



## WellCare of North Carolina - Monthly Provider Email

Dear Providers,

We hope this message finds you well. At WellCare of North Carolina (WellCare), we greatly appreciate the valuable feedback you provided through our recent provider satisfaction survey.

Your insights have been instrumental in guiding our efforts to improve the services and support we provide to you, our valued partners. In response, we're pleased to announce that we are implementing several key enhancements designed to streamline your experience with us.

Here are the provider updates for the month:



### Med Society Survey to Allocate Resources

Hurricane Helene left a path of destruction across Western North Carolina and now many physicians are without the means to continue their work of healing. The North Carolina Medical Society is collecting information on the impacts of the storm so we can assess where to allocate resources. Please take a moment to complete the survey. For more information and to take the survey, [click here](#).



### Provider Call Center Encasements

We listened to your feedback about our provider call center and have implemented some positive changes. In March 2024, the provider call center transitioned to a new state-of-the-art AWS phone system, improving self-service options for providers while offering the flexibility to opt out and speak directly to an agent when needed. Providers now have IVR self-service available for:

- Benefits and Eligibility
- Claims
- Authorizations
- Appeals

In the IVR system, providers can either speak their information or use the touch-tone keypad. We've expanded the claims status information available in the IVR to address more of your questions. Additionally, we've improved information sharing across teams within WellCare NC, ensuring call center staff have more timely updates on the issues providers may be facing. Since making these enhancements, we've seen an increase in provider satisfaction.

We encourage you to try our new and improved provider call center. If you're not satisfied, please let us know so we can continue to make improvements and provide the service you need.



### Denying Members for Visits

As a reminder, providers and pharmacies should always use NCTracks Recipient Eligibility Verification/Response to confirm eligibility and not rely solely on the information shown on a Member ID Card.

Health plans are required to generate an identification card for each Member enrolled in their health plan that contains the Member's North Carolina Medicaid or NC Health Choice Identification number. Some health plans also include their health plan member ID as well. However, member ID cards are not required to provide service, and this includes pharmacies as well. Therefore, members should not be turned away due to the lack of a Member ID card in their possession or if the ID card has a different provider name on it. [Click here](#) to view a webpage with more information.



## Support for Pediatric and Perinatal Behavioral Health through NC-PAL

WellCare is excited to collaborate with NC-PAL (North Carolina Psychiatry Access Line), a free telephone consultation and education program designed to support healthcare providers in addressing the behavioral health needs of pediatric and perinatal patients. NC-PAL offers consultations with Behavioral Health Consultants and psychiatrists to assist with diagnostic clarification, medication management, and connections to local resources.

Providers can access guidance on a wide range of behavioral health issues, including autism spectrum disorders, intellectual disabilities, and available government programs. This service operates Monday through Friday, 8 a.m. – 5 p.m., excluding holidays. For more information, [click here](#).

In addition, NC-PAL is offering a series of Continuing Medical Education (CME) opportunities. The REACH PPP Training provides up to 28.25 AMA PRA Category 1 Credits™ through a three-day interactive course, followed by bi-weekly case-based group calls for primary care providers to develop skills in diagnosing and treating pediatric mental health concerns. For more information, [click here](#).

For those seeking more flexible learning, the Lunch and Learn Series offers .75 CME credits for each session attended, covering topics such as ADHD, suicide prevention, and anxiety disorders. For more information about the Lunch and Learn Series, [click here](#). For those seeking more flexible learning, you can learn more or register, visit the webpage found [here](#). You can also access additional details [here](#).

Thank you for your ongoing collaboration and commitment to providing exceptional care to our members. Should you have any questions or require further assistance, please do not hesitate to reach out to your designated Provider Representative or contact our Provider Services team at [ncproviderrelations@wellcare.com](mailto:ncproviderrelations@wellcare.com).

Warm regards,

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