Simplify Office Administrative Tasks

wellcare By **allwell.**

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website:
wellcare.sunflowerhealthplan.com

- Patient care forms
- Pre-Auth Needed tool
- Sunflower Health Plan news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal:
provider.sunflowerhealthplan.com

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Check Member Eligibility

- Secure Web Portal
- Provider Services:
  HMO 1-855-565-9519   DSNP 1-833-402-6707
  PPO 1-833-696-0634   TTY: 711

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- ✔ Verify member eligibility.
- ✔ Check for patient care gaps and address them during upcoming office visit.
- ✔ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure Provider Portal

- Medical Fax: 1-844-885-3724

- Behavioral Health Fax: 1-877-725-7751

- Phone:
  HMO 1-855-565-9519
  DSNP 1-833-402-6707
  PPO 1-833-696-0634   TTY: 711

Claims

Timely Filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure Portal

- Clearinghouses:
  Medical EDI Payor ID 68069
  Behavioral Health Payor ID 68068

- Mail paper claims to:

  Wellcare
  Attn: Claims P.O. Box 3060
  Farmington, MO 63640-3822

Other Partners

To contact our other health services partners:

- Dental: 1-855-565-9519

- Vision: 1-855-565-9519

- Behavioral Health: 1-855-565-9519

Questions? Call Provider Services at HMO 1-855-565-9519 | DSNP 1-833-402-6707 PPO 1-833-696-0634 | (TTY: 711)

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