



Choices for a Healthy Life

WellCare's Web Access for Providers

WellCare offers secure Web access to participating providers which gives you and your staff access to a variety of tools created to streamline your day-to-day plan administrative tasks. Caring for your patients – our members – means working together to ensure they receive the care they need.



Website Features

Authorization Requests – Submit authorization requests online and check authorization status.

Banner Messages – View and download the latest announcements to all providers.

Claims Submission, Status & Inquiry – Submit individual claims or check the status of a submitted claim.

Member Eligibility & Co-pay Information – Verify member eligibility through the Web site and obtain specific co-pay information.

Message Center – Where providers receive notices regarding their claims, eligibility inquiries, authorization requests and other provider-specific messages.

Pharmacy Service & Utilization – Access pharmacy utilization reports and obtain information about our pharmacy services.

Provider Directories – Search the Provider Directory by geographic location and medical specialty to refer members to in-network services.

Provider Handbooks – Complete copies of WellCare's Provider and Hospital Services Handbooks are available online including all of the necessary forms and education materials.

How to Register for Secure Web Access

All participating providers may use the secured Web site once registered. Your first step is to determine who in your office may benefit from having access to the site.

On our Web site, there are two types of users, **administrative users** and **sub accounts**. Administrative users oversee additional Web site users (sub accounts) in their practice or department.

Do you know?

- ▶ *A provider may have as many administrative users as is needed.*
- ▶ *Each administrative user may manage his own team of sub accounts.*

Administrative users can register in five simple steps:

- 1. Log In to Register** – From the WellCare of Georgia homepage <http://georgia.wellcare.com>, select the “Providers” tab, then on the left menu bar click “Register”.
- 2. Complete the Registration Form** – Enter your WellCare-issued Provider ID number*, primary address ZIP code**, and telephone number, then click “Submit”. Complete the registration form and be sure to “Accept” the HIPAA Terms and Conditions before you click “Submit”.
- 3. Registration Confirmation** – On the Provider Registration Access page, fill-in the necessary fields and click “Submit”. The Registration Confirmation page will display a verification of your registration. We encourage you to print this page for your records.
- 4. Registration E-Mail** – Within 24 hours of completing your registration, you will receive an e-mail with a temporary password. This password is only valid for 30 days. Upon your next login, you will be prompted to change this temporary password to a permanent one of your choosing.
- 5. Create Password** – After logging in with your temporary password, you may create your unique password, select a security question from a drop down list and enter the appropriate security answer. Please be sure to click “Submit” to confirm your selections. Once this step is complete, you will be fully registered on the secure WellCare of Georgia Web site with your preferred user name and password.

* Your Provider ID number is found in your WellCare welcome packet or on your Explanation of Benefits.

** We consider your primary address ZIP code to be the one submitted on your credentialing application.

Be sure to keep your login and password information for future reference.

For questions on Web registration, feel free to call our Web Assistance team at (800) 960-2530 ext. 4096.

Please see the WellCare
Provider Handbook for
additional information.