Member Complaint Form

Complete and mail or fax to
Wellcare By Allwell
Appeals & Grievances/Medicare Operations
7700 Forsyth Blvd |St. Louis, MO 63105
Fax: 1-844-273-2671

Wellcare By Allwell will have a resolution to your complaint no later than 30 days after your submission. If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. However, if we take this extension, we will notify you or your representative. We can usually help you right away or at the most within a few days. If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal", we will automatically give you a "fast" complaint. If you have a "fast" complaint, it means we will give you an answer within 24 hours.

If you need any help, please call us at 1-833-541-0767 (TTY: **711**). From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. You can also visit www.Wellcare.com/allwellLA.

Member's Name (First and Last): _____

Medicare ID Number: _____ Member Date of Birth: _____

Relationship to Member *(please choose one): ☐ Self ☐ Parent ☐ Legal Guardian ☐ Spouse

☐ Other: _____

**If other than "Self" is selected, proof of guardianship, power of attorney or an Appointment of Representative (AOR) form will be required. The AOR form can be found on our website.*

Phone Number: _____

Street Address: _____

City: _____ State: _____ Zip: _____ County: _____

Provider: _____

Complaint Type (please choose one):

- ☐ Access
- ☐ Service Request
- ☐ Claims Payment Issue
- ☐ Appeals
- ☐ Benefits
- ☐ Prescription Drug Request or Issue/Coverage Determination & Redetermination Process
- ☐ Customer Service
- ☐ Enrollment & Disenrollment
- ☐ Fraud & Abuse
- ☐ Marketing
- ☐ Privacy Issues
- ☐ Quality of Care

Is this complaint about your medications? (Please choose one): ☐ Yes ☐ No

If you answered YES above, do you have enough supply for the next 7 days? (Please choose one):

☐ Yes ☐ No

What is your complaint?

_____
_____
_____
_____
_____
_____
_____
_____

How can Wellcare help resolve your issue?

_____
_____
_____
_____

_____

_____

What is the best way to reach you regarding this complaint? (Please choose one): ☐ Phone ☐ Email ☐ Other _____

Please provide further contact information (i.e. phone number, email address, etc).

_____

For Administrative Use Only

Complaint Number: _____ *Date Received:* _____

ATENCIÓN: Si habla español, contamos con servicios de asistencia lingüística que se encuentran disponibles para usted de manera gratuita. Llame al número de Servicios para Miembros que se indica para su estado en la página siguiente.

注意：如果您說中文，您可以免費獲得語言援助服務。請撥打針對您所在州列示於下一頁的會員服務部電話號碼。

Chú ý: Nếu quý vị nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ có sẵn miễn phí dành cho quý vị. Hãy gọi số điện thoại của bộ phận Dịch Vụ Thành Viên thuộc bang của quý vị ở trang tiếp theo.

주의사항: 한국어를 구사할 경우, 언어 보조 서비스를 무료로 이용 가능합니다. 다음 페이지에서 가입자의 주에 해당하는 목록 내 가입자 서비스부 번호로 전화해 주십시오.

Atensyon: Kung nagsasalita ka ng Tagalog, may mga available na libreng tulong sa wika para sa iyo. Tumawag sa numero ng Mga Serbisyo para sa Miyembro na nakalista para sa iyong estado sa susunod na page.

Dumngeg: No agsasau ka iti Ilokano, dagiti tulong nga serbisio, a libre, ket available para kaniam. Awagam iti numero dagiti serbisio iti Miembro a nakalista para iti estadom iti sumaruno a panid.

La Silafia: Afai e te tautala i le gagana Samoa, o lo’o avanoa ia te oe ‘au’aunaga fesoasoani i le gagana, e leai se totogi. Vala’au le Member Services numera lisiina mo lou setete i le isi itulau.

Maliu: Ke walaʻau Hawaiʻi ʻoe, loaʻa ke kōkua ma ka unuhi ʻōlelo me ke kāki ʻole. E kelepona i ka helu kelepona o ka Māhele Kōkua Hoa i hōʻike ʻia no kou mokuʻāina ma kēia ʻaoʻao aʻe.

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We're Just a **Phone Call Away**

ARKANSAS
HMO, HMO D-SNP
1-855-565-9518
Or visit **www.wellcare.com/allwellAR**

ARIZONA
HMO, HMO C-SNP , HMO D-SNP
1-800-977-7522
Or visit **www.wellcare.com/allwellAZ**

CALIFORNIA
HMO, HMO C-SNP, HMO D-SNP, PPO
1-800-275-4737
Or visit **www.wellcare.com/healthnetCA**

FLORIDA
HMO D-SNP
1-877-935-8022
Or visit **www.wellcare.com/allwellFL**

GEORGIA
HMO
1-844-890-2326

HMO D-SNP
1-877-725-7748
Or visit **www.wellcare.com/allwellGA**

INDIANA
HMO, PPO
1-855-766-1541

HMO D-SNP
1-833-202-4704
Or visit **www.wellcare.com/allwellIN**

KANSAS
HMO, PPO
1-855-565-9519

HMO D-SNP
1-833-402-6707
Or visit **www.wellcare.com/allwellKS**

LOUISIANA
HMO
1-855-766-1572

HMO D-SNP
1-833-541-0767
Or visit **www.wellcare.com/allwellLA**

MISSOURI
HMO
1-855-766-1452

HMO D-SNP
1-833-298-3361
Or visit **www.wellcare.com/allwellMO**

MISSISSIPPI

HMO
1-844-786-7711

HMO D-SNP
1-833-260-4124
Or visit **www.wellcare.com/allwellMS**

NEBRASKA

HMO, PPO
1-833-542-0693

HMO D-SNP, PPO D-SNP
1-833-853-0864
Or visit **www.wellcare.com/NE**

NEVADA

HMO, HMO C-SNP, PPO
1-833-854-4766

HMO D-SNP
1-833-717-0806
Or visit **www.wellcare.com/allwellNV**

NEW MEXICO

HMO, PPO
1-833-543-0246

HMO D-SNP
1-844-810-7965
Or visit **www.wellcare.com/allwellNM**

NEW YORK

HMO, HMO-POS, HMO D-SNP
1-800-247-1447
Or visit
www.wellcare.com/fidelisNY

OHIO

HMO, PPO
1-855-766-1851

HMO D-SNP
1-866-389-7690
Or visit **www.wellcare.com/allwellOH**

OKLAHOMA

HMO, PPO
1-833-853-0865

HMO D-SNP
1-833-853-0866
Or visit **www.wellcare.com/OK**

OREGON

HMO, PPO
1-844-582-5177
Or visit **www.wellcare.com/healthnetOR**

HMO D-SNP
1-844-867-1156
Or visit **www.wellcare.com/trilliumOR**

PENNSYLVANIA

HMO, PPO
1-855-766-1456

HMO D-SNP
1-866-330-9368
Or visit **www.wellcare.com/allwellPA**

SOUTH CAROLINA

HMO, HMO D-SNP
1-855-766-1497
Or visit **www.wellcare.com/allwellSC**

TEXAS

HMO

1-844-796-6811

HMO D-SNP

1-877-935-8023

Or visit **www.wellcare.com/allwellTX**

WISCONSIN

HMO D-SNP

1-877-935-8024

Or visit **www.wellcare.com/allwellWI**

WASHINGTON

PPO

1-844-582-5177

Or visit **www.wellcare.com/healthnetOR**

TTY FOR ALL STATES: 711

HOURS OF OPERATION

October 1 to March 31: Monday–Sunday, 8 a.m. to 8 p.m.

April 1 to September 30: Monday–Friday, 8 a.m. to 8 p.m.