

New administrative processes

For some UnitedHealthcare Medicare Advantage members starting Jan. 1, 2022

We're making changes to administrative processes to help improve the overall health care experience for you and your patients who are members of certain UnitedHealthcare® Medicare Advantage plans in Florida.

What this means for you

Starting Jan. 1, 2022, WellMed Medical Management, an affiliate of UnitedHealthcare, will start managing administrative services for members assigned to a WellMed primary care provider (PCP). These administrative services include managing referral and prior authorization requests and claims processing for these members. When WellMed is managing the administrative services, you'll see the Payer ID **WELM2** on the member ID card and one of these group numbers:

70341	70345	72790	80194	82962	82978	90078	95115
70342	70346	72811	82940	82969	82980	90079	95116
70343	70347	80192	82958	82970	90028	90086	95117
70344	70348	80193	82960	82977	90073	90089	95118

Working with WellMed

You can find information, instructions and contact information to help you work with WellMed at UHCprovider.com/FL > Medicare. Go to UHCprovider.com/training > State-Specific Training > Florida for an overview of the services WellMed provides.

What this means for you

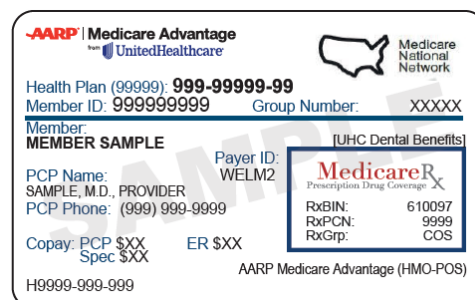
This change won't affect your UnitedHealthcare contract or Participation Agreement, and you'll continue to be in network for these members.

Starting Jan. 1, 2022, it will change how you submit:

- Prior authorization requests
 - Online at eprg.wellmed.net
 - Call **877-299-7213**
- Hospital inpatient admission notifications (no later than 1 business day after admission)
 - Call **877-490-8982**
 - Fax **877-757-8885**
- Claims
 - Electronic: Payer ID WELM2 or your clearinghouse's WellMed Payer ID
 - Mail: WellMed Network Inc., P.O. Box 30508, Salt Lake City, UT 84130-0508

Questions?

Please call us at **877-842-3210**.



Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other