

WellMed Claim and Utilization Management Delegation

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WellMed Delegation Overview

WellMed Delegation Overview



- WellMed Network of Florida and WellMed Medical Management, affiliates of UnitedHealthcare, manage care for UnitedHealthcare Medicare Advantage plan members who are assigned to WellMed PCPs.
- UnitedHealthcare delegates authority to WellMed to manage certain services for Medicare Advantage members who are assigned to WellMed-contracted PCPs. All referrals, claims and notification/prior authorization requests are managed by and processed through WellMed for members assigned to a WellMed-contracted PCP.
- A WellMed PCP is responsible for managing member care, such as submitting referrals and coordinating care with specialists, hospitals and other care providers who participate in the UnitedHealthcare Medicare Advantage network. All WellMed PCPs follow UnitedHealthcare administrative protocols.

Members with a WellMed-Contracted PCP



- WellMed is not a health benefit plan. Members enrolled in a UnitedHealthcare Medicare Advantage benefit plan may have the chance to select a PCP contracted with WellMed.
- UnitedHealthcare Medicare Advantage plan members have access to all of the specialists, ancillary care providers, facilities and hospitals participating in the UnitedHealthcare Medicare Advantage network.
- UnitedHealthcare's protocols and requirements apply to Medicare Advantage members who select a WellMed-contracted PCP. The notification and prior authorization requirements can be found in the UnitedHealthcare Administrative Guide at **UHCprovider.com/guides**.
- To learn more about WellMed, review the WellMed FAQ available on **UHCprovider.com/FL** > Medicare.

How to Identify a WellMed-Delegated Member



- The member ID card will show the payer ID **WELM2**. UnitedHealthcare Medicare Advantage members assigned to a WellMed-contracted PCP will have one of these group numbers:

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

AARP MedicareComplete
insured through UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**

Member ID: 999999999-99 Group Number: **82978**

Member:
SUBSCRIBER BROWN

PCP Name:
PROVIDER BROWN
 PCP Phone: (999) 999-9999

Copay: PCP \$0/\$10 ER \$75
 Spec \$40

H1045, PBP# 043

Payer ID:
WELM2

Dental Benefits Included

MedicareRx
 Prescription Drug Coverage

RxBin: 610097
 RxPCN: 9999
 RxGrp: COS

Referral Required
 AARP MedicareComplete (HMO)

Customer Service Hours: 8 a.m. - 8 p.m. local time, 7 days a week

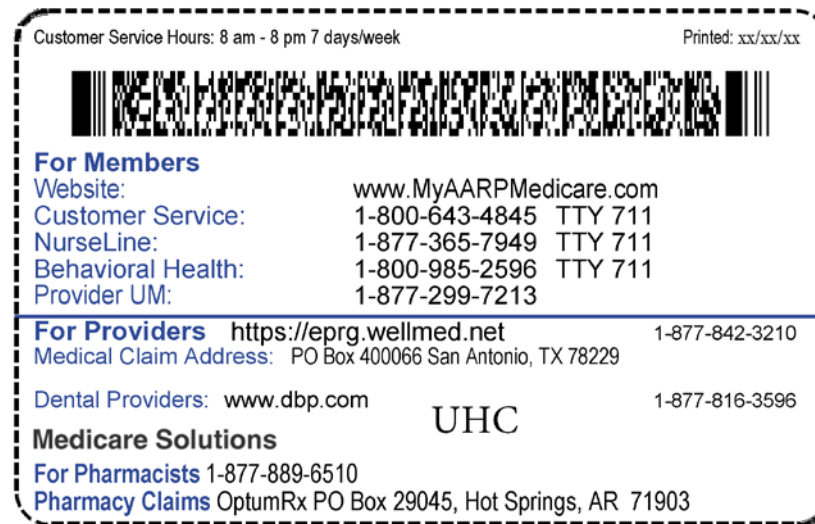
For Members
 Website: www.myAARPMedicare.com
 Customer Service: 1-800-643-4845 TTY 711
 NurseLine: 1-877-365-7949 TTY 711
 Behavioral Health: 1-800-985-2596 TTY 711
 Provider UM: 1-877-299-7213

For Providers <https://eprg.wellmed.net> 1-877-842-3210
 Medical Claim Address: PO Box 400066 San Antonio, TX 78229
 PCP to send electronic referrals
 Dental Providers: www.dbp.com 1-877-816-3596

Medicare Solutions UHC
 For Pharmacists 1-877-889-6510
 Pharmacy Claims OptumRx PO Box 29045, Hot Springs, AR 71903

WellMed Referral Process

- If a member selects a WellMed-contracted PCP, referrals, claims and prior authorization requests must be submitted through eProvider Resource Gateway at **eprg.wellmed.net**, as shown on the ID card.



- This sample member ID card is for illustration only.

Benefit Verification, Prior Authorization and Admission Notification

Verifying Member Eligibility and Benefits



- Go to **UHCprovider.com/eligibilityLink** and log in.
 - After you log in, choose “View Patient ID Card and Retrieve” and print the member’s ID card.
- Call Provider Services at **877-842-3210**.

Prior Authorization Requests

- To request prior authorization, please contact WellMed at:
 - Phone: 877-299-7213
 - Fax: 866-322-7276
- To enter an online prior authorization request, visit:
 - **eprg.wellmed.net** > Authorization or Referred > Submit Prior Authorization Request > Search
 - Search for a member by ID number or name and date of birth. First-time users will be directed to register on the site by entering their contact information and tax ID number.
- UnitedHealthcare’s 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**.

Hospital Admission Notification



- Admission notifications must be received by WellMed no later than the first business day following the admission. To submit your notification, please contact WellMed at:
 - Phone: 877-490-8982
 - Fax: 877-757-8885
- WellMed accepts electronic transaction 278 for notification of prospective services.

Misdirected Requests

- If your claim submissions or other requests for WellMed-delegated members are accidentally sent to UnitedHealthcare, we will redirect your request. If you:
 - Submit these claims to UnitedHealthcare, we'll route them to WellMed
 - Contact us to check claim status, we'll ask you to call WellMed directly at **800-550-7691**
 - Submit prior authorization requests or admission notifications to us, we'll ask you to call WellMed at **877-299-7213**
 - Log into Link at **UHCprovider.com** and request information on a WellMed-delegated member, you'll see a pop-up alert with a link to the WellMed eprg site

WellMed Claim Management

Claims Submission and Status



- For electronic claims submission, please use payer ID **WELM2**.
- Submit paper claims to:
 - WellMed Claims
 - P.O. Box 400066
 - San Antonio, TX 78229
- To check the status of a claim or the date of payment, please visit **eprg.wellmed.net** > Member Claims Search or Advance Claims Search.

- If a member becomes a WellMed-delegated member in a new year, please follow these guidelines to submit claims for inpatient admissions that involve multiple years.
 - For acute facilities, the entire hospital stay should be submitted to UnitedHealthcare for consideration.
 - For inpatient physician consultations or ancillary services, please send prior year service dates to UnitedHealthcare and service dates for the new year to WellMed.
 - If different year service dates are billed together, UnitedHealthcare will consider the prior year services and deny the new year services. New year service dates should be submitted to WellMed.
 - The same guidelines apply for skilled nursing facilities and therapy services.

- All WellMed claim payments are processed through Emdeon/ChangeHealthcare.
- Instead of paper checks, Emdeon issues WellMed payments using a virtual credit card along with an Explanation of Payment.
- You can register with Emdeon to receive electronic funds transfer (EFT) and electronic remittance advice (ERA) at **emdeon.com** > epayment/EFT or by calling **866-506-2830**, option 1.
- If you're already signed up for EFT with another payer, please add WellMed to your account through the Emdeon Payment Manager at **emdeon.com** > epayment/EFT.

WellMed Claim Disputes and Requests for Reconsideration



- If you have a dispute over a claim payment or want to request a claim reconsideration, please contact WellMed.
 - Phone: 800-550-7691
 - Fax: 855-821-8135
 - Mail:
 - WellMed Claims
 - P.O. Box 400066
 - San Antonio, TX 78229
- Please include the claim number, date of the request and the customer service representative's name when checking on status of an outstanding dispute.

- If you disagree with the outcome of a claim reconsideration decision, you may submit a formal written request to UnitedHealthcare.

UnitedHealthcare
Participating Provider Appeals
P.O. Box 30997
Salt Lake City, UT 84130-0997

- Appeals must be submitted within 12 months (or as required by law or your UnitedHealthcare Participation Agreement) from the date of the explanation of benefits or provider remittance advice. Please include all supporting materials such as member-specific treatment plans or clinical records

More Information

We're Here to Help



- If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative. You can find your local contacts listed at **UHCprovider.com** > Contact Us > Network Contacts.

Thank you.

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