

Identifying UnitedHealthcare Medicare Advantage Members with WellMed-Contracted Primary Care Providers

Frequently Asked Questions

Key Points

- UnitedHealthcare Medicare Advantage members enrolled in a plan in North Central Florida may select a primary care provider (PCP) contracted with WellMed.
- WellMed isn't a health plan. WellMed is a health care company, and affiliate of UnitedHealthcare, that manages care authorizations, referrals and claims for UnitedHealthcare Medicare Advantage members assigned to WellMed-contracted PCPs.
- You can identify a member with a WellMed-contracted PCP by their member ID card.
- Medicare Advantage notification and prior authorization requirements, listed in the UnitedHealthcare Administrative Guide at [UHCprovider.com/guides](https://www.uhcprovider.com/guides), are the same for members with WellMed-contracted PCPs as they are for members with other PCPs.

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 the member's primary care provider (PCP).

In North Central Florida, you may see members who have a PCP contracted with WellMed. WellMed Network of Florida and WellMed Medical Management, affiliates of UnitedHealthcare, manage care for UnitedHealthcare Medicare Advantage plan members who are assigned to WellMed primary care physicians (PCPs). WellMed is not a health benefit plan. You can find more information about WellMed at [wellmedhealthcare.com](https://www.wellmedhealthcare.com).

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.

As a reminder, you'll find instructions and guidelines for referrals, claims and notification/prior authorization requests for all other UnitedHealthcare members in the UnitedHealthcare Administrative Guide at [UHCprovider.com/guides](https://www.uhcprovider.com/guides).

Frequently Asked Questions and Answers

Q1. Is WellMed a health benefit plan?

A1. 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.

Q2. How do I identify a UnitedHealthcare Medicare Advantage member with a WellMed PCP?

A2. The member ID card will show the payer ID **WELM2**.



Sample health care ID cards are for illustration only.

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

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

Q3. Do members with a WellMed PCP need to be referred to certain specialists and hospitals?

A3. 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.

Q4. Are the notification and prior authorization requirements different for UnitedHealthcare Medicare Advantage members with a WellMed PCP?

A4. No. 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.

Q5. How do I complete a referral or notification/prior authorization request for members who have a WellMed PCP?

A5. WellMed manages the referral and notification/prior authorization requests for these members. Submit your requests:

- **Online:** Use the eProvider Resource Gateway at eprg.wellmed.net
- **By Phone:** Call Provider Utilization Management at **877-299-7213** or call the member's PCP

Q6. Where do I submit claims for members with a WellMed-contracted PCP?

A6. Because WellMed will process these claims, please submit claims:

- **Electronic Data Interchange (EDI):** Payer ID WELM2; you can find more information on EDI at UHCprovider.com/edi
- **By Phone:** Call **800-550-7691**, Monday - Friday, 8:00 a.m. - 6:00 p.m. Eastern Time
- **By 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

Q7. Who do I contact for more information?

A7. 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](#).