



HELP DESK DIRECTORY

UM (REFERRAL) CUSTOMER SERVICE - HELP DESK DIRECTORY

Contact information:

UM Customer Service
Phone: 210-617-4716 or toll free 877-757-4440 Fax: 210-561-9770 or toll free 888-264-6450
or Email: umhelpdesk@wellmed.net

Please call us for assistance with:

- ❖ *PATIENT ASSIGNMENTS - retro assignments and PCP panel changes*
- ❖ *PATIENT TERMINATION process*
- ❖ *ADMISSION NOTIFICATIONS – In area & Out of area*
- ❖ *REFERRAL MANAGEMENT – referral verification and protocols*
- ❖ *UM POLICIES AND PROCEDURES (explanation of covered services or other referral issues)*
- ❖ *COMMUNICATION – assistance with problematic issues requiring case management or referral coordinator intervention*
- ❖ *REFERRAL STATUS & ELIGIBILITY – website <https://secure.wellmedmedicalgroup.com>*

PROVIDER RELATIONS - HELP DESK DIRECTORY

Contact information:

Provider Relations toll free 877-974-5191
Fax: 210-617-4091 or email: WMMFcontracthelpdesk@wellmed.net

Please call us for assistance with:

- ❖ *WELLMED (PIPA) CONTRACTS (reimbursement rates, conditions of services, authorization requirements, claims processing requirements)*
- ❖ *PROVIDER EDUCATION – in-service of WELLMED contract & UM policy requirements.*
- ❖ *NOTIFICATIONS – changes in health plan policies or benefits*
- ❖ *LETTERS OF INTEREST from providers interested in contracting with WELLMED (PIPA).*

CLAIMS - HELP DESK DIRECTORY

Contact information:

Customer Service: Phone 210-617-4099 or 1-800-550-7691 or email: claimshelpdesk@wellmed.net

Please call us for assistance with:

- ❖ *ELECTRONIC FILING through Availity
FFS Claims WELM2*
- ❖ *CLAIMS STATUS – website <https://secure.wellmedmedicalgroup.com>*
- ❖ *CLAIMS ADJUDICATION detailed inquiries*
- ❖ *DENIAL APPEALS*



WELLMED
M E D I C A L
M A N A G E M E N T
O F F L O R I D A , I N C .

UTILIZATION MANAGEMENT ~FAST FACTS~

Important information for physicians contracted with WellMed Medical Management.
This Fast Fax contains important information regarding referral process updates.

May 8, 2009

Notification of Referral Process Update

Referral
Update

Effective May 1, 2009 the WellMed authorization phone and fax number will change. The new contact information available to all our providers is listed below:

*UM Helpdesk and Hospital Notification Services
(Referral Management Department)*

Phone: 877-757-4440

Fax: 888-264-6450

WellMed would like to thank all the providers for their efforts in helping us to facilitate authorizations by using our website, Provider Gateway:

www.wellmedmedicalgroup.com

Reminder

Benefit Confirmation! All items and services must meet CMS coverage guidelines.

Questions

If you have any additional questions please call our UM helpdesk 877-757-4440
