



UNICARE BECOMING WELLPOINT FAQ

For Total Choice, PLUS, and Community Choice

March 7, 2024

Why is UniCare changing its name to Wellpoint?

At UniCare, we take a broader view of health and have been working hard to address not only the physical factors that affect health, but the mental, emotional, and social factors that affect one's overall well-being — your whole health. To more accurately reflect our mission of supporting whole health, UniCare will become Wellpoint on July 1, 2024.

While our name is changing, everything else stays the same — the doctors, hospitals, and most of all, our commitment to the Massachusetts Group Insurance Commission (GIC). For decades, UniCare has exclusively served the GIC, supporting the health needs of state and municipal employees, retirees, and their families.

Is the Provider Services line changing?

No, the Provider Services number is not changing and will remain the same (**800-480-7587**).

Is the Member Services line changing?

No, the Member Services number is not changing and will remain the same.

- Commercial members: **833-663-4176**
- Medicare Extension members: **800-442-9300**

Will this change impact our current agreements/contracts with UniCare?

No, there will be no changes to your current agreements or contracts.

Will there be any changes to the credentialing process because of this change?

No, our credentialing processes will remain the same.

Will this change affect how I access the provider website?

Yes, we will have a new website launching on July 1, 2024. The new Wellpoint public provider website is: wellpoint.com/mass/providers.

You will find the new site is structurally very similar to the UniCare site today – simply updated to reflect the new brand. It is important to note that the [Medical Policies page](#) you access today will remain branded UniCare for a period of time after July 1.

Will the way I submit prior authorizations change?

No, the process for submitting prior authorizations will not change.

Can I still accept a UniCare member ID card from my patients?

Yes, members will receive a new member ID card with the Wellpoint logo on it; however, the Member ID number will not change. You can still use the same Member ID number to bill for services. Please remind your patients that if they have not received their new Wellpoint member ID card, they can call the Member Services phone number (above) to request this card. They can also access their new card on their Sydney Health app from any smart device or on the member website.

We will begin mailing new ID cards in June 2024, prior to the start of the new plan year.

Does this change how I communicate with my provider relationship management representative?

No, our provider relationship management representatives will receive new email handles with @wellpoint.com instead of @anthem.com. Rest assured that if you send an email to us at @anthem.com, we will still receive it.




Will there be changes to how I access the Availity payer space?

No, there are no changes to how you will access our payer space. You will notice a new Wellpoint tile in your payer space beginning on **June 15, 2024**.

If you see UniCare GIC patients in Massachusetts:

Beginning June 15, 2024, both the UniCare and Wellpoint payer space tiles will be visible to you. You will also notice new branding on the UniCare payer space tile.



By July 1, 2024, you should transition to using the Wellpoint payer space for all transactions for members in our UniCare GIC plan. When selecting a payer name from one of the core transaction drop-down menus, you should select the “WELLPOINT” payer name.

	<u>Previous</u> UniCare payer space tile – not available after June 15, 2024.
	<u>New</u> Wellpoint payer space tile – available beginning June 15, 2024.
	<u>New legacy</u> UniCare payer space tile – available beginning June 15, 2024.

If you see UniCare GIC patients outside of Massachusetts:

Beginning **June 15, 2024**, both the UniCare and Wellpoint payer space tiles will be visible to you.

By July 1, 2024, you should transition to using the Wellpoint payer space for all transactions for members in our Unicare GIC plan. When selecting a payer name from one of the core transaction drop-down menus, you should select the “WELLPOINT” payer name.

	<u>New</u> Wellpoint payer space tile – available beginning June 15, 2024.
	<u>Existing</u> UniCare payer space tile (still available as legacy payer space after June 15, 2024).

Are EDI payer IDs changing?

Yes. The current UniCare payer ID (80314) will change to a new Wellpoint payer ID (WLPNT).

Starting on July 1, 2024, WLPNT will be the new payer ID. You may see this new payer ID as early as June 15, 2024.

Will you accept both the old UniCare payer ID (80314) and the new Wellpoint payer ID (WLPNT) after July 1, 2024?

Yes, the old UniCare payer ID (80314) will still be accepted through the end of 2024. If a claim is billed with an 80314 payer ID between July 1, 2024, and December 31, 2024, the claim will still get processed.

On January 1, 2025, all care providers must use the new WLPNT payer ID for claims processing.

Does the new EDI payer ID impact EDI batch transactions? If so, which ones?

Starting July 1, 2024, the following EDI batch and real-time transactions should be submitted with the new WLPNT payer ID:

- 837: Claim submission
- 276/277: Batch claim status
- 270/271: Batch eligibility and benefits
- 278/278I: Authorization and referral
- 275: Attachment submission

Does this impact the EDI 835 Electronic Remittance Advice (ERA)?

Starting July 1, 2024, the 835 ERA will begin to return with the WLPNT payer ID.

My group/practice does business in multiple states for UniCare. What if I receive remits for multiple markets with both Wellpoint and UniCare payer IDs?

You must be able to support both the Wellpoint (WLPNT) and UniCare (80314) payer IDs.

I submitted a claim under the old UniCare payer ID (80314) prior to July 1, 2024, but it was adjusted after July 1, 2024. Which payer ID will I see?

Previously paid claims that are adjusted after July 1, 2024, will return with the new Wellpoint (WLPNT) payer ID on the 835 ERA.

How do I change the payer ID?

Changing the payer ID from UniCare (80314) to Wellpoint (WLPNT) depends on how you submit your claims.

If you use a third-party vendor such as a clearinghouse, work with your vendor to ensure they are submitting your files to Availity with the new Wellpoint EDI payer ID (WLPNT). The EDI file with the updated, new payer ID will usually come from the vendor.

If you have your own practice management software with a direct connection to Availity, you will need to work with your vendor or in-house EDI software representative to update the payer ID on your end.

Availity is working directly with trading partners, including clearinghouses and direct connections, to ensure a seamless transition.

If I use the UniCare payer ID (80314) after July 1, 2024, will my claim/EDI file be rejected?

No, if you or your vendor submit an electronic claim with the old UniCare payer ID (80314) after July 1, 2024 and before December 31, 2024, the EDI file will not reject. If a claim is billed with an 80314 payer ID between July 1, 2024 and December 31, 2024, the claim will still get processed.

While the UniCare payer ID (80314) will still be valid for select plans between July 1, 2024 and December 31, 2024, we ask that you begin using the WLPNT EDI payer ID to reflect the new Wellpoint plan name.

As of January 1, 2025 all claim submissions will need to have the new Wellpoint payer ID (WLPNT) in order to be processed.

If I currently work with UniCare, will I be required to re-enroll in Wellpoint (WLPNT)?

No, you will not have to re-enroll. You will be automatically enrolled in Wellpoint (WLPNT).

Are there any impacts to the Availity provider enrollment process?

You will notice a new payer ID and health plan/payer name starting on June 15, 2024. Other than that, the provider enrollment process will remain the exact same:

- When you search for health plan (payer), you will notice the new WLPNT payer ID along with the Wellpoint name.
- If you search for UniCare after July 1, 2024, you will need to select the Wellpoint payer name.

Below are answers to questions you may receive from your patients:

Will my doctors and hospitals still be in the network/can I continue to see my same doctor?

There is no impact to the UniCare care provider network because of the brand name change to Wellpoint. You can continue to see all of your same care providers.

Our online provider finder, Find Care, will be available on both the Wellpoint brand and the existing UniCare brand websites through July 1, 2024. The Wellpoint Find Care site will launch on April 1, 2024, for open enrollment.

Will my plan/benefits change?

Rest assured, there will be no impact or changes to coverage, access to healthcare providers, or level of support as a result of any brand changes. Your health plan will continue to operate as it does today. Any plan changes made by the GIC for the new plan year are not associated with the new name.

Will there be a break or gap in my coverage?

There is no impact to your healthcare coverage because of the brand change.

Will I receive a new member ID card?

Yes, members will receive a new ID card with the Wellpoint logo for an effective date of July 1, 2024.

We will begin mailing new ID cards in June 2024, prior to the start of the new plan year.

Can I still use my UniCare member ID card?

Yes, you will receive a new member ID card with the Wellpoint logo on it, but **your Member ID number will not change.**

We will begin mailing new ID cards in June 2024, prior to the start of the new plan year. Until then, use your existing UniCare ID card to access care and services.

If you do not receive a new Wellpoint member ID card, you can call the Member Services phone number (above) to request this card. You can also access your new card on the Sydney Health app from any smart device or from the member website.

I just got a preapproval to see a specialist. Can I still use it?

Yes, you can. There are no changes to existing prior authorization and claims processes because of the brand name change to Wellpoint.

Do I need to re-enroll or do anything else to keep my coverage?

Your existing UniCare plan coverage remains the same through the end of this plan year (June 30, 2024). Should you choose to remain a UniCare member during annual enrollment you will look for our new name, Wellpoint, and sign up for the health plans formerly known as UniCare. Your plan will simply have the Wellpoint name when the new plan year begins on July 1, 2024.