


Ascension Complete is changing its name to Wellcare Complete, a product of Wellcare By Allwell



Wellcare Complete benefit plans will continue to offer access to the Ascension Complete network of doctors, specialists and more.

- **Our members received notification of this change by mail and email.** Notification of this change is also part of their *Annual Notice of Changes* document. All Ascension Complete member ID cards will be invalid for dates of service **beginning January 1, 2024**. As a reminder, please verify member eligibility for every member prior to each visit.
- The new brand name will be on our member ID cards for the calendar year 2024.
- The telephone number for providers will change starting January 1, 2024, to consolidate phone numbers. The new number to the Provider Relations Provider Service Center is **1-800-977-7522**.

FRONT PANEL		BACK PANEL	
		www.wellcarecomplete.com	
Wellcare By Allwell Wellcare Complete Giveback CMS#: XXXXX-XXX Effective Date: MM/DD/YYYY		FOR MEMBERS Member Services: 1-800-977-7522 (TTY: 711) Nurse Advice Line: 1-877-236-0230 (TTY: 711) DentaQuest Dental: 1-833-206-6286 (TTY: 711) Premier Eye Care Vision: 1-855-865-9729 (TTY: 711)	
MEMBER INFORMATION Name: Doe, John Member ID#: C111111111-01 Issuer ID: (80840) 9151014609		FOR PROVIDERS For Member eligibility; Medical prior auth/referrals: 1-800-977-7522 Medical Claims: Wellcare By Allwell Attn: Claims, P.O. Box 8050 Farmington, MO 63640-8050 Payor ID: 68069	
PROVIDER INFORMATION PCP Name: Charles Smith, MD PCP Phone: 222-222-2222 PCP Office Visit: \$0		Pharmacy prior auth: 1-800-867-6564 For help: (PHARMACY USE ONLY) 1-833-750-0202 Submit Part D Drug Claims to: Wellcare By Allwell, Attn: Member Reimbursement Dept., P.O. Box 31577, Tampa, FL 33631-3577	
FOR EMERGENCIES: Dial 911 or go to the nearest Emergency Room (ER).		PHARMACY MedicareRx <small>Prescription Drug Coverage</small> Rx Processor Part D: Express Scripts © RXBIN: 610014 RXPCN: MEDDPRIME RXGRP: 2FFA	

- The name change does not affect your current contract with us.
- Beginning January 1, 2024, there will no longer be an Ascension Complete management team. Wellcare Complete will be segmented into each of their respective, local Centene health plans. This means your local health plan will manage the product's members and providers as they do for the Ambetter and other Wellcare products.

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- The claims mailing address and payor ID will remain the same. They are:
PO Box 8050
Farmington, MO 63640-8050
Payor ID: 68069
- Our current website, **ascensioncomplete.com**, is now redirecting to **wellcarecomplete.com**.
- Our new branding will appear on our provider portal beginning January 1, 2024. For now, you can access the portal at **provider.ascensioncomplete.com**. However, beginning November 16, the provider portal address will redirect to **provider.wellcarecomplete.com**. Changes to the website address will not affect your login credentials. Your current user ID and password will work on the new site. *The current website will no longer work after December 31, 2023.* You will be required to go directly to **provider.wellcarecomplete.com** starting January 1, 2024.

How to reach Provider Engagement/Provider Relations:

State	Contact
Alabama	wellcarecomplete_AL_PR@centene.com
Florida	centene.az1.qualtrics.com/jfe/form/SV_5iKytzj5QkxwQL4
Indiana	wellcarecomplete_IN_PR@centene.com
Illinois	ILProviderRelations@mhplan.com
Kansas	wellcarecomplete_KS_PR@centene.com
Michigan	www.mimeridian.com/providers/resources/provider-relations-intake-form.html
Texas	AM.Austin@superiorhealthplan.com



Process Changes

Rosters and Data submissions will now be handled by the local health plans.

- The cutoff day for data changes is the first of the month for edits to appear in Find-A-Provider or the directory by the first of the month following. For example, a change submitted by May 1 will appear in the directory by June 1.

Roster submission contact information:

State	Contact
Alabama	wellcarecomplete_AL_Rosters@centene.com
Florida	practitioneradds@centene.com
Indiana	wellcarecomplete_IN_Rosters@centene.com
Illinois	www.ilmeridian.com/providers/provider-updates.html
Kansas	rosters@sunflowerhealthplan.com
Michigan	www.mimeridian.com/providers/become-a-provider.html
Texas	AM.Austin@superiorhealthplan.com

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Individual provider data/address change corrections:

State	Contact
Alabama	wellcarecomplete_AL_Changes@centene.com
Florida	practitioneradds@centene.com
Indiana	wellcarecomplete_IN_Changes@centene.com
Illinois	www.ilmeridian.com/providers/resources.html
Kansas	sunflowerstatehealth@centene.com
Michigan	www.mimeridian.com/providers/become-a-provider.html
Texas	AM.Austin@superiorhealthplan.com

Provider Authorizations, Adverse Determinations, Expedited Organization Determinations, and Peer to Peer Reviews:

- The new email address will be **wellcarecomplete_UM@wellcare.com**. The email address previously used will no longer work after December 31, 2023.
- Or you can call Utilization Management: **1-855-766-1541**.



If you have any questions, please be sure to contact the Provider Relations Service Center at **1-800-977-7522** (TTY: **711**).