



# Identifying UnitedHealthcare Medicare Advantage members with WellMed-contracted primary care providers

Frequently asked questions

## Overview

As a specialty care provider delivering care to UnitedHealthcare® Medicare Advantage members, the way in which you complete some tasks, like referrals, claim submissions and case management, will depend on who the member's PCP is.

In Florida, you may see members who have a PCP contracted with WellMed. All referrals, notification/prior authorization requests are managed by and processed through WellMed for members assigned to a WellMed PCP. You can find more information about WellMed at [wellmedhealthcare.com](https://wellmedhealthcare.com).

For more information about referrals, claims and notification/prior authorization requests for all other UnitedHealthcare members, see the UnitedHealthcare administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).

### Is WellMed a health benefit plan?

**No.** WellMed isn't a benefit plan. WellMed provides care and other health care services, such as utilization management, the management of referrals and prior authorization requests and claims processing, for UnitedHealthcare Medicare Advantage members assigned to a PCP contracted with WellMed.



## Key points

- UnitedHealthcare Medicare Advantage members enrolled in a plan in Florida may select a primary care provider (PCP) contracted with WellMed
- WellMed isn't a health plan. WellMed is a network of doctors, specialists and other medical professionals who specialize in providing care for older adults throughout Florida and Texas.
- WellMed is an affiliate of UnitedHealthcare that manages care authorizations, referrals and claims for UnitedHealthcare Medicare Advantage members assigned to WellMed PCPs. You can identify a member with a WellMed PCP by looking at their member ID card.
- Medicare Advantage notification and prior authorization requirements, listed in the UnitedHealthcare administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides), are the same for members with WellMed PCPs as they are for members with other PCPs

## How do I identify a UnitedHealthcare Medicare Advantage member with a WellMed PCP?

The member ID card will show the **Payer ID WELM2** on the back of the card. You can also find the Payer ID at [eprg.wellmed.net](https://eprg.wellmed.net).



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

These group numbers are used for UnitedHealthcare Medicare Advantage members assigned to a WellMed PCP:

70341	70345	72790	80194	82962	82978	40199	95115
70342	70346	72811	82940	82969	82980	90078	95116
70343	70347	80192	82958	82970	90079	90086	95117
70344	70348	80193	82960	82977	90028	90089	95118

## Do members with a WellMed PCP need to be referred to certain specialists and hospitals?

**No.** These UnitedHealthcare Medicare Advantage members have access to all of the specialists, ancillary care providers, facilities and hospitals that are participating in the UnitedHealthcare Medicare Advantage network of care providers in the member's service area.

## Are the notification and prior authorization requirements different for UnitedHealthcare Medicare Advantage members with a WellMed PCP?

**No.** UnitedHealthcare protocols and requirements apply to Medicare Advantage members who select a WellMed PCP. The notification and prior authorization requirements can be found in the UnitedHealthcare administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).

## How do I complete a referral or notification/prior authorization request for members who have a WellMed PCP?

**Online:** For referrals and non-emergent prior authorizations, use the eProvider Resource Gateway at [eprg.wellmed.net](https://eprg.wellmed.net)

**Phone:** For hospital notifications/prior authorizations, call Provider Utilization Management at **877-299-7213** or call the member's PCP



## Where do I submit claims for members with a WellMed-contracted PCP?

Because WellMed will process these claims, please submit claims in one of the following ways:

**Electronic data interchange (EDI):** Payer ID WELM2 – you can find more information about EDI at [UHCprovider.com/edi](https://UHCprovider.com/edi)

**Mail:** Send your claim to the address on the member ID card:

WellMed Networks, Inc.  
Claims Department  
P.O. Box 400066  
San Antonio, TX 78229

## Who do I contact for more information?

To check the status of your claims, sign in to [eprg.wellmed.net](https://eprg.wellmed.net). For all other claims questions, call 800-550-7691, Monday–Friday, 8 a.m.–6 p.m. ET.

If you have questions, please contact your physician advocate, provider relations or network management representative. You can find your local contacts at [UHCprovider.com/contactus](https://UHCprovider.com/contactus).