



Healthy Blue



Provider Bulletin

July 2022

WellCare *Transitional Services Agreement* ending

As part of the agreement to acquire WellCare of Nebraska, WellCare Health Plans Inc., agreed to temporarily support several key operational services through a *Transitional Services Agreement (TSA)*. That agreement, which includes claims processing for dates of service prior to January 1, 2021, terminated on June 30, 2022. As a result of the *TSA* termination, Healthy Blue no longer request claims reprocessing from WellCare for claims with dates of services prior to January 1, 2021.

Healthy Blue has a 180 calendar day timely filing of claims requirement. Healthy Blue will not be able to consider any action to claims with dates of service prior to January 1, 2021.

As valued providers, your participation in the Healthy Blue network is truly appreciated. We look forward to our ongoing partnerships to provide high-quality, cost-effective healthcare to the communities we serve.

If you have questions or need assistance with claims with dates of service prior to January 1, 2021, please contact WellCare Health Plans, Inc. directly at **855-599-3811** 8 a.m. to 6 p.m. Eastern until June 30, 2022. After June 30, please contact your Provider Relations representative.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **833-388-1406** Monday to Friday from 7 a.m. to 8 p.m. CT.



Email is the quickest and most direct way to receive important information from Healthy Blue.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3oXHYBP><https://bit.ly/39gKLNm>).

<https://provider.healthybluene.com>

Healthy Blue is the trade name of Community Care Health Plan of Nebraska, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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