PROVIDER*Update*

CONTRACTUAL | SEPTEMBER 26, 2023 | UPDATE 23-985m | 2 PAGES

Refer Members to Access2Care[™] for No-Cost, Routine Transportation Services

Urgent transportation requests are available 24/7

Wellcare contracts with Access2Care[™] to provide routine (non-emergency) transportation services with no charge to members when covered by their plan.

Refer to the member's Summary of Benefits or Evidence of Coverage (EOC) for specific information on plan coverage and exclusions at www.wellcare.com/en/California/Find-My-Plan.

Contact Access2Care

The chart below describes the type of transportation request, hours and service requirements, and phone number.

Request type	Hours and service requirements	Phone number
Routine requests	Call at least 72 hours in advance, Monday through Friday, 8 a.m. to 8 p.m. Pacific time	844-515-6876
Urgent care or immediate transportation	Available 24 hours a day, seven days a week	844-515-6876
Customer service	October 1-March 31, call seven days a week from 8 a.m. to 8 p.m.	866-999-3945
	April 1-September 30 , call Monday- Friday from 8 a.m. to 8 p.m.	
	A messaging system is used after hours, on weekends and on federal holidays.	

If the trip exceeds the mileage limit, the Plan will review the request and provide approval or denial.

For additional information or to request routine transportation service, please direct members to Access2Care at the numbers listed above.

- Physicians
- Hospitals
- Ancillary Providers
- Independent Practice Associations

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at provider.communications@healthnet.com indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.



THIS UPDATE APPLIES TO:

D-SNP members also have transportation benefits through Medi-Cal

D-SNP members who exhaust their Medicare transportation benefit can access transportation services through their Medi-Cal transportation benefit.

Providers or members can contact D-SNP Wellcare Customer Service Department at 866-999-3945 to coordinate their Medi-Cal transportation benefit through Modivcare.

Additional information

Relevant sections of the Wellcare Provider Manual have been revised to reflect the information contained in this update as applicable. The manual is available online at www.wellcare.com/California/Providers/Medicare.

If you have questions regarding the information contained in this update, contact 866-999-3945.