

## Simplify Office Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

### Website:

[www.wellcare.com/allwellSC](http://www.wellcare.com/allwellSC)

- Patient care forms
- Pre-Auth Needed tool
- Wellcare By Allwell news
- Provider Manual
- Preferred Drug List
- Member resources

### Secure Provider Portal:

[www.wellcare.com/allwellSC](http://www.wellcare.com/allwellSC)

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

### Check Member Eligibility

- Secure Web Portal
- Provider Services: 1-855-766-1497
- TTY: 711

### Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal
2. Review patient information for any gaps in care
3. Plan to address care gaps during an upcoming office visit

## Pre-Visit Planning Checklist

- ✔ Verify member eligibility.
- ✔ Check for patient care gaps and address them during an upcoming office visit.
- ✔ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

## Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure Provider Portal
- Medical Fax:  
1-844-530-8866
- Behavioral Health Fax:  
1-877-725-7751
- Phone: 1-855-766-1497

## Claims

Timely Filing guidelines: 95 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses:  
EDI Payor ID 68069
- Mail paper claims to:  
Wellcare by Allwell  
Attn: Claims P.O. Box 3060  
Farmington, MO 63640-3822

## Other Partners

To contact our other health services partners:

- Dental: 1-844-617-2618
- Vision: 1-855-769-6829
- Behavioral Health:  
1-855-766-1497

**Questions? Call Provider Services  
at 1-855-766-1497.**

**[www.wellcare.com/allwellSC](http://www.wellcare.com/allwellSC)**