



At-A-Glance

Wellcare By Allwell is a Medicare Advantage Special Needs Plan (SNP) serving members in 35 Wisconsin Counties. Wellcare By Allwell has a network of over 15,000 clinicians and 92 hospitals in Wisconsin.

Wellcare By Allwell is located at:

801 S. 60th Street, Suite 200, West Allis, WI 53214

Medical Provider Service: (877) 935-8024

Behavioral Health Provider Customer Service:
(877) 935-8024

Behavioral Health Provider Claims Customer Service:
(877) 935-8024

allwell.mhswi.com

- Provider manuals
- Provider reference materials
- Pre-auth check tool
- Clinical and payment policies
- Secure provider portal access
 - Easily check patient eligibility.
 - View, manage and download patient lists.
 - View and submit claims including attachments.
 - View and submit service authorizations.
 - Maintain multiple TINs on one account.

Medical Service FAX lines

Prior Authorization Requests Fax: (877) 687-1183

Behavioral Health Authorizations

Outpatient Treatment Authorization Requests Fax:
(877) 687-1183
Inpatient psychiatric and detox authorization requests
call (800) 877-687-1183 to complete live reviews

Authorization Requirements

Please use the Pre-Auth Check Tool on our website wellcare.mhswi.com to determine if services require prior authorization.

24-hour nurse advice line:

(855) 696-2514

Pharmacy Benefit

Prior Authorization FAX Requests:
Medicare Part B Drugs (866) 226-1093
Medicare Part D Drugs (877) 941-0480
Wellcare By Allwell covers prescription drugs. Visit wellcare.mhswi.com for these documents:

- ✓ Abridged Formulary
- ✓ Comprehensive Formulary
- ✓ Prior Authorization Guidelines
- ✓ Best Available Evidence Policy

Electronic Claim Submission

Paymer ID 68069

For MHS Health Wisconsin/Centene EDI support call:

(800) 225-2573, ext. 6075525 or email:
ediba@centene.com

Electronic Funds Transfer

Wellcare By Allwell partners with PaySpan Health, a FREE solution that helps providers transition into electronic payments and automatic reconciliation. Visit PaySpanHealth.com and click "register." Registration assistance is available at 1-877-331-7154 or providersupport@payspanhealth.com.

Paper Claim Submissions and Corrections

Wellcare By Allwell
PO Box 3060 Farmington,
MO 63640-3822

Administrative Claim Appeals

Wellcare By Allwell
Attn: Appeals Department
PO Box 3060
Farmington, MO 63640-3800

Refund Overpayments (on your check stock)

Wellcare By Allwell
PO Box 3657
Carol Stream, IL 60132-3657

Return Centene Checks

Wellcare By Allwell
Attn: Returned Checks
PO Box 3060
Farmington, MO 63640-3801

Request Review of Code Review Denials

Wellcare By Allwell
Attn: Medical Review Unit
PO Box 3060
Farmington, MO 63640-3800