



August 23, 2019

## Coordination of Benefits for Dual Members Covered by WellCare Liberty and Care1st

### Coordination of Benefits on Dual Members

Effective 01/01/19, ONECare, Medicare Dual Advantage plan, was rebranded to WellCare Liberty.

Recently, we have experienced an increase in secondary claims submissions to Care1st with the WellCare Liberty explanation of benefits (EOB) attached, resulting in duplicate claim receipts and denials.

Services billed on a CMS1500 for dual eligible members covered by both WellCare Liberty and Care1st **do not** require you to submit a secondary billing with a copy of the WellCare Liberty EOB. WellCare Liberty claims are automatically crossed over internally for secondary processing by Care1st. Please allow up to 45 days from the receipt of the WellCare Liberty EOB for processing of the Care1st secondary claim.

Please note: Claims submitted by the following provider types **are not** crossed over and should be submitted to Care1st with the WellCare Liberty EOB for secondary processing.

- Durable Medical Equipment/Orthotics
- Home Health Care
- FQHC/RHC
- MSIC/Integrated Clinic

Please continue to submit a secondary billing when the dual eligible member has traditional Medicare or commercial insurance as the primary payer.

Contact Claims Customer Service at **1-602-778-1880** (Options in order: 5, 4) with any questions.

## ***Thank you!***

### Network Management

Phone 1-602-778-1800/1-866-560-4042 (Options in order: 5, 7) | Fax 1-602-778-1875

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