



Integration at a Glance

Absolute Total Care is proud to have you as a part of our Medicaid network! Here is a breakdown of some day-to-day tasks for before and after the transition of WellCare of South Carolina to Absolute Total Care.

	WellCare of South Carolina Dates of service before April 1, 2021	Absolute Total Care Dates of service on or after April 1, 2021
Provider Services	1-888-588-9842	1-866-433-6041
Provider Online Resources	Website: wellcare.com/south-carolina/providers Secure Provider Portal: provider.wellcare.com/Provider/Login	Website: absolutetotalcare.com/providers Secure Provider Portal: absolutetotalcare.com/login
Authorizations	Status: <ul style="list-style-type: none"> WellCare Secure Provider Portal Online Chat IVR System Requests: <ul style="list-style-type: none"> WellCare Secure Provider Portal Expedited: Fax or Call Provider Services 	Status: <ul style="list-style-type: none"> Absolute Total Care Secure Provider Portal IVR System Requests: <ul style="list-style-type: none"> Absolute Total Care Secure Provider Portal Expedited: Call Provider Services
Claim Submissions	WellCare Health Plans Claims Department P.O. Box 31224 Tampa, FL 33631-3372	Absolute Total Care P.O. Box 3050 Farmington, MO 63640-3821
Claim Appeals (Medical necessity, authorization denials, benefits)	WellCare Health Plans Attn: Appeals Department P.O. Box 31368 Tampa, FL 33631-3368	Absolute Total Care P.O. Box 3050 Farmington, MO 63640-3821
Claim Payment Disputes (Untimely filing, incidental procedure, unlisted procedure code)	WellCare Health Plans Claim Payment Disputes P.O. Box 31370 Tampa, FL 33631-3370	Absolute Total Care P.O. Box 3050 Farmington, MO 63640-3821
Electronic Funds Transfer (EFT) and Electronic Remittance (ERA)	There are no changes for EFT/ERA. PaySpan Health will continue to be the provider for free EFT and ERA.	
Eligibility	Check member eligibility through: <ul style="list-style-type: none"> WellCare Secure Provider Portal SCDHHS IVR System: 1-866-912-3604 www.scdhhs.gov 	Check member eligibility through: <ul style="list-style-type: none"> Absolute Total Care Secure Provider Portal SCDHHS IVR System: 1-866-912-3604 www.scdhhs.gov

Note: This information is specific to **Medicaid only**. All processes will remain as-is for Medicare populations in 2021, or until further notice. For more information and resources, please visit the Provider Resources section of Absolute Total Care's website, absolutetotalcare.com.