



Filing an Authorization-Related Claim Appeal for WellCare Medicaid Providers in Georgia

This process is for all claim denials for lack of prior authorization, service exceeds authorization, lack of supporting documentation and late notification.

WellCare encourages providers to contact the **Provider Hotline at 1-866-231-1821** to resolve any issues that may arise. If an issue cannot be resolved, WellCare has established an authorization-related claim appeal process that permits providers to dispute WellCare's decisions on claim denials for authorization-related issues. (A separate process exists for claim appeals that are not authorization-related.)

Claim appeals must be filed, in writing, to the Appeals Department within 30 days of the date of the EOB or Provider Administrative Denial Letter to be compliant with GA House Bill 1234.

1-866-231-1821

Monday–Friday, 7am–7pm Eastern

georgia.wellcare.com

Authorization-Related Claim Appeal Process

1. WellCare completes a thorough investigation of every authorization-related claim appeal received, using applicable statutory, regulatory and contractual provisions.
2. If the appeal is found not to include adequate information to make a decision, WellCare notifies the provider, in writing, of the information needed.
3. WellCare notifies the provider of the outcome of the claim appeal, in writing, via a Determination Letter within 30 business days of receiving the request. If the decision is adverse to the provider, a Provider Appeal Uphold Letter is sent to the provider.
4. WellCare processes and finalizes all appealed claims to a paid or denied status within 30 business days of receipt of the appealed claim. All appealed claims are finalized within 24 months of the date of service.

Two Ways to File

1. By Mail

Mail written authorization-related claim appeals and documentation to:
WellCare Health Plans, Inc.
Attn: Appeals Department
P.O. Box 31368
Tampa, FL 33631-3368

OR

2. By Fax

Fax written claim appeals and documentation to:
1-866-201-0657

Please see the WellCare Provider Handbook for additional information.

Visit our Web site at georgia.wellcare.com for regular updates.

