

PROVIDER *Update*



CONTRACTUAL | MARCH 22, 2024 | UPDATE 24-255m | 3 PAGES

Use These Vendors for Supplemental Benefits

Help members access their supplemental benefits by referring them to these contracted vendors

Physicians and other providers must ensure members access the care they need by referring Wellcare members to one of the listed vendors for services such as: vision, dental, acupuncture, routine chiropractic services, hearing, over-the-counter medications, telehealth services, personal emergency response systems (PERS) and fitness and wellness, if covered by their plan.

Refer to pages 2-3 for a list of vendors updated for Medicare Advantage.

Additional information

Relevant sections of the Wellcare Provider Manual have been revised to reflect the information contained in this update as applicable. The manual is available online at www.wellcare.com/California/Providers/Medicare.

If you have questions regarding the information contained in this update, contact 866-999-3945.

THIS UPDATE APPLIES TO:

- Physicians
- Hospitals
- Ancillary Providers
- Independent Practice Associations

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

2024 Medicare vendor contact information

The following table shows contact information for vendors serving Wellcare members:

Vendor	Service	Phone number	Availability
Access2Care	<p>Transportation</p> <ul style="list-style-type: none"> Members must call 72 hours in advance for routine trips and may call same day for urgent care. Benefit limitations may apply. Please contact Provider Services for additional information. 	844-515-6876	<p>Available 24 hours a day, 7 days a week.</p> <p>Website: access2care.net/services/managed-transportation/members-riders</p>
American Specialty Health Plans (ASH)	Members who have Optional Supplemental Benefits Package can obtain acupuncture and routine chiropractic services through the ASH network of contracting providers.	800-678-9133	<p>Monday through Friday 5 a.m.-6 p.m. Pacific time (PT)</p> <p>For more information, visit ashcompanies.com.</p>
Delta Dental	Members have additional dental benefits through Delta Dental.	866-392-6058	<p>April-September Monday through Friday 8 a.m.-8 p.m. PT</p> <p>October-March Monday through Sunday 8 a.m.-8 p.m. PT</p>
Envolve	Vision	866-392-6058	For more information, visit www.envolvevision.com .
FitOn Health	FitOn Health gives members access to digital fitness and wellness content, fitness studios, and gyms.	855-378-6683 , select option 1	<p>Have questions? Email: move@fitonhealth.com, or visit fitonhealth.com/help or fitonhealth.com/members</p>
Hearing Care Solutions (HCS)	HCS offer members affordable hearing care, including coverage for hearing aids.	866-344-7756	<p>Monday through Friday 5 a.m.-5 p.m. PT</p> <p>For more information, visit www.hearingcaresolutions.com.</p>
Solutran	<p>Wellcare Spendables Program (multi-benefit card)</p> <p>Depending on the plan, members will receive a fixed dollar monthly allowance amount preloaded into a Wellcare Spendables Card (debit card). The card can be used to help cover some out-of-pocket costs. Please see the member plan materials for details on what is covered.</p>	855-744-8550	<p>April-September Monday through Friday 5 a.m.-8 p.m. PT</p> <p>October-March 7 days a week 5 a.m.-8 p.m. PT</p> <p>For more information, visit member.membersecurelogin.com.</p>

Teladoc Health™	Members can access telehealth services through Teladoc Health for virtual visits to discuss non-emergency health issues when their regular doctor is not available.	800-835-2362	Available 24 hours a day, 7 days a week For more information, visit Teladoc.com/hn .
VRI	Personal Emergency Response Systems (PERS) Medical alert systems device that can provide peace of mind if or when members have a medical emergency.	800-860-4230, Option 2	Monday through Friday 5 a.m.-5 p.m. PT For more information, visit wellcarepers.com .