



Tips on How to File Claims for WellCare Medicaid Providers in Georgia

Fee for service clearinghouse submitters

All Fee-for-Service (FFS) providers/vendors must send claims through a clearinghouse. WellCare is contracted with RelayHealth, who has reciprocal agreements with a number of trading partners that may be utilized for electronic claims submission. These may include (but are not limited to):

- AdminisTEP.com,
- AllScripts,
- Ingenix,
- MedAssets,
- Misys, and
- Payer Path.

If you have any challenges or difficulties with your transition requests, please call **1-888-743-8735** and RelayHealth will provide alternate connection recommendations or additional assistance.

Real time services:

Availity, Med Data, RelayHealth, and Emdeon provide real-time Eligibility (270/271) and Claim Status (276/277) services.

Encounter Data

For claims encounter submissions, please use WellCare Payer ID number 59354 for all clearinghouses.

Please see the WellCare Provider Handbook for additional information. Be sure to check the WellCare of Georgia Web site regularly for updates at georgia.wellcare.com.

Mailing Claims

Submit paper claims to:

WellCare Health Plans, Inc.
Attn: GA Claims Department
P.O. Box 31224
Tampa, FL 33631-3224

1-866-231-1821

Monday–Friday, 7a.m.–7p.m. Eastern

georgia.wellcare.com

How to File a Claim

Claims submitted for payment should:

- Be on the nationally accepted 837 file format and submitted electronically using your WellCare Payer ID.
- WellCare no longer accepts handwritten or replicated claim forms. Paper claims will continue to be accepted; however, they must be submitted on original CMS-1500 or UB-04 forms.

Be sure to include:

- All necessary, complete, correct and compliant data including current CPT and ICD-9 codes.
- The provider’s NPI number and Tax ID Number (TIN).

All claims must be submitted within six months from the date of service.

Strategic National Implementation Process (SNIP)

All claims and encounter transactions submitted via paper, direct data entry (DDE) or electronically, will be validated for transaction integrity/syntax based on the SNIP guidelines.

The SNIP validations used by the plan to verify transaction integrity/syntax are available on our website at georgia.wellcare.com. The SNIP validation descriptions document may be a helpful resource to share with your billing agent or clearinghouse.

Claims payments

Paid Claims: Clean claims are paid within 15 business days.

Denied Claims: Services indicated on the submitted claim are not covered, or the member is not eligible.

Claims Department

For claim submission questions, please contact the Provider Hotline at **1-866-231-1821**.

EDI questions and assistance

For inquiries related to your electronic claim submission to WellCare, please contact our EDI team, who will assist to identify, test and correct any issues.

EDI Team e-mail..... EDI-Master@wellcare.com

