

Identifying UnitedHealthcare Medicare Advantage members with WellMed-contracted primary care providers

Frequently asked questions

Overview

As a specialty care provider delivering care to UnitedHealthcare® Medicare Advantage members, the way in which you complete some tasks, like referrals, claim submissions and case management, depends on the member's primary care provider (PCP).

In Florida, you may see members who have a PCP contracted with WellMed. All referrals, notification/prior authorization requests and claims are managed by and processed through WellMed for members assigned to a WellMed PCP. You can find more information about WellMed at wellmedhealthcare.com.

For more information about referrals, claims and notification/prior authorization requests for all other UnitedHealthcare members, see the UnitedHealthcare Administrative Guide at UHCprovider.com/guides.

Is WellMed a health benefit plan?

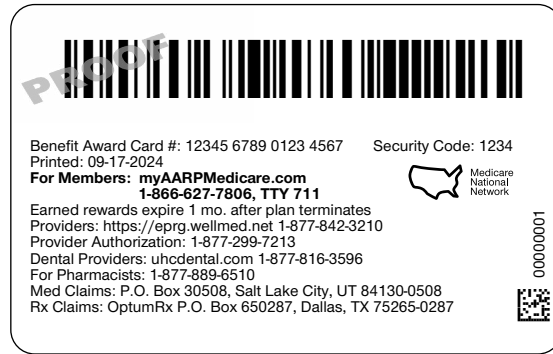
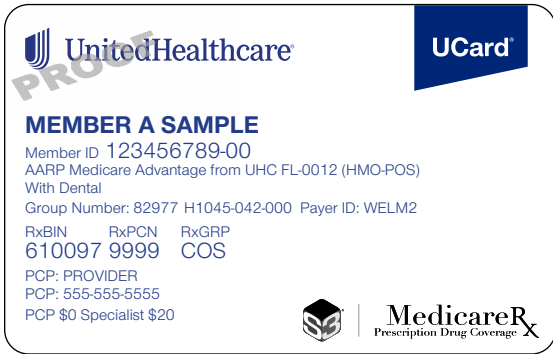
No. WellMed isn't a benefit plan. WellMed provides care and other health care services, such as utilization management, the management of referrals and prior authorization requests, and claims processing, for UnitedHealthcare Medicare Advantage members assigned to a PCP contracted with WellMed.

Key points

- UnitedHealthcare Medicare Advantage members enrolled in a plan in Florida may select a PCP contracted with WellMed
- WellMed isn't a health plan. WellMed is a network of doctors, specialists and other medical professionals who specialize in providing care for older adults throughout Florida and Texas.
- WellMed is an affiliate of UnitedHealthcare that manages care authorizations, referrals and claims for UnitedHealthcare Medicare Advantage members assigned to WellMed PCPs. You can identify a member with a WellMed PCP by looking at their member ID card.
- Medicare Advantage notification and prior authorization requirements, listed in the UnitedHealthcare Administrative Guide at UHCprovider.com/guides, are the same for members with WellMed PCPs as they are for members with other PCPs

How do I identify a UnitedHealthcare Medicare Advantage member with a WellMed PCP?

The member ID card will show the **Payer ID WELM2** on the front of the card. You can also find the Payer ID at eprg.wellmed.net.



Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

The following group numbers are used for UnitedHealthcare Medicare Advantage members assigned to a WellMed PCP:

WellMed PCP group numbers			
40199	72811	82977	90352
70341	80192	82978	90359
70342	80193	82980	90360
70343	80194	90028	90403
70344	82940	90078	95115
70345	82958	90079	95116
70346	82960	90086	95117
70347	82962	90349	95118
70348	82969	90350	
72790	82970	90351	

Do members with a WellMed PCP need to be referred to certain specialists and hospitals?

No. These UnitedHealthcare Medicare Advantage members have access to all specialists, ancillary care providers, facilities and hospitals participating in the UnitedHealthcare Medicare Advantage network of care providers in the member's service area.

Are the notification and prior authorization requirements different for UnitedHealthcare Medicare Advantage members with a WellMed PCP?

No. UnitedHealthcare protocols and requirements apply to Medicare Advantage members who select a WellMed PCP. The notification and prior authorization requirements can be found in the UnitedHealthcare Administrative Guide at [UHCprovider.com/guides](https://uhcprovider.com/guides).

Is there a different list of services that require prior authorizations for UnitedHealthcare Medicare Advantage members with a WellMed PCP?

No. You can find services that require prior authorization either in the Prior Authorization List in the UnitedHealthcare Provider Portal or the Provider Resource Gateway at eprg.wellmed.net.

How do I complete a referral or notification/prior authorization request for members who have a WellMed PCP?

- For **referrals** (if required by a UnitedHealthcare plan): Please use the Provider Resource Gateway at eprg.wellmed.net
- For **notification/prior authorization** requests:
 - **Online (preferred method):** Use the Provider Resource Gateway at eprg.wellmed.net
 - **Phone:** Call **877-299-7213**

Please submit requests at least 14 days before planned date of service. (Services previously approved by UnitedHealthcare for dates of service starting Jan. 1, 2025, and after, will be transitioned to WellMed. No further action is needed on previously approved services.)

For hospital admission notifications: Please notify WellMed no later than 1 business day after admission either online or by phone at **877-490-8982**.

Where do I submit claims for members with a WellMed-contracted PCP?

WellMed will process these claims. Please submit claims either:

Via electronic data interchange (EDI): Payer ID WELM2

- Find more information about EDI at [UHCprovider.com/edi](https://uhcprovider.com/edi)

By mail: WellMed Networks, Inc.

Claims Department

P.O. Box 30508

Salt Lake City, UT 84130-0508

Who do I contact for more information?

To check the status of your claims, sign in to eprg.wellmed.net. For all other claims questions, If you have questions, please contact your physician advocate, provider relations or network management representative. You can find your local contacts at [UHCprovider.com/contactus](https://uhcprovider.com/contactus).