



Provider Quick Reference Guide WellCare HMO

WellCare HMO

www.wellcare.com

Provider Services: 1-866-231-1821

You may obtain **initial authorizations (IOA)**, **request additional sessions**, and **submit claims** online for Georgia Medicaid through your secure provider log-on at **www.MagellanHealth.com/provider**.

Authorization and Claims Number: 1-800-424-5412

Member Eligibility:

Providers must go to the Department of Community Health (DCH) Georgia Health Partnership (GHP) eligibility Web portal (www.ghp.georgia.gov/wps/portal) to verify member eligibility within 72 hours of providing services. Print out and keep the screen shot as proof of eligibility; *the DCH GHP portal is the only source that may be used as proof of eligibility.*

Fax Number for Treatment Request Form (TRF) Submission: 1-800-501-0185

Claims Address:

Magellan Health Services
P.O. Box 1396
Maryland Heights, MO 63043

Online Informational Sources:

Get answers to many frequently asked questions online. Go to **www.MagellanHealth.com/provider**.

You have online access to many resources/tools including:

- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Claims Filing
- Check Claims Status
- Request Authorization
- Check Authorization Status
- Request More Sessions
- Sample PCP Communication Forms
- Update Your Practice Information
- Magellan Provider Newsletter, *Provider Focus.*

Provider Inquiry Resources:

Call the general toll-free numbers listed above for claims and authorization questions. You also can check claims status at **www.MagellanHealth.com/provider**. If you need training on how to do this, please call Network at 1-800-297-7821. We can train you over the phone.

Call the local Magellan Provider Relations unit at **1-800-297-7821** for general inquiries, including credentialing and network status, or for any other network administrative issue.

If you feel your inquiry needs further review after pursuing the aforementioned standard methods, you may contact us at Magellan Health Services, Attn: Appeals, P.O. Box 1619, Alpharetta, GA 30009.

Behavioral health services managed by
Magellan Behavioral Health Southeast Care Management Center, P.O. Box 1619, Alpharetta, GA 30009