



WELLCARE MEDICARE ADVANTAGE

To verify Eligibility, co-payment amount or if you have a Claims Question	Customer Service at: Local: 478-2326 Toll Free: 800-664-0146 Hours: M-F 7:30-4:30 CST
To authorize Urgent Care Services	Medical Department at: Local: 478-1960 Toll Free: 800-492-9634 Hours: M-F 7:30-5:00 CST After Hours: Voice Mail
To refer a patient to a Specialist (Referrals)	Medical Department at: Local: 478-1960 Toll Free: 800-492-9634 Hours: M-F 7:30-5:00 CST After Hours: Voice Mail
To pre-certify In-patient Admissions or Outpatient Surgical Procedures	Medical Department at: Local: 478-1960 Toll Free: 800-492-9634 Hours: M-F 7:30-5:00 CST After Hours: Voice Mail
For Questions regarding UM Policies and Procedures or to request copies of UM criteria	Medical Department at: Local: 478-6060, ext. 3231 Toll Free: 800-275-1751, 3231
To pre-certify Outpatient Diagnostic Procedures	Medical Department at: Local: 478-1960 Toll Free: 800-492-9634 Hours: M-F 7:30-5:00 CST After Hours: Voice Mail
Where to submit your claims	Wellcare Medicare HMO P. O. Box 11279 Pensacola, FL 32524
To provide notification of provider changes, address, telephone number, tax ID, etc. All requests must be submitted in writing.	Provider Relations Dept. Health First Network 715 South Palafox Pensacola, FL 32502 or Fax: 850 438-0298
To request an application for a new physician, or resolve a credentialing issue	Jenny Caillouet Provider Relations Manager Local: 850 438-4487
To resolve contracting or procedural questions, or to request office orientation	Jenny Caillouet Provider Relations Manager Local: 850 438-4487
After Hours: After business hours, weekends and holidays, to allow for 24/7 treatment authorization, for procedures and services that require authorization for Wellcare Medicare members	Contact Wellcare: Toll Free: 800-351-8777
Contracted Labs:	Quest