Provider Appeal Request Form

Staywell
WellCare Commercial
WellCare Choice
HealthEase
Healthy Kids

Request Date: ______________

Has the service been provided yet?  ◆ Yes  ◆ No

Expedited Request?  ◆ Yes  ◆ No
(See reverse side for definition of Expedited Request)

Provider/Appellant Information

Name: ____________________________________
Address: __________________________________
City: _____________________________________
Telephone: ________________________________
Fax: _____________________________________
Contact Person: ____________________________

Patient Information

Name: ____________________________________
ID Number: _______________________________
Date of Birth: _____________________________

Service Provided Information

Date(s) of Service: _________________________
Place of Service: _____________________________

√ Reason Given for Denial (from EOB or denial letter)

__ Medical Necessity
__ Lack of Information
__ Not Prior Authorized
__ Benefits Exhausted
__ Out of Network
__ Not a Covered Benefit
__ Untimely Filing
__ Invalid Code
__ Inclusive
__ Exclusive
__ Incidental
__ Medicare Payment In Full
__ Claim Not Billed as Authorized
__ Exceeds Authorization
__ Other: _________________________

Reason for Request:
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Unless your contract allows otherwise, WellCare will pay the Medicare or Medicaid allowable, depending on member’s plan, for the service performed if we overturn our previous decision. By signing this form, you agree to these terms and will not bill the member, except for applicable co-pays.

Signature: _______________________________________          Date: _______________________

This form is to be used when you want to appeal a claim or authorization denial. Fill out the form completely and keep a copy for your records. Send this form with all pertinent medical documentation to support the request to WellCare Health Plans, Inc. Attn: Appeals Department, P.O. Box 31368 Tampa, FL 33631-3368. You may also fax the request if fewer than 10 pages to (866) 201-0657. Your appeal will be processed once all necessary documentation is received and you will be notified of the outcome.

See other side for additional information.
**Filing on Member's Behalf**
Member appeals for medical necessity, out-of-network services benefit denials or services for which the member can be held financially liable must be accompanied by an Appointment of Representation form or other office documentation signed and dated by the member you are appealing on behalf of, unless you are an attorney, power of attorney, court appointed guardian or health care proxy agent with associated documentation.

**Expedited Request**
Applies when the standard 30-calendar-day time frame could jeopardize the life or health of the member or the member's ability to regain maximum function. A decision will be made within 72 hours of receipt.

**Documentation needed:** All Medical Information Needed to Determine Medical Necessity. Examples:
- **Inpatient or observation stays**—doctor orders, progress notes, ER notes, medication record, lab reports, nurses notes, consultation reports, PT/OT/ST notes (if applicable)
- **Procedures**—procedure report, supporting consultation reports, PCP progress notes, referring MD script
- **Consultations**—consultation report, referring MD script
- **PT, OT, ST**—progress notes, evaluations, summaries, Referring MD script
- **Radiology**—reports, referring MD script
- **Timely filing**—billing notes, fax confirmation, certified, signed mail card