

Delaware Medicare Quick Reference Guide



January 2026
wellcareDE.com

CONVENIENT SELF-SERVICE

Wellcare partners with **Availity Essentials**, a multi-payer portal, to offer select secure provider portal services. Availity Essentials is the fastest way to get help with routine tasks. Our current secure provider portal will continue to remain active and available to you.

	Portal	(IVR) Interactive Voice Response
<u>Authorization Requirements/Status</u>	<u>Fastest Result</u>	Available
<u>Authorizations Request</u>	<u>Fastest Result</u>	N/A
<u>Benefit/Copayment Information</u>	<u>Fastest Result</u>	Available
<u>Claims/Reconsiderations/Appeals Status</u>	<u>Fastest Result</u>	Available
<u>Eligibility Verification</u>	<u>Fastest Result</u>	Available
<u>Submit Appeals/Claims/Claims Disputes/Corrections</u>	<u>Fastest Result</u>	N/A

HELPFUL LINKS

Portal Registration
Portal Training

Joining our Network
Forms
(AOR, Auth, Claims and more)

Resources
(Manual and Guides)

PROVIDER SERVICES PHONE (IVR):

Non-duals/C-SNP plans: **1-800-977-7522** | Duals/D-SNP plans: **1-844-796-6811** (TTY: **711**)

OTHER PHONE NUMBERS

CARE AND DISEASE MANAGEMENT REFERRALS

Phone: **1-866-635-7045** (TTY: **711**) | Fax: **1-844-222-3180**
Hours: M–F, 8 a.m.–7 p.m. Eastern Standard Time

RISK MANAGEMENT FRAUD, WASTE & ABUSE HOTLINE

1-866-685-8664

COMMUNITY CONNECTIONS HELP LINE

1-866-775-2192

BEHAVIORAL HEALTH CRISIS

24 hours a day, members should call Member Services.

NURSE ADVICE LINE

1-800-581-9952 (24 hours)

HEALTH PLAN PARTNERS

Contracted Networks

HEARING

TruHearing

Phone: **1-800-334-1807**

VISION

Premier

Phone: **1-866-434-0032**

DENTAL

Centene Dental

Phone: **1-855-735-4395**

NOTE: Please refer to the member ID card to determine appropriate authorization and claims submission process.

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

CLAIM SUBMISSION INFORMATION

SUBMISSION INQUIRIES

EDI team: EDIBA@centene.com or call Provider Services.

PREFERRED EDI CLEARINGHOUSE

Availability: **1-800-282-4548**.

Web portal for direct data entry (DDE) claims:

availity.com/Essentials-Portal-Registration.

PAYER ID: 68069

Timely Filing guidelines: Submit within 180 days from date of service.

EFT/ERA

PaySpan

Register: payspanhealth.com or call **1-877-331-7154**.

Email: providersupport@payspanhealth.com



MAIL PAPER CLAIMS TO:

Wellcare

Attn: Claims

P.O. Box 3060

Farmington, MO 63640-3822

PHARMACY SERVICES

PHARMACY SERVICES

Phone: **1-833-750-0202**

Rx BIN

610014

Rx PCN

MEDDPRIME

Rx GRP

2FFA

MAIL ORDER

Express Scripts®

Phone: **1-833-750-0201** (TTY: **711**)

24 hours a day, 7 days a week

SPECIALTY PHARMACY

AcariaHealth™

Phone: **1-855-535-1815** (TTY: **1-855-516-5636**)

Monday–Thursday, 8 a.m. to 7 p.m., Friday, 8 a.m. to 6 p.m. ET.

MEDICAL ONCOLOGY SERVICES

New Century Health

Phone: **1-888-999-7713**

COVERAGE DETERMINATION REQUESTS

Fax: **1-866-226-1093**

Electronic Prior Authorization (ePA):

account.covermymeds.com

Access the Pharmacy Benefits tab for Pharmacy related information, including:

- **Coverage Determination Request Form** and exceptions
- **Prior Authorization Information**
- **Pharmacy Forms**
- **Formulary**
- Express Scripts **Mail Order Service**
- Home Infusion/Enteral Services
- and more

PRIOR AUTHORIZATION (PA)

A **Pre-Auth Needed tool** is available to determine if prior authorization is required. Detailed Prior Authorization list and important PA information can be found in the **Prior Authorization Guide**. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests **online** using the associated **PA forms**.

Medical Fax: 1-844-222-3180

Behavioral Health Fax: Outpatient/Inpatient **1-844-222-3180**

Pharmacy Prior Authorizations: 1-800-867-6564

Urgent Authorization Requests and Admission Notifications: Call Provider Services and follow the prompts.

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Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.

Wellcare does not accept handwritten, faxed or replicated claim forms.

Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.