

Enrollee Identification—2009 WellCare PFFS Plans

December 2008

An enrollee's membership is effective the first day of the month following receipt of his or her application. WellCare sends identification (ID) cards promptly after receiving Private Fee-for-Service (PFFS) applications. Members receive two cards, one for medical and one for dental, vision and hearing. Members can make an appointment with you before receiving their cards.

Review the sample WellCare PFFS ID cards below to determine member eligibility. Specifically, you can identify a WellCare PFFS member by looking at his or her member ID number, which should start with the letter "F". If it contains only numerals, and no "F" prefix, then it is not a WellCare PFFS member's and could belong to a member of WellCare's coordinated care plans or one of WellCare's Medicaid plans.

To validate eligibility of WellCare PFFS members who have not received their ID cards, please call 1-866-235-2770 (TTY/TTD: 1-866-239-6265), Monday–Sunday, between 7am and 2am Eastern, or visit www.wellcarepffs.com.

Please pay special attention to the way the member's name appears on his or her ID card. Claims must have the member's name exactly as it appears on the ID card.

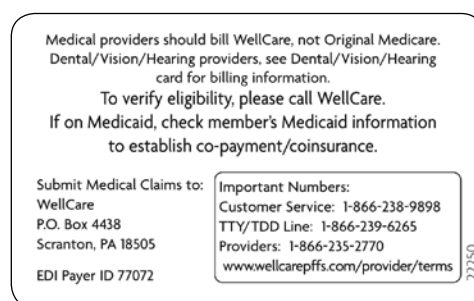
Network Members

In 2009, WellCare PFFS introduced network plans in particular areas. You can easily identify network members by looking for "plus" after the plan name on their ID cards: Sonata-Plus PFFS Plan and Melody-Plus PFFS Plan.

If you are not a contracted provider, you may still choose to see a network member if you accept Medicare and WellCare PFFS terms and conditions of payment before rendering treatment.

Below are sample images of the WellCare PFFS ID cards that members will present to you.

Each member ID card will include the specific plan name, i.e., **Concert, Melody, Melody-Plus, Prelude, Quartet, Serenade, Sonata,** or **Sonata-Plus** in the top left corner under the WellCare logo. (Only the Concert Plan member ID card will include the Medicare Rx logo.)



Dental, Vision and Hearing (card will include specific plan name)

