

Simplify Office Administrative Tasks

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

Website:

Wellcare.PAHealthWellness.com

- Patient care forms
- Pre-Auth Needed tool
- Arkansas Health & Wellness news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal:

Provider.PAHealthWellness.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: 1-855-766-1456
 - HMO SNP: 1-866-330-9368
- 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 an upcoming office visit

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during an 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: 1-844-259-4568
- Behavioral Health Fax: 1-833-320-2897
- Phone: HMO: 1-855-766-1456; (TTY: 711)
HMO SNP: 1-866-330-9368; (TTY: 711)

Claims

Timely Filing guidelines: 95 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses:
EDI Payor ID 68069
- Mail paper claims to:
Wellcare by Allwell
Attn: Claims P.O. Box 3060
Farmington, MO 63640-3822

Other Partners

To contact our other health services partners:

- Dental: DentalHW.com
- Vision: 1-800-334-3937
- Behavioral Health:
HMO: 1-855-766-1456; (TTY: 711)
HMO SNP: 1-866-330-9368; (TTY: 711)

**Questions? Call Provider Services at
HMO: 1-855-766-1456; (TTY: 711)
HMO SNP: 1-866-330-9368; (TTY: 711).
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