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# WellCare Provider Portal

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# WellCare Provider Portal - How to Log In

<https://provider.wellcare.com/>

wellcare™ Provider Portal

 Chat with an Agent

▼ A A ▲

 Download & Print

## Provider Login

Username\*

Password\*

Login

[Not registered? Register an account](#)

[Forgot Password?](#)

[Forgot Username?](#)

## Thank you for using our Provider Portal.

Do you know about our **live agent chat feature**? Live-agent chat is the easiest and fastest way to get real-time support for an array of topics, including:

- Member Eligibility
- Claims adjustments
- Authorizations
- Escalations

You can even print your chat history to reference later!

We encourage you to take advantage of this easy-to-use feature.

If you are having difficulties registering please click the "Chat with an Agent" button to receive assistance.

\*NOTE: The secure provider portal is for participating Wellcare providers only.

# WellCare Provider Portal - Provider Home Screen

wellcare™ Provider Portal

CURRENTLY DISPLAYING

Messages

Home My Patients Care Management Claims My Practice Resources

Search the portal

Chat with an Agent Help

Download & Print

You are now logged in

Welcome

We are glad you are with us today

Access Resources And Bulletins On Our Website

**Find a Member**  
Find your patients and check eligibility  
Go To My Patients

**Authorizations and Referrals**  
See recent authorizations, referrals and care plans  
Go To Care Management

**Claims**  
Check claim status and submit claims and appeals  
Go To Claims

# WellCare Provider Portal - Locating an Appointment Agenda

The screenshot shows the WellCare Provider Portal interface. At the top, there is a navigation bar with 'Home', 'My Patients', 'Care Management', 'Claims', 'My Practice', and 'Resources'. A search bar is located on the right. Below the navigation bar, the 'My Patients' section is highlighted. The 'Check Member Eligibility' section is visible, with a description: 'This section allows you to search for members and check eligibility. If you need additional assistance, please select the Help button. There, you can access FAQs or select your state and plan to chat with a Customer Service agent.' The form contains three main sections: 1. Search criteria: A dropdown menu with 'Patient Name And DOB' selected. 2. Patient information: Fields for 'First name' (Mickey), 'Last name' (Mouse), and 'DOB' (11/18/1928). 3. Eligibility date: A date field set to '06/07/2022' and a 'Search' button.

1. Using the drop down select Patient Name and DOB
2. Enter patient information
3. Click Search  
Patient results will populate below search box, you may have to scroll down to see results

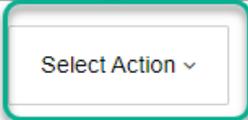
# WellCare Provider Portal - Locating an Appointment Agenda

1 Result(s)

Filter Results Download Report ▾

Member Name ▾	Member ID	Eligible ▾	Effective Date ▾	Term Date ▾	Plan Name ▾	Care Gaps	Important Info	PCP ▾	
^ [Redacted]	[Redacted]	✓	01-01-2022	N/A	[Redacted]	!	N/A	[Redacted]	Select Action ▾

10 items per page 1 - 1 of 1 items



# WellCare Provider Portal- Locating an Appointment Agenda

1 Result(s)

[Filter Results](#) [Download Report](#) 

Member Name 	Member ID	Eligible 	Effective Date 	Term Date 	Plan Name 	Care Gaps	Important Info	PCP 
			01-01-2022	N/A			N/A	

10 items per page

- Select Action 
- View Details
- Request Authorization
- Submit Referral
- Submit Claim - Professional
- Submit Claim - Institutional
- Submit Care Gaps
- Request Member Transfer
- View Appointment Agenda/Visit Checklist
- Submit Appointment Agenda/Visit Checklist**
- Submit Social Service Organization Referral



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# WellCare Provider Portal - Locating an Appointment Agenda

Home | My Patients | Care Management ▾ | Claims ▾ | My Practice ▾ | Resources ▾ | Search the portal

**1** Member Name

< Back

## Visit Checklist/Appointment Agenda

Tips for using and submitting a visit checklist/appointment agenda:

- Include all applicable information about procedures performed during visit
- Include special notes and recommendations
- Ensure that the number of units/days and the date of service range are not contradictory.

Member ID  
Assigned PCP  
Languages  
Medicare ID  
DOB  
Gender  
Medicaid ID  
Primary Phone  
Secondary Phone

<input type="checkbox"/>	Care Gap	Status	Start Date	End Date	Incentive	Last Service Date
<input type="checkbox"/>	Hypertension	Non-Compliant	4/8/2021	12/31/2022	Y	N/A

1 - 1 of 1 items

## Enrolled Member Programs (MTM/CM/DM) Last 90 Days

The member is not enrolled in any Care Management programs.

**2**

## Health Condition History/Continuity of Care

These conditions are based on claims submitted by providers and/or the member's medical history. Please update diagnoses, based on 2022 dates of service, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.

HCC Description	Active Diagnosis & Documented	Resolved/Not Present
22 - Morbid Obesity	<input type="checkbox"/>	<input type="checkbox"/>
18 - Diabetes with Chronic Complications	<input type="checkbox"/>	<input type="checkbox"/>
108 - Vascular Disease	<input type="checkbox"/>	<input type="checkbox"/>

## Attachments

SELECT FILES...

1. Member Name and Information will show at top of screen, followed by Provider Information.
2. Scroll down to Health Condition History/Continuity of Care header.

# WellCare Provider Portal - Submission of Agendas

## Health Condition History/Continuity of Care

COLLAPSE

These conditions are based on claims submitted by providers and/or the member's medical history. Please update diagnoses, based on 2022 dates of service, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.

HCC Description	Active Diagnosis & Documented	Resolved/Not Present
22 - Morbid Obesity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18 - Diabetes with Chronic Complications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
108 - Vascular Disease	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Attachments

SELECT FILE...

Attachments is utilized for Quality documents and not for the Risk Adjustment Appointment Agendas.

Submit Checklist Cancel

• Health Conditions History/Continuity of Care is to be completed by checking appropriate boxes for each listed row during assessment of the patient, the click 'Submit Checklist'

• 'Active Diagnosis & Documented' – Patient is currently presenting with this condition. Providers must submit a claim with a diagnosis code that maps to the Disease Category listed on the agenda.

• 'Resolved/Not Present' – Patient is not presenting with the condition listed on agenda.

• Provider must submit a claim with a 2022 face to face visit and should submit appropriate codes for conditions the Patient is currently presenting.



# WellCare Provider Portal - Excel Condition Mapping (using Disease Condition)

A	B	C	D	E	
LOB	RISK_MODEL	DISEASE_COND	DISEASE_COND_NAME	DIAG	DIAG_DESC
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.21	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.22	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.29	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.311	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.319	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3211	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3212	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3213	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3219	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3291	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3292	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3293	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3299	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3311	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3312	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3313	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3319	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3391	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3392	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3393	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3399	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3411	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3412	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3413	Diabetes mellitus due to underl
MEDICARE	V2421.86.P1-final	HCC18	Diabetes with Chronic Complications	E08.3419	Diabetes mellitus due to underl

- If diagnosis code billed by provider is listed in column E, HCC is linked to corresponding diagnosis categories and condition is Active Diagnosis.
- If diagnosis code billed by provider is NOT listed in column E, condition is Resolved/Not Present and provider bills what is clinically appropriate

- 'Active Diagnosis & Documented' – Patient is currently presenting with this condition. Providers must submit a claim with a diagnosis code that maps to the Disease Category listed on the agenda.
- 'Resolved/Not Present' – Patient is not presenting with the condition listed on agenda.



# WellCare Provider Portal - Excel Condition Mapping (using DX code)

A	B	C	D	F	
LOB	RISK_MODEL	DISEASE_COND	DISEASE_COND_NAME	DIAG	DIAG_DESC
MEDICARE	V2421.86.P1-final	HCC17	Diabetes with Acute Complications	E09.11	Drug or chemical induced diabetes mellitus with ketoacidosis with coma

## Health Condition History/Continuity of Care

These conditions are based on claims submitted by providers and/or the member's medical history. Please update diagnoses, based on 2022 dates of service, as these conditions may no longer exist, their severity level may have changed, or they may have been replaced by other conditions.

HCC Description	Active Diagnosis & Documented	Resolved/Not Present
111 - Chronic Obstructive Pulmonary Disease	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18 - Diabetes with Chronic Complications	<input type="checkbox"/>	<input checked="" type="checkbox"/>
108 - Vascular Disease	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Attachments

SELECTIONS...

Submit Checklist Cancel

Attachments is utilized for Quality documents and not for the Risk Adjustment Appointment Agendas.

- If diagnosis condition name (column D) matches HCC Description listed on agenda, HCC is linked to corresponding diagnosis categories and condition is Active Diagnosis.

- If diagnosis condition name (column D) does not match HCC Description on agenda, condition is Resolved/Not Present.

- 'Active Diagnosis & Documented' – Patient is currently presenting with this condition. Providers must submit a claim with a diagnosis code that maps to the Disease Category listed on the agenda.

- 'Resolved/Not Present' – Patient is not presenting with the condition listed on agenda.