

## Frequently Asked Questions from Providers

To aid you in understanding WellCare of Georgia processes, below is a list of the most frequently-asked questions from providers. Call your Provider Relations representative or our Provider Hotline at (866) 231-1821 if you have additional questions.

**Q: I don't know my Provider ID number. Where can I find it?**

A: Your Provider ID number was included in the welcome materials you received from WellCare when you first became a participating provider. It can be found on any Explanation of Payment (EOP) you receive from WellCare or by calling your local Provider Relations representative. You should keep your Provider ID number where it can be easily accessed when calling WellCare.

**Q: How can I ensure I am receiving the most current eligibility information?**

A: WellCare receives downloads from the State of Georgia on the first of every month. It is important to verify eligibility via the Web as close to the appointment date as possible to ensure you receive the most current information available.

**Q: How can I file my claims electronically?**

A: Filing claims electronically is the fastest and most efficient way to submit claims to WellCare. Currently, WellCare receives electronic claims from RelayHealth. If you have any questions regarding submission of EDI transactions directly through RelayHealth, you may call 888-743-8735 and they will provide you with assistance.

Contact EDI Ops at [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com).

**Q: How long does it take to get a claim paid?**

A: The Georgia Families program requires the processing of clean claims within 15 business days. Ensuring the claims you submit include all of the necessary information can aid us greatly in processing claims quickly. Claims missing information or that include inaccurate information will result in delays. It is important to use the same vendor information (i.e., name of provider/practice, Tax ID numbers) that is submitted on your W-9 form as filed with the IRS. Simply using a slightly different version of the name of your practice can delay the processing of your claims. Using invalid or dated CPT codes can also delay processing.

**Q: What functions are available through the WellCare of Georgia Web site?**

A: Functions available include the ability to check member eligibility and co-pay information, request authorizations, check the status of submitted claims and more. Our provider directories and handbooks are also available online. Providers must register with their WellCare-assigned Provider ID number to gain access. To register, log on to <http://georgia.wellcare.com> and follow the simple steps. Once that process is complete, you will receive your user ID and password via e-mail.

## Frequently Asked Questions from Members

Members often ask their providers questions about their health plan during office visits. Here is a list of the some of the most frequently asked questions from members to assist you in answering questions. Members may also be directed to Customer Service at (866) 231-1821 for assistance.

**Q: I've lost my member ID card. How can I get a replacement?**

A: Members may place a request using the WellCare of Georgia, Inc. Web site at <http://georgia.wellcare.com> or call Customer Service at (866) 231-1821, TTY/TDD (877) 247-6272 to request a replacement WellCare ID card. To replace a Medicaid card, members should call their caseworker at the Georgia Department of Family and Children Services.

**Q: Do I need a referral to see a specialist?**

A: Georgia Families plan members need a referral from their Primary Care Physician (PCP) for an initial visit to a specialist. Notification to WellCare is not necessary. However, if follow-up visits to the specialist are necessary, the PCP or specialist will need to obtain an authorization from WellCare. It is important that members discuss their care options with their PCPs.

**Q: Where can I get my prescriptions filled?**

A: Prescriptions written by network providers must be filled at a participating pharmacy. Members may log onto <http://georgia.wellcare.com> to find a list of participating pharmacies. Members can also call WellCare Customer Service at (866) 231-1821, TTY/TDD (877) 247-6272 to inquire about participating pharmacies.

**Q: What is a Preferred Drug List (PDL)?**

A: The PDL is a list of medications developed by WellCare that providers use when prescribing medications for members. WellCare will only pay for the medications that are listed on the PDL with a few exceptions. The PDL is updated quarterly. Providers can tell members if a particular drug is on the PDL.

**Q: How much do services cost?**

A: Information on covered services and co-pays can be found in WellCare's Georgia Families and PeachCare for Kids Member Handbooks received in the member enrollment packet. This information can also be found online at <http://georgia.wellcare.com>.

**Q: What happens if I need care over a weekend when your office is closed? Should I go to the emergency room?**

A: If it is an emergency, members should proceed immediately to the emergency room for care. If it is not an emergency, WellCare PCPs are available to members 24 hours a day, 7 days a week. After-hours care may be available through a 24-hour answering service, an answering system with an option to page the physician, or an advice nurse with access to the PCP or on-call physician. Members may also call the WellCare Health Advice Line at (800) 919-8807 which is available to all Georgia members and can help with level of care decisions.