



# Ascension **Complete**

*Ascension Complete is becoming  
Wellcare Complete, a product of  
Wellcare By Allwell*

# Ownership



On May 1, 2023, Centene Corp. received the necessary regulatory approvals to make Ascension Complete a wholly owned Centene company.

# Name Change



On Jan. 1, 2024, *Ascension Complete* will become *Wellcare Complete*, a product of *Wellcare By Allwell*.

# Network



*Wellcare Complete* benefit plans will continue to offer access to the Ascension network of doctors, specialists and more throughout 2024.



# Member Notification



Members received notification of the name change by mail or email. This change was also part of their Annual Notice of Changes document.



# Product Management



Beginning Jan. 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.

# Product Segmentation



This means your local health plan will manage the product's members and providers as they do for the *Ambetter*, *Medicaid (in most markets)* and other *Wellcare Medicare* products.

# Member ID Cards



- All Ascension Complete member ID cards will be invalid for dates of service beginning Jan. 1, 2024.
- The new brand name will be on our member ID cards for the calendar year 2024 (see next slide).





# Member ID Cards



## FRONT PANEL



Wellcare By Allwell  
Wellcare Complete Giveback  
CMS#: XXXXX-XXX  
Effective Date: MM/DD/YYYY

### MEMBER INFORMATION

**Name:** Doe, John  
**Member ID#:** C11111111-01  
**Issuer ID:** (80840) 9151014609

### PROVIDER INFORMATION

**PCP Name:** Charles Smith, MD  
**PCP Phone:** 222-222-2222  
**PCP Office Visit:** \$0

**FOR EMERGENCIES:** Dial 911 or go to the nearest Emergency Room (ER).

### PHARMACY



**Rx Processor Part D:**  
Express Scripts®  
**RXBIN:** 610014  
**RXPCN:** MEDDPRIME  
**RXGRP:** 2FFA

## BACK PANEL

[www.wellcarecomplete.com](http://www.wellcarecomplete.com)

### 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)

### 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



**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



# Telephone Support



- To consolidate phone numbers, the telephone numbers for members will change starting Jan. 1, 2024.
- The new number to the Member Relations Service Center is 1-800-977-7522, all plans.  
1-844-796-6811, D-SNP plans only.



# Website



Our website, [www.ascensioncomplete.com](http://www.ascensioncomplete.com) began redirecting to [www.wellcarecomplete.com](http://www.wellcarecomplete.com) on Oct. 1, 2023, in time for the Medicare Annual Enrollment Period.



# Member Portal



- Beginning Nov. 16, the member portal address will also redirect to <https://member.wellcarecomplete.com/>.
- Changes to the website address will not affect login credentials. The current user ID and password will continue to work on the new site.
- **The current website address will not work after Dec. 31, 2023.**

**Note:** The new *Wellcare By Allwell* brand will not appear on the member portal until Jan. 1, 2024.

# Process Changes



For Prior Authorization requests, Adverse Determinations, Expedited Organization Determinations and Peer to Peer Reviews, the new email address is:

**[Wellcarecomplete\\_UM@wellcare.com](mailto:Wellcarecomplete_UM@wellcare.com)**

**Or call: Utilization Management: 1-855-766-1541**

**The current email address will no longer work after Dec. 31, 2023.**

# Process Changes (*con't*)



Care Management and the Nurse Advice Line are now administered by Wellcare. The contact number is:

**Care Management: 1-833-340-0083**

**24-Hour Nurse Advice Line: 1-877-236-0230**

# Process Changes (*con't*)



The Pharmacy Benefit Manager is now Express Scripts.  
The contact number is:

**Express Scripts**  
**1-833-750-0201**

# Mailing Address



The claims mailing address and payor ID will remain the same:



PO Box 8050

Farmington, MO 63640-8050

Payor ID: 68069



# Wellcare Complete Contact Sheet

2024



Department   Function	Contact Info
<b>Claims' Address</b> To be used for Claims' Submission, Requests for Redetermination, Disputes	Wellcare By Allwell PO Box 8050 Farmington, MO 63640-8050 Payor ID: 68069
<b>Provider Portal</b>	provider.wellcarecomplete.com
<b>Provider Services Call Center</b>	DSNP Plans: 1-844-796-6811 All other Plans: 1-800-977-7522
<b>Prior Authorization, Adverse Determinations, Expedited Organization Determinations, and Peer to Peer Reviews</b>	1-855-766-1541
<b>NIA Imaging/Therapy</b>	AL 1-800-424-4911 FL 1-800-424-4955 IL 1-800-424-5357 IN 1-800-424-4919 KS 1-800-424-5354 MI 1-888-864-7237 TX 1-800-424-9226

Department   Function	Contact Info
<b>Member Appeals</b>	Fax: 1-844-273-2671
<b>Pharmacy Prior Auth Line</b>	1-800-867-6564
<b>Care Management</b>	1-833-340-0083
<b>24-Hour Nurse Advice Line</b>	1-877-236-0230
<b>Express Scripts Mail Order</b>	1-833-750-0201
<b>Hearing Care Solutions</b>	1-866-344-7756
<b>Transportation</b>	Florida Only: 1-855-519-6684
<b>Transportation</b>	Alabama Only: 1-844-239-5974
<b>Transportation</b>	<b>IL, IN, KS, MI, TX</b> 1-877-718-4201
<b>Telemedicine</b>	1-800-TELADOC 1-800-835-2362
<b>SSBCI Attestations</b>	ssbci.rrd.com

# Wellcare Complete Contact Sheet

2024



Department   Function	Contact Info
<b>Dental: DentaQuest</b>	Alabama 1-833-206-6286 Florida: 1-833-206-6288 Illinois: 1-844-822-8111 Indiana: 1-833-206-6290 Kansas: 1-833-206-6291 Michigan: 1-844-822-8111
<b>Dental: Liberty</b>	Texas: 1-866-544-4669
<b>Vision: Premier Eye Care</b>	Alabama: 1-855-865-9729 Florida: 1-855-749-1911 Illinois: 1-855-865-9724 Indiana: 1-888-285-2895 Kansas: 1-866-419-0861 Michigan: 1-888-208-8201 Texas: 1-855-879-1456

Department   Function	Contact Info
<b>Behavioral Health</b>	Alabama Fax: 1-833-350-1163 Florida Fax: 1-844-901-0069 Illinois Fax: 1-844-996-0202 Indiana Fax: 1-833-350-1164 Kansas Fax: 1-844-973-0051 Michigan Fax: 1-833-350-1167 Texas Fax: 1-833-441-2410
<b>Prior Authorizations</b>	Alabama Fax: 1-833-704-0360 Florida Fax: 1-844-901-0069 Illinois Fax: 1-844-996-0202 Indiana Fax: 1-833-713-1469 Kansas Fax: 1-833-816-6623 Michigan Fax: 1-833-431-1356 Texas Fax: 1-833-705-1358



*Thank you!*