



Wellcare Medicare Claim Submission & Cross Over Changes Effective for Dates of Service January 1, 2022 and Forward

December 22, 2021

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Dear Care1st Provider and Billing Teams:

Effective for dates of service 1/1/22 and forward, the former Care1st Medicare plans, i.e., WellCare Value, Compass and Dividend (HMO) and WellCare Liberty (DSNP) are transitioning to Wellcare by Allwell Medicare plans *administered by Arizona Complete Health on the Arizona Complete Health claim platform.*

The Wellcare HMO and DSNP Medicare electronic (EDI) payor ID and claim address are changing. The Wellcare PPO payor ID and paper claim mailing address will not change. In addition, plan names are also changing. Changes are outlined in the table below.

In addition, today, claims for members who have WellCare Liberty (DSNP) as their primary plan and Care1st Medicaid as their secondary plan are processed under the member's Medicare benefit *and automatically crossed over* and processed by Care1st Medicaid as the secondary payor. *Effective 1/1/22, this process must cease. As a result, upon receipt of your Wellcare by Allwell remittance advice you will need to submit it along with your claim to Care1st so we may process as the secondary payor.*

MEDICARE CLAIM SUBMISSION GUIDELINE [CHANGE]

Date of Service (DOS)	Medicare Health Plan Name	Corresponding Medicaid Plan	Claim Type	Medicare EDI Payer ID	Medicare Paper Claims Mailing Address
DOS before 1/1/22	<ol style="list-style-type: none"> 1. Well Care Liberty (HMO DSNP) 2. Well Care Value (HMO) 3. Well Care Compass (HMO) 4. Well Care Dividend (HMO) 	Care1st	Professional and Institutional	14163	Claims Department PO Box 31224 Tampa, FL 33631
DOS on or after 1/1/22 [NEW]	Wellcare by Allwell: <ol style="list-style-type: none"> 1. Wellcare Dual Liberty (DSNP) 2. Wellcare Assist (HMO) 3. Wellcare No Premium Essentials (HMO) 4. Wellcare Specialty No Premium (CSNP) 5. Wellcare Giveback (HMO) 6. Wellcare Assist (HMO) 7. Wellcare No Premium (HMO) 	Care1st <i>AND</i> Arizona Complete Health Complete Care Plan (AzCH-CCP)	Professional and Institutional	68069	Wellcare by Allwell Attn: Claims PO Box 9030 Farmington, MO 63640-9030
NO CHANGE	Wellcare PPO: <ol style="list-style-type: none"> 1. Wellcare No Premium Open (PPO) 2. Wellcare Patriot Giveback Open (PPO) 3. Wellcare No Premium Rx Plus Open (PPO) 	Care1st	Professional and Institutional	14163	Claims Department P.O. Box 31372 Tampa, FL 33631-3372

CARE1ST MEDICAID CLAIM SUBMISSION GUIDELINE [NO CHANGE]

Medicaid Health Plan Name	Claim Type	EDI Clearinghouse Payer ID	Paper Claims Mailing Address
Care1st	Professional and Institutional	57116	Claims Department PO Box 31224 Tampa, FL 33631

[CHANGE] WELLCARE MEDICARE HMO & DSNP EDI, EFT/ERA, Provider Portal DATES OF SERVICE 1/1/22 & AFTER:

For additional detail, please visit the AzCH-Complete Care Plan website: <https://www.azcompletehealth.com/> > For Providers > Provider Resources > Claims and Payment > Electronic Transactions.

EDI

For successful EDI claim submission, you will use electronic reporting made available to you by your vendor and clearinghouse. While Availity (ph 800-282-4548) is our preferred EDI partner, other EDI partners are also available and listed on our website on the Electronic Transactions page under EDI.

Secure Provider Web Portal

AzCH-Complete Care Plan offers a secure provider web portal. You may login or register in the Provider Portal section of our Electronic Transactions page on our website. Once your account is created, you can:

- Verify member eligibility
- Submit and check claims
- Submit and confirm authorizations
- View detailed patient list

Electronic Funds Transfer and Electronic Remittance Advice

PaySpan® Health provides Electronic Funds Transfer (EFT) and Electronic Remittance Advice/Explanation of Payment (ERA/EOP) solutions for AzCH-Complete Care Plan. If you are not already registered through AzCH-Complete Care Plan, create a new account by registering at www.payspanhealth.com or by calling 1-877-331-7154.

Note: If you are newly contracted with AzCH-Complete Care Plan (<1 year) you must register with PaySpan to receive EFT and ERA.

[NO CHANGE] WELLCARE MEDICARE PPO EDI/EFT/ERA, Provider Portal DATES OF SERVICE 1/1/22 AND AFTER:

For additional detail, please visit the Wellcare website: www.wellcare.com/Arizona

EDI

Wellcare PPO's preferred EDI clearinghouse is Change Healthcare. 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.

- Change Healthcare offers Submitter/Client Connectivity Services at 1-877-411-7271
- Clearinghouses, Practice Management Vendors or Billing Services may call 1-800-527-8133 for help with EDI transactions
- Change Healthcare's Connect Center™ 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 Provider Connectivity Services at 1-877-411-7271
- Direct questions regarding functionality of Connect Center to the clearinghouse at 1-800-527-8133, opt. 2. 1

Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA)

- PaySpan Health is WellCare PPO's EFT and ERA free provider of these solutions
- Create a new account by registering at www.payspanhealth.com or calling 1-877-331-7154

Note: Wellcare Medicare PPO requires separate and distinct registration from Wellcare Medicare HMO and DSNP as they have unique payer IDs.

If you have questions, please reach out!

Health Plan	Provider Service Contact Information
Care1st/Wellcare Medicare PPO	602.778.1800 or 866.560.4042 (Options in order: 5, 7) Fax 602.778.1875 E-mail: sm_az_pno@care1staz.com
Arizona Complete Health/WellCare Medicare HMO and DSNP	1.866.796.0542 Provider Customer Service If you are unsure of your assigned Provider Engagement Specialist, please e-mail: AzCHProviderEngagement@azcompletehealth.com