



WELLCARE HEALTH PLANS, INC.  
THE WELLCARE GROUP OF COMPANIES

September 23, 2009

## Implementation of iHealth Technologies Claims Processing

Dear Provider,

From time to time, WellCare reviews reimbursement policies to maintain close alignment with industry standards and coding updates released by health care industry sources like the American Medical Association, the Centers for Medicare and Medicaid Services (CMS), State Medicaid agencies, and nationally recognized health and medical societies.

Beginning October 1, 2009, WellCare will deploy enhanced capabilities in order to improve our adherence to WellCare's reimbursement policies and compliance with industry-standard payment practices. We wanted to inform you in case you should experience changes in how certain claims are processed.

Please note that WellCare publishes periodic reimbursement policy updates, and we encourage you to take this opportunity to review those policies and ensure that your claims are coded and submitted in keeping with CMS and State Medicaid industry standards. To obtain a copy of our current policies, please visit the *Provider Resources* area of our Web site at [ohio.wellcare.com](http://ohio.wellcare.com) for Medicaid or [www.wellcare.com](http://www.wellcare.com) for Medicare and select the *Claims Updates* link.

If you have further questions, please contact Provider Services at 1-800-951-7719 for Medicaid or 1-866-687-8815 for Medicare.

Sincerely,  
WellCare of Ohio, Inc.

Mailing Address:

P.O. Box 31577  
Tampa, Florida 33631-3577