

QUICK REFERENCE GUIDE

JANUARY 2025

Convenient Self-Service

WellCare of North Carolina understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks. **The Provider Portal is the fastest way to get help with those routine tasks.** Keep this Guide accessible to make pre-visit planning and post-visit tasks quick and easy.

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

Helpful Links

Portal Registration

Forms (AOR, Auth, Claims and more)

Joining our Network

Resources (Manual and Guides)

Provider Services Phone (IVR):

1-833-925-2861 (TTY: 711)

Important Numbers

Care Management Referrals
Phone: **1-833-925-2861 (TTY: 711)**
Fax: **1-833-298-4301**

Risk Management Fraud,
Waste & Abuse Hotline
1-866-685-8664

Community Connections Help Line
1-866-775-2192

Behavioral Health Crisis Line
Members should call Member Services, **24 hours** a day.

Nurse Advice Line
1-833-925-2861 (TTY 711) (24 hours)

Health Plan Partners - Contracted Networks

Vision
Centene Vision Services

Dental
Centene Dental Services

Marketplace.WellCareNC.com

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.

WellCare of North Carolina is underwritten by Celtic Insurance Company, which is a Qualified Health Plan issuer in the North Carolina Health Insurance Marketplace.

Claim Submission Information

Submission Inquiries

EDI team: EDIBA@centene.com
or call **1-800-225-2573 ext. 6075525**.

Preferred EDI Clearinghouse

Availity: **1-800-282-4548**.
Web portal for direct data entry (DDE) claims:
[Availity.com/Essentials-Portal-Registration](https://www.availity.com/Essentials-Portal-Registration).

Payer ID: 68069

Visit our [Provider Resources](#) page to locate claim forms and information.

Timely Filing guidelines: 180 days from date of service.

EFT

Register: payspanhealth.com or call **1-877-331-7154**
Email: providersupport@payspanhealth.com
For more details on PaySpan, please refer to the [EFT Features Guide](#).



Mail paper claims to:
WellCare of North Carolina
Attn: Claims Department
P.O. Box 5010
Farmington, MO 63640-5010

Pharmacy Services

Pharmacy Services

Rx BIN	Rx PCN	Fax: 1-866-399-0929
003858	A4	Rx GRP
		2DFA

Mail Order

[Express Scripts](#)[®] Phone: **1-833-750-3040 (TTY: 711)**
24 hours a day, 7 days a week

Preferred Specialty Pharmacy

[AcariaHealth](#)[™] Phone: **1-866-458-9246**
(TTY: 1-855-516-5636)
Fax: **1-866-458-9245**

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**



WellCare of North Carolina
Attn: Pharmacy Appeals
P.O. Box 10341
Van Nuys, CA 91410

Coverage Determination Requests

Electronic Prior Authorization (ePA)

[Account.CoverMyMeds.com](#)

Access the [Drug Coverage page](#) for the Formulary information and Pharmacy forms.

Appeals/Reconsiderations and Grievances



Mail:
Wellcare of North Carolina
Attn: Appeals and Grievances Department
P.O. Box 10341
Van Nuys, CA 91410

Email:

ambetter_centralized_Grievances_Appeals@CENTENE.com

Fax: **1-833-886-7956**

Appeals Fax: **1-833-886-7956**

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: 1-833-897-0322

Behavioral Health Fax: Inpatient: **1-833-538-2371**;

Outpatient: **1-833-538-2372**

Pharmacy Medical Requests Fax: 1-800-977-4170

Urgent Authorization Requests and Admission Notifications:

Call **1-833-925-2861** and follow the prompts.

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 of North Carolina 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.

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