



**WellCare of Georgia
Provider Portal
Batch Eligibility Tutorial**

May 2006

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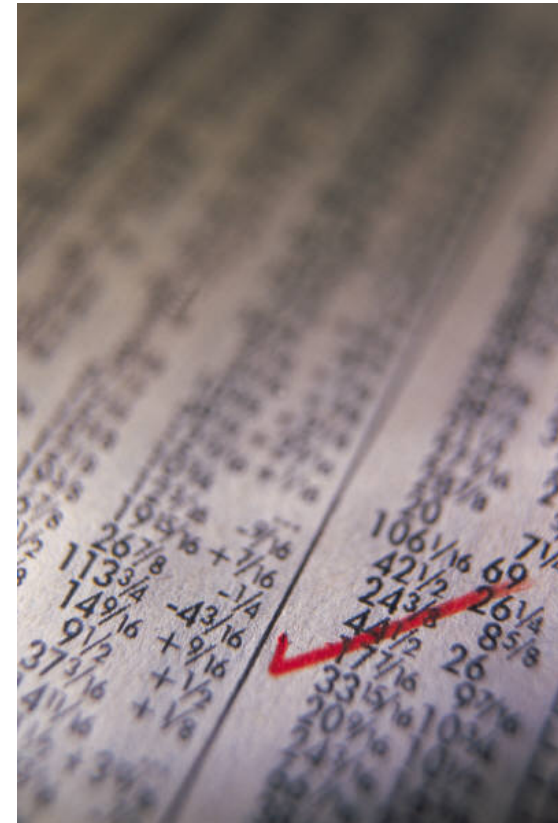
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Batch Eligibility Tutorial Overview

Welcome to the Provider Batch Eligibility Tutorial. This tutorial will help you learn the following:

- How to access the Batch Eligibility function.
- How to send a Batch Eligibility file on <http://georgia.wellcare.com>.
- What to expect when you submit an Eligibility File.

Let's start with an overview of the Batch Eligibility process.



What is Batch Eligibility?

- Batch Eligibility allows you to upload eligibility files to WellCare.
- The file must be submitted in an X12, 270 layout.
- After WellCare has received and approved the layout, the results are sent back in an X12, 271 layout to your Message Center.
- If WellCare denies the layout, the file is sent to your Message Center. You will have to re-submit the file in the correct format.

Who Can Use Batch Eligibility?

- A Provider who is Registered to use the WellCare of Georgia Medicaid portal and is a WellCare of Georgia Participating Provider.



Batch Eligibility Overview

The list below is an overview of the Batch Eligibility Process:

1. Login to the <http://georgia.wellcare.com> secure portal.
2. Click the Batch Eligibility function on the left menu.
3. Select **Browse**.
4. Select the file you wish to send.
5. Click **Send**.

Click Login to enter the secure providers area.



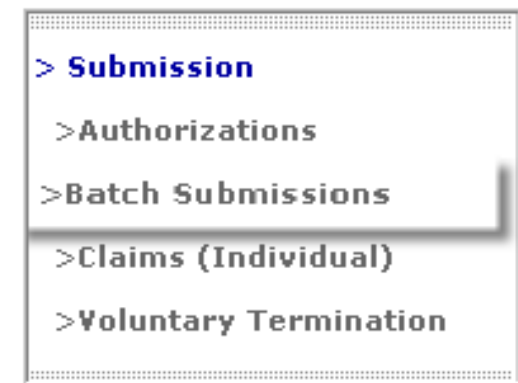
Batch Eligibility Overview

6. Click on **Message Center** to receive an acknowledgement message from WellCare.
7. Review process continues within WellCare.
8. Providers are notified via the Message Center within 24 hours when the eligibility file is approved or denied.

How to Access the Batch Eligibility Function

Here's how to start:

- Access <http://georgia.wellcare.com> .
- Click the Providers function on the left menu or on the top tab menu.
- Click **Login** on the top tab menu to login to the secure Providers area.
- The Providers home page displays.
- Find the **Submission** heading in the left menu on the Providers home page.
- Click the **Batch Submissions** function.



How to Use the Batch Eligibility Function



The screenshot shows a web page titled "Secure File Upload". The page has an orange header bar with the title. Below the header, there is a "Help" button. The main content area contains the following text:

Secure File Upload allows you to submit your batch eligibility files for processing in a secure and HIPAA compliant manner.

Please use the field below to specify the file you would like to submit, then press the Submit button to begin transferring the file over a secured connection. For more information about the Secure File Upload system or to get a list of supported files, file formats, and/or file extensions, check out the help section.

Upload File:

Page Status: Waiting for upload...

- After selecting **Batch Submissions**, the Secure File Upload page displays.

How to Use the Batch Eligibility Function

Secure File Upload

Help

Secure File Upload allows you to submit your batch eligibility files for processing in a secure and HIPAA compliant manner.

Please use the field below to specify the file you would like to submit, then press the Submit button to begin transferring the file over a secured connection. For more information about the Secure File Upload system or to get a list of supported files, file formats, and/or file extensions, check out the help section.

Upload File:

Page Status: Waiting for upload...

Click **Browse** to select the file to upload. Then, click **Submit**.

- Click **Browse** to select the file you wish to upload.
- Click **Submit**.

How to Use the Batch Eligibility Function

Secure File Upload - Batch Eligibility

[Help](#)

Secure File Upload allows you to submit your batch eligibility files for processing in a secure and HIPAA compliant manner.

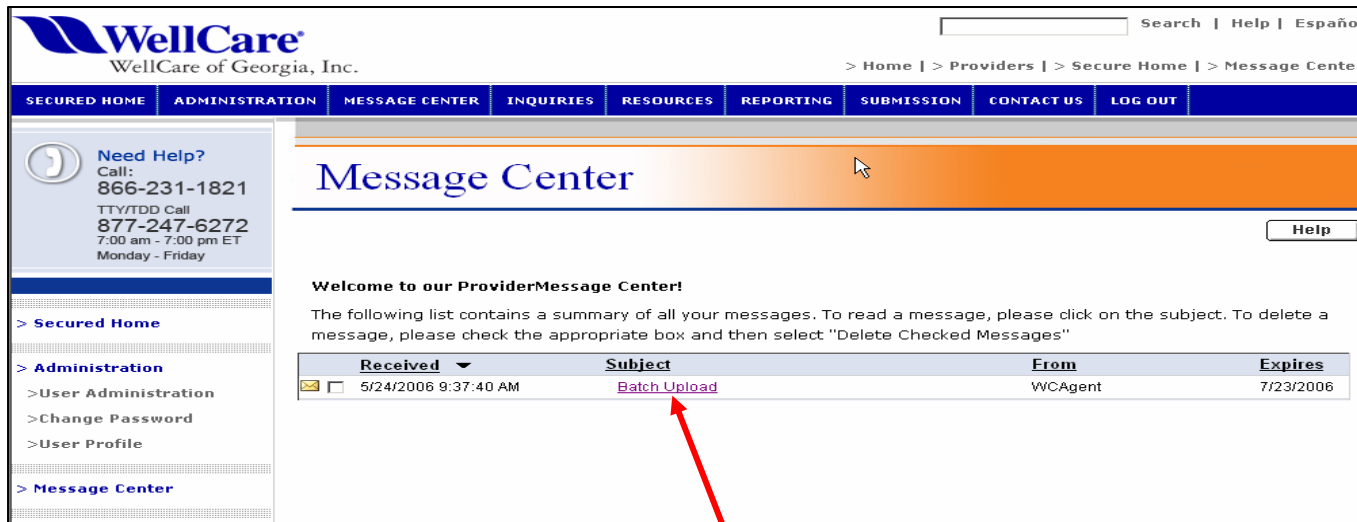
Please use the field below to specify the file you would like to submit, then press the Submit button to begin transferring the file over a secured connection. For more information about the Secure File Upload system or to get a list of supported files, file formats, and/or file extensions, check out the help section.

Upload File: [Browse...](#) [Submit](#)

File Upload Status: OK
Received File: Batch Eligibility File1.doc
Page Status: Waiting for upload...

- The next page displays the File Status.
- The Batch Upload Confirmation is sent to the **Message Center**.

Upload Confirmation Message



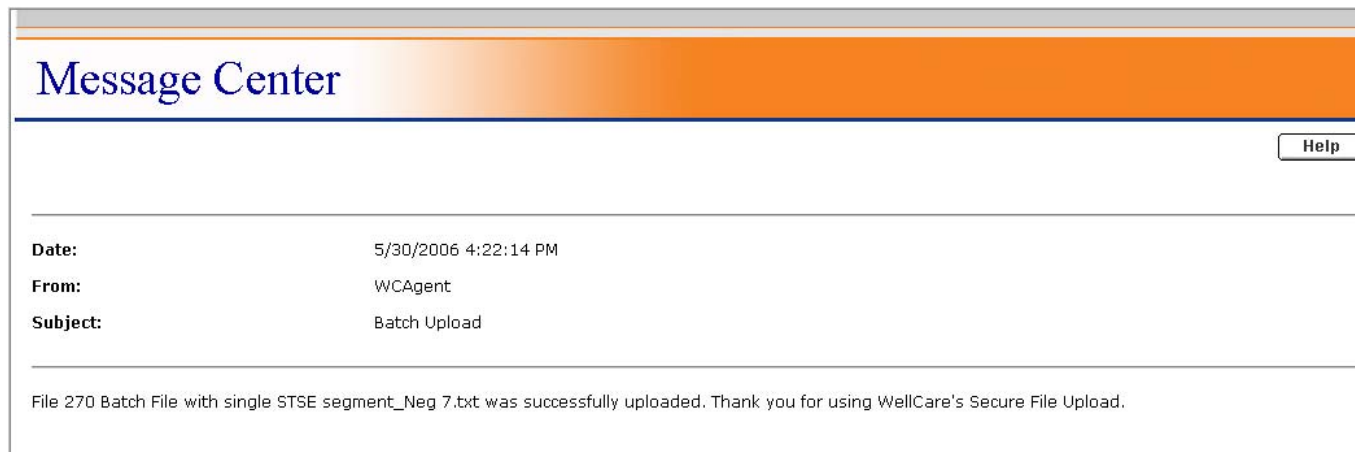
The screenshot shows the WellCare Message Center interface. At the top, there is a search bar and navigation links for Home, Providers, Secure Home, and Message Center. A navigation menu includes options like Secured Home, Administration, Message Center, Inquiries, Resources, Reporting, Submission, Contact Us, and Log Out. On the left, there is a 'Need Help?' section with contact information and a sidebar menu with 'Message Center' selected. The main content area displays a 'Welcome to our ProviderMessage Center!' message and a table of messages. A red arrow points to the 'Batch Upload' link in the Subject column of the message table.

Received	Subject	From	Expires
5/24/2006 9:37:40 AM	Batch Upload	WCAGENT	7/23/2006

Click here to
read the
message

- Click the **Message Center** on the left menu.
- A Batch Upload confirmation message displays.
- Click the message in the **Subject** column.

Upload Confirmation Message



- The message shows the file was uploaded successfully.

After Submission

Congratulations! You have completed your Batch Eligibility Submission. What happens next?

- You will receive an **Approve** or **Denied** notification in the **Message Center** within 24 hours.
- The approved file will be in the X12, 271 layout.
- If the file is denied, it should be re-submitted in the correct X12,270 layout.

What Have You Learned?

- ✓ What Batch Eligibility is.
- ✓ Who can use Batch Eligibility.
- ✓ How to Access Batch Eligibility.
- ✓ How to send a Batch Eligibility file.
- ✓ What to expect after a Batch Eligibility file is submitted.



Thank You

Thank you for viewing this tutorial.

For questions or comments, please contact WellCare of Georgia by:

- Calling our toll-free number at 1-866-231-1821.
- Sending questions online through the [Contact Us](#) link at the bottom of the web page.