Delaware Medicare Quick Reference Guide

January 2027
wellcareDE.com

CONVENIENT SELF-SERVICE

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

	Availity	Portal	(IVR) Interactive Voice Response
Authorization Requirements/Status	**Fastest Result**	**Fastest Result**	Available
Authorizations Request	**Fastest Result**	**Fastest Result**	N/A
Benefit/Copayment Information	**Fastest Result**	**Fastest Result**	Available
Claims Status	**Fastest Result**	**Fastest Result**	Available
Claim Reconsiderations Status	N/A	**Fastest Result**	Available
Eligibility Verification	**Fastest Result**	**Fastest Result**	Available
Submit Corrected Claims	**Fastest Result**	**Fastest Result**	N/A
Submit Claim Reconsiderations	N/A	**Fastest Result**	N/A

HELPFUL LINKS

Availity Portal Registration | **Portal Registration** | **Joining our Network** | **Resources** (Manuals and Guides)
Availity Portal Training | **Portal Training** | **Forms** (AOR, Auth, Claims and more)

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**

CLIENT SERVICES
Availity
Phone: **1-800-AVAILITY (282-4548)**

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.

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CLAIM SUBMISSION INFORMATION

SUBMISSION INQUIRIES

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

PREFERRED EDI CLEARINGHOUSE

Availity: **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**

EOP can be accessed via **Availity Essentials Remittance Viewer**.

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	Rx PCN	Rx GRP
610014	MEDDPRIME	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

Evolent 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, pre-authorization submissions and status checks can be submitted through **Availity Essentials** 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.
Non-duals/C-SNP plans: **1-800-977-7522** | Duals/D-SNP plans: **1-844-796-6811** (TTY: **711**)

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.