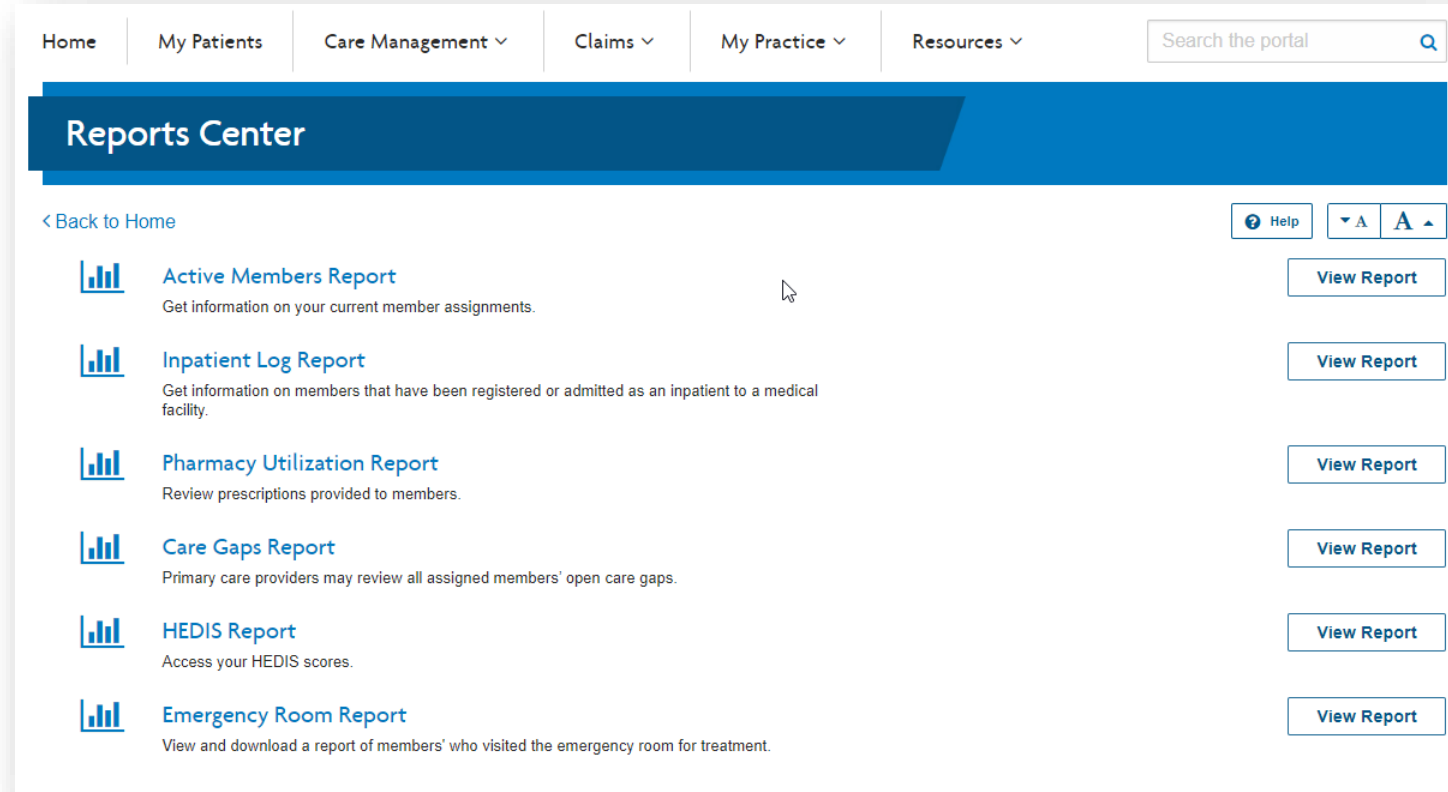
Back Select And Continue

WellCare Health Plans

Privacy & Legal

The Provider Portal gives users access to a wealth of reporting data:

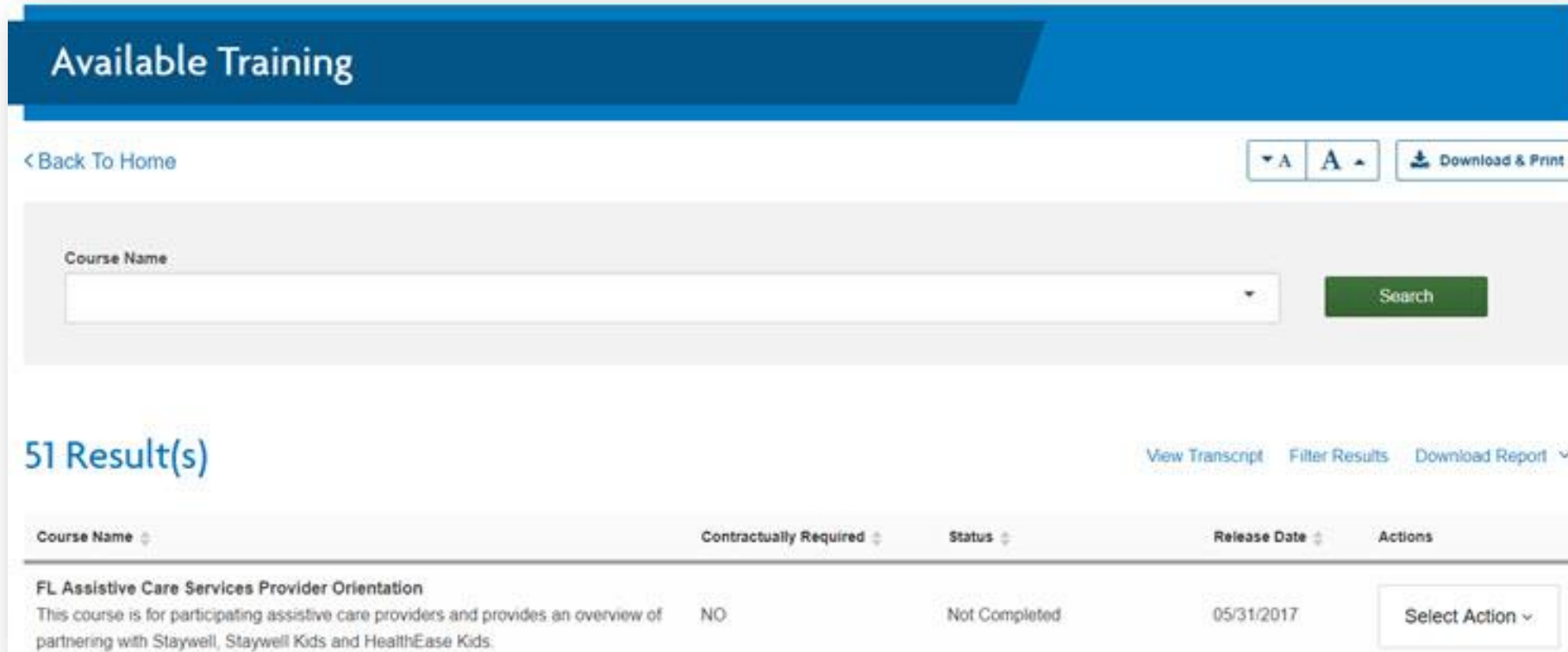
- **Active Members Report**
  - Users can view their current member assignment
- **Inpatient Log Report**
  - Access information on members that have been registered or admitted as an inpatient to a facility
- **Pharmacy Utilization Report**
  - Review members' prescriptions
- **Care Needs Report**
  - Review members' care needs
- **Emergency Room Report**
  - Access information about members who have visited the emergency room



The screenshot displays the 'Reports Center' interface within the WellCare Provider Portal. At the top, a navigation bar includes links for Home, My Patients, Care Management, Claims, My Practice, and Resources, along with a search bar labeled 'Search the portal'. Below this, a blue header bar reads 'Reports Center'. A '< Back to Home' link is positioned on the left, and 'Help' and font size controls are on the right. The main content area lists six reports, each with a bar chart icon, a title, a brief description, and a 'View Report' button:

- Active Members Report**: Get information on your current member assignments.
- Inpatient Log Report**: Get information on members that have been registered or admitted as an inpatient to a medical facility.
- Pharmacy Utilization Report**: Review prescriptions provided to members.
- Care Gaps Report**: Primary care providers may review all assigned members' open care gaps.
- HEDIS Report**: Access your HEDIS scores.
- Emergency Room Report**: View and download a report of members' who visited the emergency room for treatment.

- The Resources section of the portal contains training modules available to providers based on the lines of business they are
- Providers can take training such as Provider Orientation, Cultural Competency, and more.
- Training videos on how to use the portal are also available here.
- Providers can submit an attestation through the portal that they have completed each training.



The screenshot shows a web interface for 'Available Training'. At the top, there's a blue header with the title 'Available Training'. Below the header, there's a navigation bar with a '< Back To Home' link, font size controls (A and A+), and a 'Download & Print' button. A search section follows, featuring a 'Course Name' dropdown menu and a green 'Search' button. Below the search section, it displays '51 Result(s)' and three links: 'View Transcript', 'Filter Results', and 'Download Report'. A table lists the training results with columns for Course Name, Contractually Required, Status, Release Date, and Actions.

Course Name	Contractually Required	Status	Release Date	Actions
<b>FL Assistive Care Services Provider Orientation</b> This course is for participating assistive care providers and provides an overview of partnering with Staywell, Staywell Kids and HealthEase Kids.	NO	Not Completed	05/31/2017	Select Action



Secure Provider Portal login links:

- **All other plans except the those listed below:**  
<https://provider.wellcare.com/>
- **Ohana Health Plan:** <https://provider.wellcare.com/ohanacare>
- **Missouri Care:** <https://provider.wellcare.com/missouricare>
- **Easy Choice:** <https://provider.wellcare.com/california>
- [Training videos and reference documents available on the WellCare.com public site.](#)

To report issues or request updates, please submit a Digital Communications Request through the [Channel Communications Request Wizard](#).