



Filing a Complaint for WellCare Medicaid Providers in Georgia

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 a provider complaint process that permits providers to dispute WellCare's policies, procedures or any aspect of our administrative functions.

Please see the WellCare Provider Handbook for additional information.

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

1-866-231-1821
Monday–Friday,
7am–7pm Eastern
georgia.wellcare.com

Provider Complaint Process

WellCare completes a thorough investigation of every provider complaint received using applicable statutory, regulatory and contractual provisions.

Mail written complaint and documentation to:

WellCare Health Plans, Inc.
Attn: Customer Service
P.O. Box 31370
Tampa, FL 33631-3370

Provider complaints must be filed, verbally or in writing, within 45 days of the event giving rise to the complaint.

Each complaint will be categorized as follows:

Level-One Complaint
Can be resolved within one business day.

Level-Two Complaint
Requires more than one business day to resolve.

WellCare notifies the provider of the outcome of the complaint, in writing, with a Resolution Letter. If the resolution is adverse to the provider, WellCare also sends a Notice of Adverse Action to the provider.



WellCare notifies the provider of the outcome of the complaint, in writing, with 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.



If the provider receives a Notice of Adverse Action and is not satisfied with the outcome of the complaint, he or she may request a review at an Administrative Law Hearing or select binding arbitration by a private arbitrator.



Requests for an Administrative Law Hearing must be made, in writing, within 15 business days from the date the Notice of Adverse Action is mailed. Address requests to:

WellCare Health Plans, Inc.
Administrative Law Hearing
P.O. Box 31580
Tampa, FL 33631-3580



of Georgia, Inc.