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# *Provider Quick Reference Guide*

Medicare Advantage

<https://provider.wellpoint.com/TX/>



Wellpoint is proud to offer Medicare plans in over 80 counties throughout Texas. As a provider, when you join Wellpoint, you get the strength of a national company that focuses on a personal approach to service and caring.

## Wellpoint offers the following Medicare products:

- Amerivantage Classic Plus — Medicare beneficiaries only. No premium, predictable copays, or coinsurance apply.
- Amerivantage D-SNP Plus — This is the Medicare and Medicaid program (Note, this is not the STAR+PLUS Medicare-Medicaid (MMP) Dual Demonstration Plan). No premium, copays, or coinsurance.
- Amerivantage C-SNP — Medicare beneficiaries who have certain chronic medical diseases. Premium, deductibles, co-pays, or co-insurance may apply.
- Amerivantage I-SNP — Medicare beneficiaries who are expecting to reside in a long-term care facility (skilled nursing facility, intermediate care facility, or inpatient care facility) for 90 days or longer.
- Preferred Provider Organization (PPO) — Offers access to in-network and out-of-network providers with a blend of co-pays and co-insurance.

## Provider services

### Website

<https://provider.wellpoint.com/tx>

Visit our website for:

- The provider manual.
- Eligibility verification.
- Claim status.
- Referral authorization status.
- Precertification/notification requirements.

Please review the tutorials section for the provider orientation trainings.

For more precertification and/or notification requirements for Wellpoint services, select the **Precertification Lookup Tool** and **Interactive Care Reviewer (ICR)**.

### Provider Services Service Unit: 866-805-4589

Call our toll-free, automated Dedicated Services Unit line, Monday through Friday from 8 a.m. to 5 p.m. CT, for member eligibility, claim status, 24-hour Nurse HelpLine, pharmacy services, precertification, case management, health education materials, outreach, and more. For claims questions, listen for the prompt and say *claims* to get the status of the five most recent claims or to speak to a representative about a payment appeal form or *Explanation of Payment (EOP)*.

## Marketing and sales

If you are interested in growing your Medicare Advantage, Medicare Supplement and Part D Plan (PDP) membership, send an email to: [medicaresalestx@wellpoint.com](mailto:medicaresalestx@wellpoint.com). **Include individual provider or group name with TIN and contact information.**

## Claims

Timely filing for claims is within 95 calendar days from the date of service.

## Wellpoint Electronic Data Interchange (EDI)

**Phone: 800-590-5745**

For faster and more accurate claims adjudication, file electronic claims through EDI using the following clearinghouse:

Clearinghouse	Payer #	Phone number
Availity	26375	877-334-8446

## Availity

<https://www.availity.com>

## Paper claims

### Mail to:

Wellpoint  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

## Claims payment disputes and appeals

Medical appeals may be initiated by the member or by the provider on behalf of the member with the member's written consent specific to the services being appealed. Appeals must be submitted within 120 business days from receipt of an adverse determination. Medical appeals can be submitted in writing to the address below.

Providers may submit a claim payment dispute through:

- **Availity Portal:** <https://www.availity.com>
- **Mail:**  
Provider Payment Disputes  
P.O. Box 61599  
Virginia Beach, VA 23466-1599



## Other important contact information

### Our service partners

Precertification	Phone
Precertification and notification submitted through the following methods:	Contact Dedicated Service Unit for eligibility, 24-hour Nurse HelpLine and pharmacy services. <b>866-805-4589</b>
	<b>Fax (as noted below by specialty):</b>
	Home health, DME, therapies, and discharge planning <b>888-235-8468</b>
	Concurrent review clinical documentation <b>888-700-2197</b>
	Behavioral health — inpatient <b>800-505-1193</b>
	Behavioral health — outpatient <b>844-430-1703</b>
	Initial admission notifications and all other services <b>800-964-3627</b>
	<b>CareMore</b>
	CareMore is responsible for precertifications, which can be obtained by providers through the below phone and fax. The provided numbers are applicable for the Amerivantage Care to You (HMO-ISNP) in both Tarrant and Harris counties and for Amerivantage Diabetes (HMO C-SNP) in Tarrant county only.
	Programs available are Amerivantage Care To You (HMO I-SNP) and Amerivantage Diabetes (HMO C-SNP).
	<b>Note:</b> CareMore does not take member calls.
	Phone <b>844-545-0223</b>
	Fax <b>562-207-1701</b>
	<b>AT&amp;T Relay Service (toll-free language line):</b>
	English <b>800-855-2880</b>
	Spanish <b>800-855-2884</b>

To obtain language interpreter services

<b>Dental services</b>		<b>888-700-0992</b>
<b>Laboratory services</b>	For a complete listing of participating vendors, visit <b><a href="http://provider.wellpoint.com/tx">provider.wellpoint.com/tx</a></b> .	
<b>24-hour Nurse HelpLine</b>	I-SNP and C-SNP	<b>800-589-3148</b>
	Other Amerivantage products	<b>866-805-4589</b>
	I-SNP and Diabetes C-SNP associated with CareMore	<b>800-589-3148</b>
	C-SNP associated with IntergaNet (INET) and Van Lang	<b>855-658-9249</b>
<b>Superior Vision services</b>	Providers	<b>866-819-4298</b>
	Members	<b>800-428-8789</b>
<b>Pharmacy services</b>		<b>866-630-3820</b>
<b>Risk IPA contracting options</b>	Wellmed	<b>866-322-7276</b>
	Prospect	<b>800-708-3230</b>
	Van Lang IPA	<b>626-656-2370</b>
	IntegraNet (INET)	<b>832-320-3996</b>
	Gonzaba	<b>210-201-0489</b>
	Great States Health	<b>806-853-8331</b>
<b>Transportation services for members</b>		<b>844-923-0733</b>