Michigan Duals Quick Reference Guide

January 2026
go.wellcare.com/MeridianMI

CONVENIENT SELF-SERVICE

Wellcare partners with **Availity Essentials**, a multi-payer portal, to offer select secure provider portal services. Availity Essentials is the fastest way to get help with routine tasks. Our current secure provider portal will continue to remain active and available to you.

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

HELPFUL LINKS

Portal Registration
Joining our Network

Forms
(AOR, Auth, Claims and more)

Resources
(Manual and Guides)

PROVIDER SERVICES PHONE (IVR): 1-855-445-3571 (TTY: **711**)

OTHER PHONE NUMBERS

CARE AND DISEASE MANAGEMENT REFERRALS
Phone: **1-855-445-3571** (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
1-855-323-4578 (24 hours)

HEALTH PLAN PARTNERS

Contracted Networks

HEARING
Phone: **1-855-445-3571**

VISION
Phone: **1-855-445-3571**

DENTAL
DentaQuest
Phone: **1-800-233-1468**

TRANSPORTATION
SafeRide©
Phone: **1-855-955-7433**

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.

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CLAIM SUBMISSION INFORMATION

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

PREFERRED EDI CLEARINGHOUSE
Availity: **1-800-282-4548**.
Web portal for direct data entry (DDE) claims:
availity.com/Essentials-Portal-Registration.

PAYER ID: 68069

Timely Filing guidelines: 180 days from date of service.

EFT
Register: **payspanhealth.com** or call **1-877-331-7154**.
Email: **providersupport@payspanhealth.com**.

MAIL PAPER CLAIMS TO:
Wellcare By Meridian
Attn: Claims
P.O. Box 9700
Farmington, MO 63640-0700

PHARMACY SERVICES

PHARMACY SERVICES
Phone: **1-833-750-1800**

Rx BIN	Rx PCN	Rx GRP
610014	MEDDPRIME	2FFA

SPECIALTY PHARMACY
For more information on our specialty pharmacies, please refer to your Evidence of Coverage, Member Handbook or contact Member Services

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 Meridian
Attn: Medicare Pharmacy Appeals
P.O. Box 31383
Tampa, FL 33631-3383

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

MEDICAL ONCOLOGY SERVICES
Evolent
Phone: **1-866-510-6450**

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 Injectible 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: 1-833-783-3178

Behavioral Health Fax: Outpatient **1-833-728-0124** | Inpatient **1-844-930-4395**

***Urgent* Authorization Requests and Admission Notifications:** Call **1-855-445-3571** 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.