



Coordination of Benefits

Primary Payer Information Now Available Online

August 19, 2008

WellCare Health Plans, Inc.
The WellCare Group of Companies

Dear Provider,

WellCare has recently enhanced Web functionality to help providers manage transactions requiring coordination of benefits. Since August 1, 2008, primary payer information is available to providers via the eligibility verification tool of the secure Provider area of our Web site, <http://georgia.wellcare.com>. This information may also be verified through our Provider Hotline at **(866) 231-1821**.

WellCare adheres to the regulatory guidelines itemized below in claim processing and benefit coordination:

- Post-payment research and recoupment, or “Pay and Chase,” is performed in all instances.
- WellCare gives providers written notification referencing the primary payer information prior to any recoupment activity.
- In accordance with the Medicaid Care Management Organizations Act, WellCare will notify providers of a request for recoupment no more than 12 months after the date of service.
- WellCare is obligated to be the payer of last resort under federal and state legislation except as required for certain procedures including labor and delivery, inpatient hospital care and post-partum care, pre-natal services, preventive pediatric services and services provided to a dependent covered by health insurance pursuant to a court order.

Providers should always check the eligibility information now offered online before starting the billing process. By billing claims to commercial or other third-party carriers you are likely to be reimbursed at an amount higher than Medicaid fee schedules.

Mailing Address:

211 Perimeter Center Parkway
Suite 800
Atlanta, GA 30346

If you have further questions about the coordination of benefits process, please contact your local Provider Relations representative or call the Provider Hotline.

Sincerely,
WellCare of Georgia, Inc.