

QUICK REFERENCE GUIDE Wellcare Medicare Advantage Plan

Premier Eye Care

Provider Services #	1-800-738-1889, Monday-Friday, 8:30 a.m. to 6:00 p.m.
Member Customer Service #	See state specific phone: Monday-Friday, 8:00 a.m. to 8:00 p.m.
Premier Web portal	www.premiereyecare.net
Co-Payments	Confirmation of co-pay amount will be given during eligibility verification.
Claims Submission	Electronic: Payer ID: 65054 Mail: Premier Eye Care, P.O. Box 21503 Eagan, MN 55121
Claims Timely Filing Limits	60 days except COB
Coordination of Benefit Claims	Claims must be submitted within 60 days after receipt of initial payment. Original Explanation of Benefits must be submitted when secondary claim is remitted for processing.
Claims Appeals	Same claims address above - Attention: Appeals *Include supporting documentation.

Health Plan Information

Health Plan (HP)	WellCare Medicare
HP Customer Service #	1-844-403-0567
Type of Product	Medicare HMO and LPPO
Coverage area	Statewide

Covered Services - Routine Vision and OD Medical Services

Routine Vision Services	YES – Yearly Routine Vision Exams and Eyewear
Glasses after Cataract Surgery	YES – One pair per eye, per lifetime
Payment Method	Fee For Service
Co-Payment Amounts	Routine Vision Exam Co-Payment is \$0.
Medical Services	YES - Optometrist Medical Services
Payment Methodology	Medicare Allowable Fee Schedule for your region
Co-Payment Amounts	Confirmation of co-pay amount will be given during eligibility verification. See www.premiereyecare.net for Medical copays.

PROTOCOLS

Medical Authorization Requirements

**Required for ALL Medical Services:
Office Visits and Diagnostic Testing**

Optometrist Medical Services

DE, FL, GA, HI, IA, IL,
IN, MI, MO, NC, NE,
NJ, NV, OK, PA, TN,
TX

For Optometrist Medical Services, the Optometrist should contact Premier Eye Care directly for the initial medical service authorization. Providers can request authorizations on the Premier Provider Portal: www.premiereyecare.net, or via phone: at 1-800-738-1889

Emergency Services

During business hours follow protocol outlined above in Eligibility/Verification and Payment Authorization. After Premier business hours, call Premier Provider Services at 1-800-738-1889 and inform them that you are requesting "Emergency Authorization."

Emergency services may be provided without prior verification of eligibility or authorization in cases where delay in treatment would result in impairment of bodily functions as reasonably determined by Provider. Provider must, however, contact Premier Provider Services the next business day to report emergency admissions.

Routine Vision

For Routine Vision - Members have open access to any in-network Premier routine vision provider. Members may refer to their Wellcare routine vision provider directory or contact Premier directly.

Providers may access the Premier web portal for eligibility verification: www.premiereyecare.net

Premier Customer Service Numbers by state

Arkansas	(833) 883-2336
Arizona	(855) 879-1453
Connecticut	(855) 749-1910
Delaware	(866) 434-0032
Florida	(800) 523-3788
Georgia	(866) 419-0816
Hawaii	(855) 879-1447
Illinois	(855) 865-9724
Indiana	(888) 285-2895
Iowa	866-434-0024
Kansas	(866) 419-0861
Louisiana	(855) 879-1452
Maine	(855) 865-9728

Michigan	(888) 208-8201
Missouri	(866) 419-1765
Mississippi	(833) 611-7778
North Carolina	(855) 879-1454
Nebraska	(866) 419-1782
New Jersey	(866) 434-0034
Nevada	(866) 419-1955
Oklahoma	(866) 419-2161
Pennsylvania	(866) 419-2382
Tennessee	(888) 776-7728
Texas	(855) 879-1456
Washington	(866) 419-0717
Wisconsin	(866) 419-1068