



wellcare

By



Health Net®

Meet the brand that's taking a no-nonsense approach to Medicare.

Welcome to Wellcare. As a valued Health Net provider, we want to share some exciting changes to our Medicare plans. We've combined multiple brands under the Wellcare name to offer a better range of plans that provide members with affordable access to doctors, nurses, and specialists.

As always, Wellcare is committed to working with you to ensure your patients receive the best care. We know you probably have a few questions, so we want to take a moment to answer them for you.

Which Medicare brands become Wellcare?

Health Net and Trillium Advantage.

Does this involve all lines of business for these brands?

No, only Medicare. In designated states, some of these brands will continue to exist with Medicaid and Marketplace plans.

When does the transition begin?

This fall, you will begin to receive materials with the new Wellcare branding. We will officially transition to Wellcare on January 1, 2022, unless otherwise noted. Please note, you may see materials with the old branding prior to January 2022.

Will my current Health Net members receive new ID cards for the current plan year?

Members will receive newly branded ID cards later this year for the 2022 plan year. Current ID cards should continue to be accepted in 2021.

Will coverage change for patients in 2021?

No, their coverage, benefits, and ID number for 2021 will not change. 2022 coverage will be determined by the plan they have enrolled in.

As a current Health Net provider, what changes can I expect to payor business operations, such as claims processing, payments, provider portal, etc.?

There will be no operational or business integration changes for 2022. However, if there are any administrative changes in the future we will notify you immediately.

If you have additional questions, we're here to help. You can find more info in the following ways:



Visit our website at
www.wellcare.com/healthnetOR



Give us a call at
1-888-445-8913 (TTY: 711)



Check out your
Provider Manual at
<https://www.healthnetoregon.com/for-providers/resources/forms-resources.html>