



Update to Change of PCP Request Process

March 11, 2009

WellCare Health Plans, Inc.
The WellCare Group of Companies

Dear Provider,

In the interest of streamlining and providing the highest level of service possible, WellCare will be implementing a change to the PCP change request process, effective March 16, 2009.

Currently, PCP change requests can be called in to WellCare Customer Service by the member or provider, or the provider can fax a change request form to the Plan on the member's behalf. After an extensive review, WellCare decided that these important requests can be processed more efficiently.

Therefore, beginning March 16, the Plan is asking that all PCP change requests be called in to the Plan by either the member or the provider. Members may also submit an online request to change their PCP on the WellCare Web site at <http://georgia.wellcare.com>.

Handling PCP change requests over the phone has these advantages:

- **Expedited processing of requests**—Faxed requests fell into a queue and were processed in the order in which they were received, thus creating some delays. Phone requests are handled real-time.
- **Immediate changes**—Changes made over the phone become effective immediately—no waiting for paperwork to be reviewed.
- **More accurate and complete process**—By speaking with a Customer Service representative, the member and/or provider can verify that *all* necessary information has been submitted correctly. Fax forms were often sent with incomplete data or missing fields, resulting in delays as information was gathered and verified.

Thank you for your cooperation and understanding. This change will benefit your patients, our members, in quickly and accurately resolving their requests.

For questions regarding this notice, please contact your Provider Relations representative or the Provider Hotline at **1-866-231-1821**.

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Thank you,
WellCare of Georgia, Inc.