

## Authorization Requirements for Behavioral Health and Medical Services

May 22, 2007

WELLCARE HEALTH PLANS, INC.  
THE WELLCARE GROUP OF COMPANIES

Dear Provider,

The purpose of this communication is to clarify our processes for obtaining authorizations and claims payments for services that overlap with our behavioral health vendor, Magellan. **Magellan** coordinates services rendered by behavioral health specialists. Please review the following situations to determine who will render the appropriate authorization and payment for services:

### Scenario 1 – Member is an inpatient at a Behavioral Health Facility and requires medical services

When a medical service provider renders services to WellCare members in a Behavioral Health Facility, the medical provider should use the following rules for seeking authorization and payment:

1. Initial history and physical visits should be authorized by and billed to Magellan. Contact **Magellan** at **(800) 424-5412** for authorizations or claims related questions.
2. Consultation and treatment services for a medical condition should be authorized by and billed to WellCare. A provider should obtain medical authorization from WellCare via **fax** at **866-455-6487** or by calling **(866) 231-1821**. Any claims related questions should be directed to the Provider Hotline at (866) 231-1821 or to your Provider Relations Representative.

### Scenario 2 – Member is at a Medical Facility and requires behavioral health consultation and/or treatment

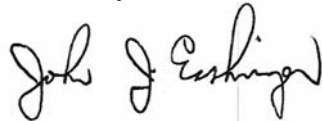
When a behavioral health provider renders services to WellCare members in a Medical Setting (Inpatient, Outpatient, or ER), the behavioral health provider should use the following rules for seeking authorization and payment:

211 Perimeter Center Parkway  
Suite 800  
Atlanta, Georgia 30346

1. Consultation and treatment services in an inpatient and/or outpatient setting should be authorized by and billed to Magellan. Contact **Magellan** at **(800) 424-5412** for authorizations or claims related questions.
2. Any behavioral health services rendered in the Emergency Room do not require an authorization. All ER claims should be submitted to WellCare for processing. Any claims related questions should be directed to the **WellCare** Provider Hotline **(866) 231-1821** or to your Provider Relations Representative.

If you need additional information related to authorization requirements or claims payment, please call the WellCare of Georgia, Inc. Provider Hotline at **(866) 231-1821** or your Provider Relations Representative.

Sincerely,



John Esslinger, MD  
Senior Medical Director