

Wellcare By Superior HealthPlan (Dual Align)



Quick Reference Guide – January 2026
go.wellcare.com/SuperiorTX

DUAL ALIGN PROVIDER NETWORK REQUIREMENTS

Wellcare By Superior HealthPlan Dual Align providers delivering Medicare covered services must be enrolled as a Medicare provider through CMS and also be enrolled as a Medicaid provider through the Texas Health and Human Services Commission.

If you are currently enrolled only in Medicare, you must take action to enroll as a Medicaid provider to ensure participation as a Wellcare By Superior HealthPlan Dual Align provider.

Texas Medicaid provider enrollment is required for all servicing, ordering, and referring providers, in order to receive reimbursement for Medicaid covered services, which includes Medicare cost-share as well as Medicaid-only covered services for the Wellcare By Superior HealthPlan Dual Align member population. Wellcare By Superior HealthPlan verifies a provider's Texas Medicaid enrollment when claims are received and processed, and will deny Medicare cost-share and Medicaid only covered service claims if active Texas Medicaid provider enrollment cannot be confirmed for the service date(s) submitted on the claim. Providers can visit the [Texas Medicaid & Health Partnership \(TMHP\)](#) website to obtain additional information and apply for Texas Medicaid provider enrollment.

If you're interested in joining the Wellcare or Medicaid network as a participating provider, or need to add a product to your existing contract, you can visit our [Network Request or Update](#) webpage.

Please note: Providers who contract with Wellcare By Superior HealthPlan (to be part of the Duals network) will only display in the integrated Provider Directory, not in the Medicaid directory.

CONVENIENT SELF-SERVICE

Wellcare understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks. **The Provider Portal is the fastest way to get help with those routine tasks.** Keep this Guide accessible to make pre-visit planning and post-visit tasks quick and easy.

	Portal	Chat	(IVR) Interactive Voice Response
Authorization Requirements/Status	Fastest Result	Available	Available
Authorizations Request	Fastest Result	Available	N/A
Benefit/Copayment Information	Fastest Result	Available	Available
Claims/Reconsiderations/ Appeals Status	Fastest Result	Available	Available
Eligibility Verification	Fastest Result	Available	Available
Submit Appeals/Claims/ Claims Disputes/Corrections	Fastest Result	Available	N/A

HELPFUL LINKS

[Portal Registration](#)
[Joining our Network](#)

[Forms](#)
(AOR, Auth, Claims and more)

[Resources](#)
(Manual and Guides)

PROVIDER SERVICES PHONE (IVR): 1-855-445-3572 (TTY: 711)

NOTE: Please refer to the member ID card to determine appropriate authorization and claims submission process.

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

OTHER PHONE NUMBERS

CARE AND DISEASE MANAGEMENT REFERRALS

Phone: **1-855-445-3572** (TTY: **711**)
Hours: M–F, 8 a.m.–7 p.m. Eastern Standard Time

RISK MANAGEMENT FRAUD, WASTE & ABUSE HOTLINE

1-866-685-8664

COMMUNITY CONNECTIONS HELP LINE

1-866-775-2192

BEHAVIORAL HEALTH CRISIS

24 hours a day, members should call Member Services.

NURSE ADVICE LINE

1-855-445-3556 (24 hours)

HEALTH PLAN PARTNERS

Contracted Networks

HEARING

TruHearing

Phone: **1-800-334-1807**

VISION

Premier

Phone: **1-855-879-1456**

DENTAL

Liberty

Phone: **1-866-544-4669**

TRANSPORTATION

ModivCare

Phone: **1-877-718-4201**

CLAIM SUBMISSION INFORMATION

SUBMISSION INQUIRIES

EDI team: EDIBA@centene.com or call Provider Services.

PREFERRED EDI CLEARINGHOUSE

Availability: **1-800-282-4548**.

Web portal for direct data entry (DDE) claims:

[availity.com/Essentials-Portal-Registration](https://www.availity.com/Essentials-Portal-Registration).

PAYER ID: 68069

Visit our [Claims](#) page to locate detailed claims information, addresses, claim forms and guidelines.

Timely Filing guidelines: 95 days from date of service or as specified in your Provider Contract.

EFT

Register: payspanhealth.com or call **1-877-331-7154**.

Email: providersupport@payspanhealth.com.



MAIL PAPER CLAIMS TO:

Wellcare By Superior HealthPlan

Attn: Claims

P.O. Box 9700

Farmington, MO 63640-0700

PHARMACY SERVICES

PHARMACY SERVICES

Phone: **1-833-750-4258**

Rx BIN

610014

Rx PCN

MEDDPRIME

Rx GRP

2FFA

MAIL ORDER

Express Scripts®

Phone: **1-833-750-0201** (TTY: **711**)
24 hours a day, 7 days a week

MEDICATION APPEALS

Fax: **1-866-388-1766**

Submit a **Medication Appeal Request form** with supporting documentation by fax or mail within 60 days from the date of the denial notice.



Wellcare By Superior HealthPlan
Attn: Medicare Pharmacy Appeals
P.O. Box 31383
Tampa, FL 33631-3383

MEDICAL ONCOLOGY SERVICES

Evolut

Phone: **1-866-510-9630**

COVERAGE DETERMINATION REQUESTS

Fax: **1-866-226-1093**

Electronic Prior Authorization (ePA):
account.covermymeds.com

Access the **Pharmacy page** for Pharmacy related information and forms, including:

- Coverage Determination Request Form and exceptions
- Other Request forms such as Injectable Infusion
- Formulary
- Express Scripts Mail Order Service
- Home Infusion/Enteral Services
- and more

PRIOR AUTHORIZATION (PA)

A **Pre-Auth Needed tool** is available to determine if prior authorization is required. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests **online** using the associated **PA forms**.

Medical Fax: 1-877-808-9368

Behavioral Health Fax: Outpatient **1-855-772-7079** | Inpatient **1-866-535-6974**

Urgent Authorization Requests and Admission Notifications: Call **1-855-445-3572** and follow the prompts.

Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.

Wellcare does not accept handwritten, faxed or replicated claim forms. Wellcare does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.