



[Insert Return address]

[Date]

[Physician Name]

[Address 1]

[Address 2]

[City], [State] [ZIP Code]

Re: Claims, Prior Authorization and Protocols for Your Patients Assigned to a WellMed Primary Care Provider (PCP)

Dear [Physician Name]:

Your current UnitedHealthcare Participation Agreement includes coverage for UnitedHealthcare Medicare Advantage members who may be assigned to a PCP who participates with WellMed. WellMed is a Managed Service Organization (MSO) that administers referrals, authorizations and claims payment for a subset of UnitedHealthcare Medicare Advantage members in Florida, excluding Dual Special Needs Plan (DSNP) and group retiree plan members.

What This Means for You

There is no change to the UnitedHealthcare administrative protocols or to your contracted fee schedule when you provide services to members assigned to a WellMed PCP. However, the claims and notification/prior authorization requests for these members need to be submitted to WellMed.

Here’s how to identify members assigned to a WellMed PCP, as well as information about how to submit claims and notification/prior authorization requests for these members:

Identifying Members Assigned to a WellMed PCP

You and your staff may identify a member assigned to a WellMed PCP if their member ID card includes one of the following group numbers, along with the payer ID “WELM2”:

70341	70345	80192	82955	82962	82977
70342	70346	80193	82956	82969	82978
70343	70347	80194	82958	82970	82980
70344	70348	82940	82960	82971	

Requesting Prior Authorization

For members assigned to a WellMed PCP, you can submit prior authorization requests to WellMed in one of three ways:

- **Online:** Submitting your prior authorization request online is the quickest option. To submit your request, go to eprg.wellmed.net and sign in with your user name and password.
- **Phone:** 877-299-7213
- **Fax:** 866-322-7276

Submitting Hospital Inpatient Notifications

To submit an inpatient hospital admission notification for a member assigned to a WellMed PCP, call **877-490-8982** or fax your notification to **877-757-8885**. Notifications must be received by WellMed no later than the first business day following the hospital admission.

Submitting Claims

You can submit claims to WellMed electronically or by mail:

- **Electronic claims:** Use payer ID “WELM2”
- **Paper claims:** Mail your claim to:

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

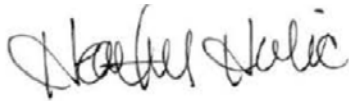
Learn More

To learn more about WellMed, go to **UHCprovider.com/FL** > Medicare. You can also access an on-demand WellMed training presentation from the Florida channel on UHC On Air by going to **UHCprovider.com/uhconair** > Go to UHC On Air in Link > UHC On Air > Florida > Medicare Series > WellMed Delegation Overview.

We're Here to Help

If you have questions, please call Provider Services at **877-842-3210**. Thank you.

Sincerely,



Heather Holic
Vice President, UnitedHealth Networks – Florida