

WellCare Transition to Fidelis Care - Claim Submission, Correspondence and Contact Resources

5/18/2020 •

As a reminder, effective June 1, 2020, WellCare of New York, Inc. Medicaid, Child Health Plus, Essential Plan, Health and Recovery Plan (HARP), and Managed Long Term Care members will transfer to Fidelis Care. WellCare Medicare members are not affected by this change.

This announcement is to help providers with changes affecting current New York Medicaid members' 2020 Claim Submissions, Member Eligibility, Claim Status Inquires, and Customer Service information. We want to help your billing department process your claim submissions as efficiently as possible. Please use the date of service guidance below, *also located on the Provider page of our fideliscare.org website*, to send a claim submission to the correct payer to avoid an eligibility rejection.

NOTICE: Claim submissions submitted to WellCare for dates of services after the member migrates to the Fidelis plan may receive the below rejection description.

WellCare Eligibility Rejection Description: Patient was not eligible for benefits under this WellCare plan (PayerID 14163) for this date of service. Please review the Subscriber's ID card; they may be covered under the Fidelis Plan (PayerID 11315) for dates of service on or after 06/01/2020.

CLAIMS SUBMISSIONS DATE OF SERVICE GUIDANCE

File Type Definitions:

- Fee For Service (FFS) defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
- Encounters (ENC) defined in the Transaction Type Code BHT06 as RP, which means Reportable only, NOT expecting adjudication.

Date of Service	Health Plan Name	Transaction Type (CH/RP)	Claim Type	Clearinghouse Payer ID	Paper Claim Submissio
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Before 06/01/2020	WellCare of New York, Inc. (Medicaid)	Fee-For- Service	Professional and Institutional	14163	WellCare Health Plan Claims Department P.O. Box 31372 Tampa, FL 33631-3372
Before 06/01/2020	WellCare of New York, Inc. (Medicaid)	Encounter	Professional and Institutional	59354	WellCare Health Plan Claims Department P.O. Box 31372 Tampa, FL 33631-3372
On or after 06/01/2020	Fidelis Care, a Centene Company	Fee-For- Service & Encounter	Professional	11315	Medicaid, CHP, & Essential Plan: Fidelis Care P.O. Box 80 Amherst, N 14226-0898
On or after 06/01/2020	Fidelis Care, a Centene Company	Fee-For- Service Encounter	Institutional	11315	Medicaid, CHP, & Essential Plan: Fidelis Care P.O. Box 80 Amherst, N 14226-0898

Please Note: For fastest, most accurate processing, EDI is the preferred method.

INSTRUCTIONS ON HOW TO DETERMINE CORRECT PAYER FOR DATE OF SERVICE

- If billing a professional submission with services spanning before and after 06/01/2020, to avoid rejection please split the services into two separate claim submissions for the guidance outlined below.
 - Professional (837P) service date for all claim lines is in Loop 2400 (DTP*472*from-through~)
 - FL-24a unshaded area on the CMS1500 02/12 paper form.
- If billing a professional or an outpatient bill type institutional submission, please use the earliest From Date in the claim submission for the guidance outlined below.
 - Professional (837P) earliest service date in all claim lines is in Loop 2400 (DTP*472*from-through~)
 - FL-24a unshaded area on the CMS1500 02/12 paper form.
 - Institutional statement date is in Loop 2300 (DTP*434*from-through~)
 - FL-06 of the UB-04 CMS-1450 paper form.
- If billing an institutional inpatient bill type submission, please use the From Date Institutional Statement Date in the claim submission for the guidance outlined below.
 - Institutional statement date is located in Loop 2300 (DTP*434*from-through~)
 - FL-06 of the UB-04 CMS-1450 paper form.

REAL-TIME CONNECTIVITY

Vendor Partner	Health Plan	Phone Numbers
Change Healthcare	WellCare of New York, Inc. & Fidelis Care	1-877-363-3666, prompt 1
TransUnion® Healthcare	WellCare of New York, Inc. & Fidelis Care	1-877-732-6853
Availity®	WellCare of New York, Inc.	1-800-282-4548
AdminisTEP.com	WellCare of New York, Inc.	1-888-751-3271

These services improve data interchanges, provide an innovative solution to provider requests and will be leveraged to implement other Health Insurance Portability and Accountability Act (HIPAA) – compliant transactions in the future:

- Real-time eligibility and claim status information – no waiting on the phone
- Low or no cost to the provider community

- Increased office productivity
- One-stop shopping view eligibility and claim status information for all participating health insurance companies from a single website with a single login

CORRESPONDENCE

Please be aware, your billing department must submit to the appropriate payer to prevent submission delays. Use the same date of service logic provided on the first page to determine the correct payer to mail any paper submissions.

Correspondence Type	Date of Service	Claim Payment
Claim Payment Disputes (Related to untimely filing, incidental procedure, unlisted procedure code)	Before 06/01/2020	WellCare Health Plans Claim Payment Disputes P.O. Box 31370 Tampa, FL 33631-3370
Claim Appeals (Medical necessity, authorization denials, benefits)	Before 06/01/2020	WellCare Health Plans Attn: Appeals Department P.O. Box 31368 Tampa, FL 33631-3368
All Correspondence -Claim Administrative Reconsideration -Adjustments -Claim Appeals/Claim Invoices -Customer Service Representatives (CSR) Documentation (if using paper version)	On or after 06/01/2020	Fidelis Medicaid P.O. Box Farmington, MO 63640-5001

ELECTRONIC FUNDS TRANSFER (EFT) AND ELECTRONIC REMITTANCE (ERA)

Please review the changes for EFT/ERA. PaySpan® Health will no longer be the provider for free Electronic Funds Transfer (EFT) and Electronic Remittance Advice/Explanation of Payment (ERA/EOP) once New York Medicaid members migrate to Fidelis Care.

Date of Service	Electronic Funds Transfer (EFT)	Electronic Remittance Advice (ERA)	Website Link to Register	Prov Serv Phone
Before 06/01/2020	PaySpan® Health	PaySpan® Health	www.payspanhealth.com	1-87 331- 7154
On or after 06/01/2020	Fidelis Care	Contact Your Clearinghouse	www.fideliscare.org/Provider/Helpful-Tools/Electronic-Transaction	1-88 FIDE (1-88 343- 3547

RESOURCES

Both payers will have a migration section on their provider portals publishing a helpful FAQ, this migration document and many other resource documents. Select and click on the below provider portal links based on the date of service of the claim for all additional detailed resources.

Date of Service	<u>Resource Links</u>
Before 06/01/2020	www.wellcare.com/New-York/Providers/Medicaid
On or after 06/01/2020	www.fideliscare.org

OTHER PROVIDER SERVICE INQUIRIES


For eligibility/benefit information, claim status or other claims-related dispute questions you may have, please choose the appropriate provider service number below. If you have any questions about this message, please feel free to contact WellCare's EDI Department at **EDI-Master@wellcare.com**.

Date of Service	Health Plan	Provider Service Phone #
Before 06/01/2020	WellCare of New York, Inc. (Medicaid)	1-800-288-5441

On or after 06/01/2020	Fidelis Care	1-888-FIDELIS (1-888-343-3547)
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Sincerely,

WellCare Health Plans, Inc. and Fidelis Care

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