

TIPS ON HOW TO FILE CLAIMS

GEORGIA MEDICAID

How to File a Claim

Claims submitted to WellCare for payment should:

- Be on the nationally accepted 837 file format and submitted electronically using your WellCare Payer ID. If all EDI methods have failed and you have contacted the WellCare EDI Operations Team for assistance, you may then submit your claim on paper CMS1500 or UB04 forms including any additional documents required;
- Include all necessary, complete, correct, and compliant data including current CPT and ICD-9 codes;
- Contain the WellCare-issued Provider ID number and NPI number (optional for paper claims), as well as the provider and/or practice names and ID numbers that match those on the W-9 initially submitted to WellCare;
- Be submitted within six (6) months from the date of service.

Claim Payments

Paid Claims – Clean claims are paid within the 15-business day standard.

Pended Claims – Require additional review.

Denied Claims – Services indicated on the submitted claim are not covered or the member is not eligible.

Clearinghouses for Electronic Claims

WellCare is presently receiving electronic claims from four clearinghouses:

Clearinghouse	Payer ID Number	Phone Number
ACS EDI Gateway	77004	(800) 987-6720
Availity	14163	(800) 282-4548
Emdeon (WebMD®)	14163	(800) 845-6592
SSI Group	14163	(800) 880-3032

Encounter Data Submissions Only

For claims encounter submissions, please use WellCare Payer ID number **59354** for all clearinghouses.

Claims Department

For claim submission questions, please contact the Provider Hotline at: **(866) 231-1821**

EDI Questions & Assistance

For inquiries related to your electronic claim submission to WellCare, please call our EDI team who will assist to identify, test and correct any issues.

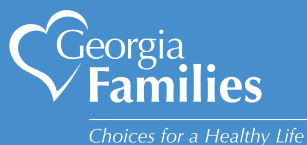
EDI Team Direct **(800) 960-2530 Ext. 4096**

EDI Team Fax..... **(813) 675-2988**
(inquiries only)

Mailing Claims

Submit paper claims to:

WellCare Health Plans, Inc.
Georgia Region
P.O. Box 31224
Tampa, FL 33631-3224



Please see the WellCare Provider Handbook for additional information. Be sure to check the WellCare of Georgia Web site regularly for updates at <http://georgia.wellcare.com>.

