

WellCare Contacts and Resources

Contact Point	Purpose	Contact Information
Applications and Enrollment		
Telephonic Scope of Appointment (SOA)	Document SOA via phone	MAPD: 877-780-3920 PDP: 877-297-3625
Medicaid Eligibility	Verify Medicaid eligibility	866-211-0544
Online Formulary Tool	Utilize during sales presentations	https://www.wellcare.com/Producers/Formularies
Online Provider Directory	Utilize during sales presentations	https://www.wellcare.com/FAP
Online Application Submission	Submit electronic enrollment applications	https://portal.wellcare.com/agentassistedapp
Paper Application Fax Submission	Submit paper enrollment applications	MAPD: 866-473-9124 PDP: 866-388-1521
RFI Line (Request for Information)	Application assistance	877-677-5609
Disenrollment Processing	Member disenrolls from a plan	Fax: 866-430-7452



WellCare Contacts and Resources *(Continued)*

Contact Point	Purpose	Contact Information
Sales Support		
Agent Services	Telephonic assistance regarding certifications, commissions, etc.	866-822-1339
Payspan	Register for Direct Deposit	877-331-7154
Member Services		
Customer Service	Member support for MAPD questions/concerns	866-473-9124
Agent Hotline	Questions regarding active members	866-439-1189
Claims	Claims submissions	Fax: 813-283-3284 Mail (Paper Submissions): WellCare Health Plans - Claims Department PO Box 31372 Tampa, FL 33634 Mail (Paper Disputes): WellCare Health Plans - Claims Department PO Box 31370 Tampa, FL 33634
Durable Medical Equipment (DME) (Nationwide)	DME questions	Phone: 718-369-0012 Fax: 718-287-1229
Healthplex	Dental benefit assistance	855-468-7250
Superior Vision	Vision benefit assistance	800-879-6901
Hear USA	Hearing benefit assistance	855-220-8728
Trid	Chiropractic benefit assistance	800-409-9081
Medical Transportation Management (MTM)	Transportation benefit assistance	855-824-5702
Pharmacy Services	Prescription drug benefit assistance	888-348-4569
Nurse Advise Line	Member medical benefit assistance	800-581-9952

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Member Services <i>(Continued)</i>		
Behavioral Health Crises	Mental health benefit assistance	855-582-6265
Healthy Rewards	Healthy Rewards assistance	888-283-8064
CVS/Caremark Mail Services	Prescription mail delivery assistance	Phone: 800-552-8159 Fax: 866-388-1766
Medical Appeals	Appeal coverage decisions	Fax: 866-201-0657 Mail: WellCare Health Plans, Inc. - Appeals Department PO Box 31368 Tampa, FL 33631
Medical Grievances	Submit a formal complaint regarding services received	Mail: WellCare Health Plans, Inc. - Grievance Department PO Box 31384 Tampa, FL 33631
Medication Appeals	Appeal prescription drug coverage	Mail: WellCare Health Plans, Inc. - Pharmacy Appeals Department PO Box 31383 Tampa, FL 33631

