

# Key Plan Information for Wellcare By Absolute Total Care

Beginning January 1, 2026, Wellcare By Absolute Total Care will offer a dual special needs plan (D-SNP). This is a Medicare Advantage plan for individuals who have both Medicaid and Medicare, and these benefits must be managed by a single healthcare organization. Centene is the parent company of both Wellcare (Medicare Advantage) and Absolute Total Care (Medicaid). These plans are meant to be seamless and integrated for both members and providers.

The table below includes some key plan information to help you perform common transactions for this new plan.

Key Plan Information	
<b>Plan Name</b>	Wellcare Absolute Total Care Dual Align
<b>Provider Services</b>	1-833-998-5401 <i>(Comprehensive support for both Medicare and Medicaid)</i>
<b>Provider Website</b>	<a href="http://www.absolutetotalcare.com/providers.html">www.absolutetotalcare.com/providers.html</a>
<b>Provider Manual</b>	Find all information for this plan in the dedicated <a href="#">Provider Manual</a> .
<b>Member ID Cards</b>	Members will receive a single, integrated ID card. In most cases, providers will use the Medicare ID as the primary ID for working with our plan. Important information is in the Claims section below.
<b>Care Management (CM)</b>	Members have a single care manager point of contact for longitudinal support across Medicaid and Medicare and a dedicated CM call center: <b>1-844-536-2826</b>
<b>Authorizations &amp; Appeals</b>	Providers will only need to submit one authorization or clinical appeal and will receive a single decision. Submit authorizations through our secure provider portal, accessible on our <a href="#">provider website</a> , or <a href="#">Availity Essentials</a> .  When searching for authorizations, inquiries will display in a single view.
<b>Claims</b>	Providers will submit one claim for all services rendered through our secure provider portal, accessible on our <a href="#">provider website</a> , <a href="#">Availity Essentials</a> or through their preferred clearinghouse. Providers will receive one claim number for reference and inquiry. Payer ID: 68069.  Claims payment disputes may be submitted as one and will receive a single decision.

(continued)

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Payments	Providers will receive a single payment, 835 and EOP that display both the Medicare and Medicaid claims. Note, the ID displayed will be the Centene Member ID.
Payspan/Zelis Registration	Providers already registered with Payspan/Zelis must add the Duals line of business to their TIN to begin receiving payments.  New to Payspan/Zelis? Access registration details <a href="#">here</a> .
Need Help?	Find your <a href="#">Provider Engagement Account Manager</a> .