



wellcareTM

How to Use the Secure Member Portal

Your secure member portal is your one-stop shop to manage your healthcare and find information about your plan. Through the member portal, you can create and access a personalized account. This account will have details about your specific health plan, the care you get, and more.

Once you register and create an account you can:



View or print your digital member ID card.



View important documents and plan materials online.



Pay your premium.



Update your address and contact information.



View your recent claims.



Access My Wellcare Rewards and other extra benefits like fitness, Twill, and Wellcare Spendables® if they're included with your plan.



Search medical and supplemental benefits covered by your plan.

In this guide, we're going to walk you through all the things you can do in your secure member portal account.



Note: Some features are only available after your plan's start date.

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How to Create an Account

- 1 Go to **member.membersecurelogin.com** in your internet browser and click “Create New Account.”



Note: Make sure you have your member ID card handy.

- 2 Enter your email address and click “Continue.”

- 3 Enter your first name, last name, and language preference. Then click “Continue.”

- 4 You will get a verification code from **no-reply@mail.entrykeyid.com**. Check your email and enter the code that you got. Then click “Continue.”



Note: You have 5 minutes to enter the code. Click “Resend Code” if you need a new code sent to you.

- 5 Create a password that follows the password guidelines. Confirm your password by retyping it. Then click **“Set Password.”**

The screenshot shows the 'Create Your Account' page with the 'Set Password' section. It prompts the user to 'Enter a password and confirm it.' There are two input fields: 'Password *' and 'Confirm Password *', each with a toggle for password visibility. Below the fields, a section titled 'A strong password must:' lists requirements: 'Have a minimum of 12 characters', 'Include all of the following:' (with sub-options for 'One uppercase letter', 'One lowercase letter', 'One number', and 'One special character (Example: &, \$, !, *)'). At the bottom, there are two buttons: 'SET PASSWORD' (highlighted in blue) and 'CANCEL'. A small link 'Need Help? Contact Us' is at the very bottom.

- 6 Next, you're going to add your health plan.
- a If you're adding a plan for yourself, select **“Add a plan for myself.”**
 - b If a family member or caregiver is going to manage your account for you, they should select **“Add a plan for someone I'm responsible for.”**

- 7 You also need to pick how you would like to find your plan. New members should select **“Use information on the member ID card.”** Make sure you have your member ID card in front of you for the next step. Then, click **“Continue.”**

The screenshot shows the 'Add a Health Plan' page. It says 'Let's find the health plan records.' and asks 'Who would you like to add a health plan for?' with two radio button options: 'Add a plan for myself.' and 'Add a plan for someone I'm responsible for.' Below this, it asks 'How would you like to find that health plan?' with two radio button options: 'Use information on the member ID card.' and 'Use my old user ID and password.' A blue 'CONTINUE' button is at the bottom. The footer includes the 'single password' and 'reliable security' logos, 'EntryKeyID', and links for 'Help', 'Privacy Policy', 'Terms of Use', and '© 2023 Centene'.

- 8 Enter your member ID number listed on your member ID card and your date of birth. Click **“Add Account.”**

The screenshot shows the 'Add a Health Plan' page with the instruction 'You can find this information on the member ID card.' It has three input fields: 'Member Last Name *', 'Member ID *', and 'Member Date of Birth *' (with a hint 'MM/DD/YYYY'). At the bottom, there are two buttons: 'ADD ACCOUNT' (highlighted in blue) and 'BACK'.



Congratulations! You've created your secure member portal account.



Already Have an Account? How to Log In

If you already have a secure member portal account, log in using your email address and password.

- 1 Go to **member.membersecurelogin.com** in your internet browser and enter the email address you used to create your account. Click **“Continue.”**

The screenshot shows a web form titled "Log In". It has a single input field labeled "Email Address *" with the placeholder text "name@email.com". Below the field is a blue button labeled "CONTINUE". At the bottom of the form, there is a link that says "Create New Account".

- 2 Next, enter your password and click **“Login.”** You will be taken to your home page.



Note: If you forgot your password and need to reset it, click **“Forgot Password”** and follow the steps. You will get an email with a link to reset your password.

The screenshot shows a web form titled "Log In". It has two input fields: "Email Address *" and "Password *". The password field has a masked input (dots) and a toggle icon. Below the fields are two buttons: a blue "LOGIN" button and a white "CANCEL" button. At the bottom of the form, there is a link that says "Change Password".



Home Page Overview

Now that you've created or logged into your account, let's go through the home page.



Note: Your home page may look a bit different depending on your plan and benefits.



Coverage Status and Plan Name

After you log in, you will be taken to your home page. Here, you can find your **Coverage Status** and **Plan Name**.

The screenshot shows the HealthNet home page for a user named UMVFNCHESTER ARTHUR. The page has a navigation bar at the top with links for Home, Plan Details, Health To-Do's, Doctors, Covered Service, and Reward. Below the navigation bar, the user's name is displayed, followed by their coverage status (Active) and plan name (Health Net Medicare Oregon). There are four main tiles on the page: Covered Services, Premium Payments, Primary Care Provider, and Your ID Card. Each tile contains a brief description of the service and a button to access it. The Covered Services tile has a 'Search Medical Benefits' button. The Premium Payments tile has a 'Pay Online' button. The Primary Care Provider tile has a 'Change Your PCP' button. The Your ID Card tile has a 'View ID Card' button.

You will also see four tiles for **Covered Services**, **Premium Payments**, **Primary Care Provider**, and **Your ID Card**. Again, these tiles may vary based on your plan and benefits.



Health To-Do's

Below the tiles are your **Health To-Do's**, you'll see any exams, screenings, or appointments you're due for. Click **"Manage Your Health"** to go the **Health To-Do's** page.



For more about **Health To-Do's** go to page 19.

Your Health To-Dos

By completing your preventive care tasks, you can build trust with your providers and aid your overall health.

[Manage Your Health](#)

Hypertension Management

You are due for a blood pressure check. Hypertension management reduces your risk of cardiovascular disease and other issues. Contact your provider to schedule an appointment.

Diabetic HbA1c Testing

You are due for a diabetes checkup. It is best to see your provider at least 2 times per year to manage your diabetes. Contact your provider to schedule an appointment.

Diabetes Eye Exam

You are due for a diabetes eye exam. This exam can prevent and detect diabetic retinopathy, a common issue that can lead to vision loss. Contact your provider to schedule an appointment.



Claims & Authorizations

Below your **Health To-Do's** you'll find your **Claims** and **Authorizations**. Here, you can quickly view the status of your medical and drug authorizations and claims.



Note: Authorizations and claims will depend on your plan. Always refer to your plan materials.

Claims

Provider Name	Claim No.	Date	Type	Amount Due	Status
---------------	-----------	------	------	------------	--------

⚠ There are no Claims to present from the last 6 months. Click on [View All Claims](#) for complete details.

[View All Claims](#)

Authorizations

Service Type	Authorization No.	Start Date	End Date	Diagnosis Code	Status
▼ Admission		02/23/2025	02/27/2025	R69	✓ Approved
▼ Imaging		12/30/2024	--	R91.1	✓ Approved
▼ Admission		05/15/2024	05/20/2024	F31.30,F31.81,F32.A,F43.10,F60.3	✓ Approved

[View Authorizations](#)

It may take up to 30 days for a submitted authorization or claim to appear in your account.

- ✓ For more about claims, go to page 22
- ✓ For more about authorizations, go to page 24



Links

At the bottom of the home page, you'll find helpful links to learn more about your extra benefits, like **My Wellcare Rewards and Wellcare Spendables®**, if they're included with your plan.



Note: Your extra benefits may be different based on your plan.



Manage Your Health Plan Data

Be an active part in your health by connecting your health records. You can request your health history from past health plans, including Medicare A&B or plans from other carriers.

[Request Data](#)



My Rewards

Earn points and receive gift card rewards by completing healthy activities. Redeem your points for gift cards from your favorite stores and brands.

[Learn more and earn more](#)



Wellcare Spendables

To view your Wellcare Spendables benefits or place an order, please follow the link below:

[Wellcare Spendables](#)

Take the time to click around and get familiar with your home page and the different tools there. If you ever need to get back to the home page, click **“Home”** or the logo in the top left corner of the top bar menu.



[Home](#)

[Plan Details](#)

[Health To-Dos](#)

[Doctors](#)

[Covered Services](#)

[Reward](#)



TH



Next, we'll go through how to use specific tools you can find on your portal.

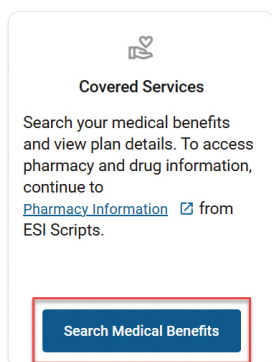


How to Search Covered Services (Medical Benefits Page)

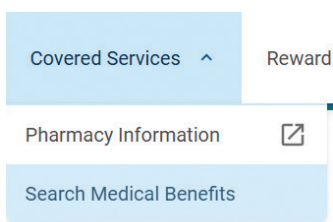
The Search Services tool will show your plan coverage for different services you may get from your providers and specialists, including appointments like your annual preventive visit, urgent care visits, and more.

1 There are two ways to get to the Search Services tool:

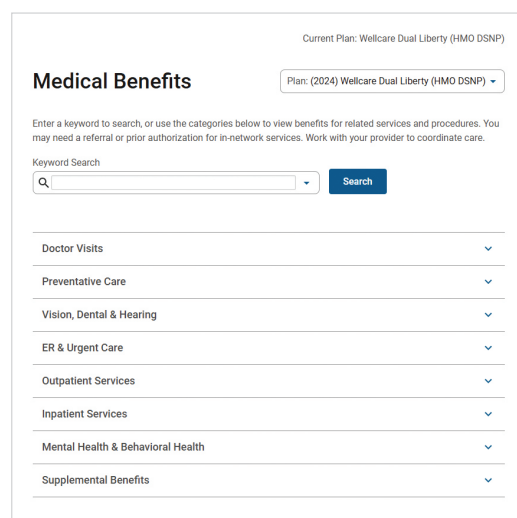
- ✓ From the home page, you can click **“Search Medical Benefits”** in the **Covered Services** tile.



- ✓ You can also click **“Covered Services”** in the top bar menu and click **“Search Medical Benefits.”**



2 Next, you’ll be taken to your **Medical Benefits** page where you can use the **Search Services** tool. Type in the search box to search by keyword (ex. root canal, eye exam, annual physical, primary care provider, emergency care, etc.) or click the down arrow to the right of the categories shown to view your benefits.



3 Once you pick a service, you will see details on your coverage, like if you'll owe a co-pay. You will also see whether an authorization or referral is needed and if the cost counts towards your deductible. Lastly, you can also compare in-network and out-of-network options.

Keyword Search

2 results for: "root canal"

In-Network

Comprehensive Dental Services - Endodontics - root canal		
Co-Insurance N/A	Co-Payment \$0	Applies to Deductible No
Applies to MOOP Yes	Authorization Required Yes	Referral Required No

Out of Network

Comprehensive Dental Services - Endodontics - root canal		
Co-Insurance N/A	Co-Payment \$0	Applies to Deductible No
Applies to MOOP Yes	Authorization Required No	Referral Required No

4 For more information about the service and what your plan covers, click **“View Details.”**

Keyword Search

2 results for: "root canal"

In-Network

Endodontics - root canal		
Co-Insurance N/A	Co-Payment \$0	Applies to Deductible No
Applies to MOOP Yes	Authorization Required Yes	Referral Required No

5 This will give you in-depth information about what your plan requires and the service you searched. For example, if you searched for a root canal, you would see your plan network requirements, your dental vendor, and the type of care root canals fall under (*endodontics*).

Member must receive care from a network provider.
 In most cases, services received from out-of-network provider will not be covered. Below are the three exceptions:
 * The plan covers emergency care or urgently needed services from an out-of-network provider.
 * If the member needs medical care that Medicare guidelines require be covered AND the in-network provider is unable to provide. This requires an approved prior authorization.
 * The plan covers kidney dialysis services from a Medicare-certified dialysis facility when the member is temporarily outside of service area.

Endodontics * Supplemental Benefit Comprehensive Dental Services
Description
 Endodontics focuses on the prevention, diagnosis and treatment of diseases affecting the dental pulp and periradicular tissues.

Endodontics * Supplemental Benefit Routine Dental Services
Coverage
 In general, covered. However, coverage may not be comprehensive.

Copay
 \$0 copay. Member is responsible for any cost above the benefit maximum for routine dental care.

Limit
 1 once per tooth OR once per tooth per lifetime.

Note
 NOTE TO CSR: These are general statements only. For detailed coverage questions, please warm transfer member to the dental vendor.



Take the time to get used to the tool and search for different services. Remember to always verify your plan costs and coverage by checking your plan materials.

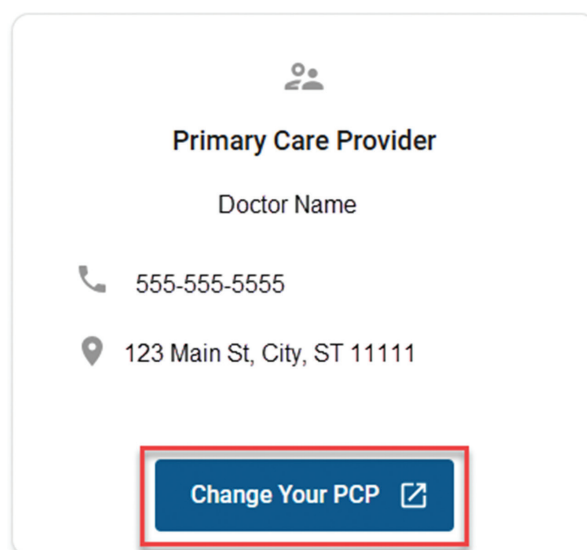


How to Change Your Primary Care Provider or Find In-Network Providers (Find A Provider)

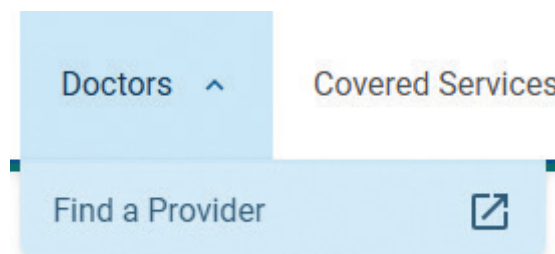
Using an in-network provider helps you save on out-of-pocket costs. If you ever need to change your PCP, find an in-network provider or pharmacy, or check if your current provider is in-network, you can use the **Find A Provider** tool on the member portal.

NOTE: Health Net CA members have a different Find A Provider tool. These instructions will not apply to Health Net CA members.

- 1 Click **“Change Your PCP”** on the **Primary Care Provider** tile on the home page.



- a You can also click **“Doctors”** in the top menu bar and click **“Find A Provider.”**



- 2 You will be taken to the **Find A Provider** tool, where you can search for in-network providers, specialists, and pharmacies in your area.

The screenshot shows the 'Find a Provider' tool interface. At the top, there is a header with the 'wellspring' logo and a 'Language' dropdown. The main content area is titled 'Find a Provider' and includes a sub-header 'Where are you searching?'. Below this, there is a text input field for 'City, County or ZIP Code' with a red asterisk indicating it is required. A 'Change Location' button is positioned below the input field. To the right of the main form, there is a 'Helpful Links' section with two links: 'Medical Industry Definitions (new tab)' and 'Request a Directory by Mail (new tab)'. Below the 'Change Location' button, there is a section titled 'What is your health plan?' with a sub-header 'Which network year would you like to view?'. This section contains two radio buttons: '2024' (selected) and '2025*'. Below the radio buttons, there is a dropdown menu labeled 'Select your plan or network:' with a red asterisk. A 'CONTINUE' button is located at the bottom of the form. A small disclaimer at the bottom left states '* This provider network is subject to change.'

- 3 Make sure your location is correct. If it's not, click **"Change Location."** Then choose your plan year and name from the list.

This is a close-up screenshot of the 'Find a Provider' tool interface, focusing on the 'Where are you searching?' section. It shows the 'City, County or ZIP Code' input field with a red asterisk, the 'Change Location' button, and the 'What is your health plan?' section. The 'What is your health plan?' section includes the 'Which network year would you like to view?' radio buttons (2024 selected, 2025*) and the 'Select your plan or network:' dropdown menu with a red asterisk. A 'CONTINUE' button is at the bottom. A small disclaimer at the bottom left states '* This provider network is subject to change.'

- 4 You can use the search box to type what you're looking for. Or you can choose from the categories to narrow your search.

- 5 A list of in-network providers will appear according to what you searched. You can view the providers' contact information, additional details about them, and compare providers.

Always use in-network providers. If you get care from an out-of-network provider, it may not be covered by your plan.



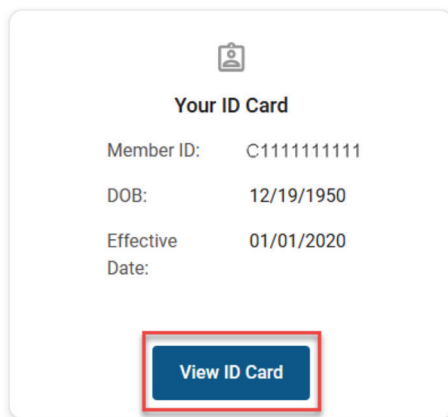
Note: If you request to change your PCP, a new member ID card with your new PCP's name will be mailed to you within 10 business days. Always verify network status with your provider before getting care.



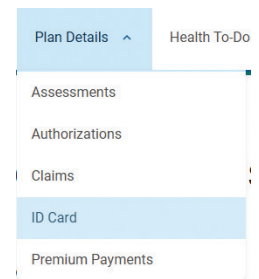
How to View or Print Your Digital Member ID Card

If you ever lose your member ID card, don't worry! You can access your member ID card online at any time through your member portal. You can also print a temporary version.

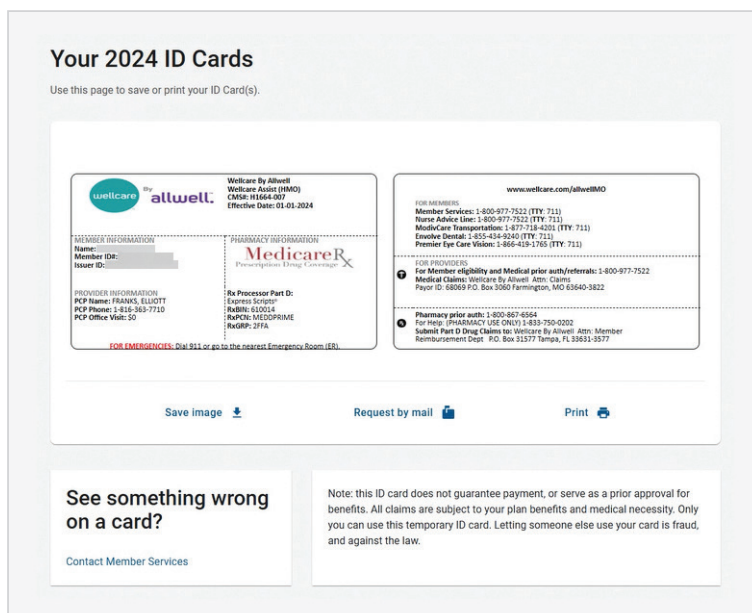
- 1 Click **"View ID Card"** in the **Your ID Card** tile on the home page.



- a** You can also click **"Plan Details"** in the top bar menu and select **"ID Card."**



- 2 You will be taken to your current plan year member ID card. You can save or print a copy.

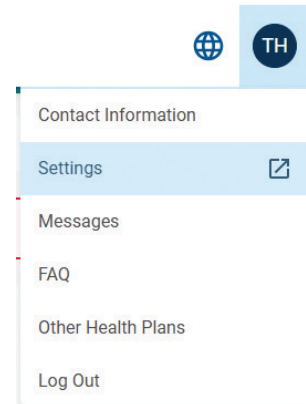


Remember, your member ID card is the key to getting the care you need. Make sure you have it with you for all your appointments.



How to Change Your Account Password/Email (Settings)

- 1 Click on your initials in the top right corner of the page and select **“Settings”** from the dropdown menu.



- 2 You'll be taken to the **My Account** page. Here, you can change information about your account, including your email address and password. Click **“Edit My Account”** to make changes.

A screenshot of the 'My Account' page. The title 'My Account' is at the top. Below it is a subtitle: 'Your account includes your name, contact email, and preferred language. You can change this information at any time.' There are three sections: 'Name' with the text 'Member Name', 'Email' with a text input field containing '@mailinator.com', and 'Preferred language' with the text 'English'. A blue button labeled 'EDIT MY ACCOUNT' is positioned to the right of the 'Preferred language' section. At the bottom of the page, there are links for 'Help', 'Privacy Policy', and 'Terms of Use', followed by the copyright notice '© 2023 Centene'.

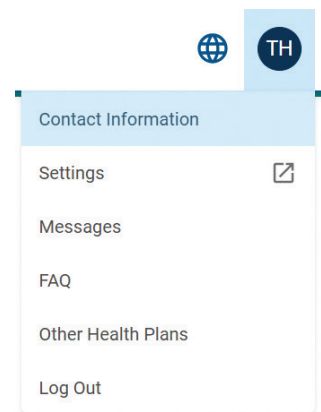
Remember to keep your login information in a safe place. Don't give your login information to anyone unless they're a trusted caregiver.



How to View or Change Your Contact Information

Have a new mailing address, phone number, or email address? You can update your contact information through your member portal.

- 1 On the home page, click on your initials in the top right corner of the page and select **“Contact Information”** from the dropdown menu.



- 2 You will be taken to your **Contact Information** page, where you can view the current phone number(s), email address, and home address. Select **“Edit”** to update your phone number, home address, or email if needed.

3 Select “Save.”

Contact Information

Phone Numbers

Entering at least one phone number is required. If you enter more than one, let us know which is your primary number.

Mobile Number

Enter Mobile Number

☐ Mobile is my primary number

Home Number

333-111-5555

☒ Home is my primary number

Work Number

Enter Work Number

☐ Work is my primary number

Cancel

Save

Email Address

Email Address *

31jan2024@mailinator.com

Confirm Email Address *

Re-enter Email Address

Cancel

Save

Addresses

Permanent Address

1175 N Princeton Ave, APT162, BILLINGS, MO, 65610

Mailing Address

☐ Same as permanent address

Address *

18011 N 68th St, APT#461

City *

BILLINGS

State *

Missouri

Zip Code *

65610

Cancel

Save

[Terms and Conditions](#)

|

[Privacy Policy](#)

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Make sure to keep your contact information updated so you don't miss out on any important plan updates and communications.

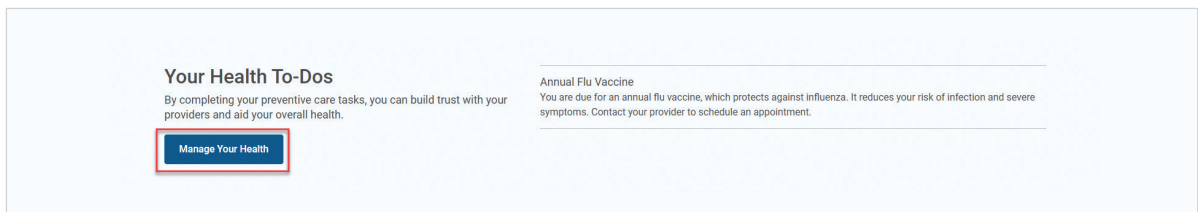
18



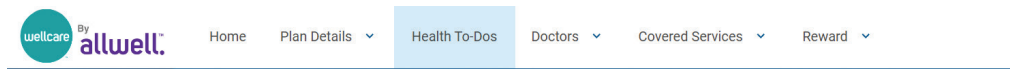
How to View Your Health To-Dos

We know it can be hard to track when you're due for important appointments and exams. With Health To-Dos, we make it easy for you to check off your list.

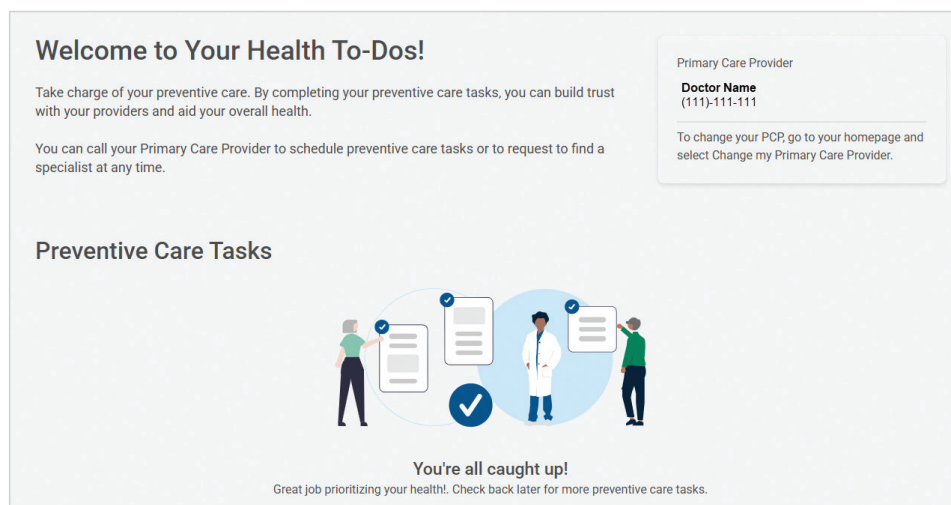
- 1 Go to your home page and scroll down below the four tiles to see **Your Health To-Dos**. Click **"Manage Your Health"** to view your missing preventive care appointments.



- a You can also click **Health To-Dos** in the top bar menu.



- 2 You'll be taken to your **Health To-Dos** page, where you can view and manage any preventive care tasks that are missing or scheduled.



3 To schedule an appointment, click the blue **“Schedule Appointment”** button.

This screenshot shows the 'Annual Wellness Visit' page. At the top right, it says '\$0 Copay'. Below the title, there is a paragraph: 'You are due for an annual wellness visit. You can detect health issues early and discuss medications you may need. Contact your provider to schedule an appointment.' There are two buttons: 'Already Scheduled?' and 'Schedule Appointment'. The 'Schedule Appointment' button is highlighted with a red rectangular box.

4 You will be taken to a new page that has your PCP's contact information so you can call to schedule your appointment. After you have called and scheduled your appointment, click **“Next.”**

This screenshot shows the 'Annual Wellness Visit' page with the 'Schedule Appointment' section. On the left, there is a progress bar with three steps: '1 Schedule Appointment' (active), '2 Confirm Appointment', and '3 Success!'. The main content area is titled 'Schedule Appointment' and says 'Using the provider details below, call to schedule your appointment.' It displays the Primary Care Provider's name as 'KYRA' and the group as 'HEALTH PHYSICIANS GROUP'. There is a phone number field with '(773)'. At the bottom right, the 'Next' button is highlighted with a red rectangular box.

5 Click **“Appointment Scheduled”** to confirm.

This screenshot shows the 'Annual Wellness Visit' page with the 'Confirm Appointment' section. On the left, the progress bar now shows '1 Schedule Appointment' as completed with a checkmark, and '2 Confirm Appointment' as the active step. The main content area is titled 'Confirm Appointment' and says 'Please confirm if you have scheduled your appointment so we can update your Health To-Dos.' There are two buttons: 'Go Back' and 'Appointment Scheduled'. The 'Appointment Scheduled' button is highlighted with a red rectangular box. To the right, there is an illustration of a person checking a document with a green checkmark.

6 Once you confirm, you will be taken to a Success page. You can click **“Start Next Task”** to schedule another appointment, or **“Done”** to go back to your **Health To-Dos**.

This screenshot shows the 'Annual Wellness Visit' page with the 'Success!' section. On the left, the progress bar now shows '1 Schedule Appointment' and '2 Confirm Appointment' as completed with checkmarks, and '3 Success!' as the active step. The main content area is titled 'Success!' and says 'Great job keeping up with your health. Some preventive care tasks qualify for rewards. Learn more about the My Health Pays program.' There are two buttons: 'Start Next Task' and 'Done'. To the right, there is an illustration of a doctor and a patient looking at a document with a green checkmark.

7 You should now see your planned appointment under **Scheduled Tasks**.

Preventive Care Tasks Showing: All of 1 Tasks

Annual Flu Vaccine \$0 Copay

You are due for an annual flu vaccine, which protects against influenza. It reduces your risk of infection and severe symptoms. Contact your provider to schedule an appointment.

Already Scheduled? Schedule Appointment

Scheduled Tasks

Annual Wellness Visit Scheduled

Reschedule/Cancel

8 If your appointment was rescheduled or cancelled, click **“Reschedule”**. This will move the appointment from **Scheduled Tasks** back to **Preventive Care Tasks**.

Reschedule/Cancel Appointment X

Confirm if your appointment was canceled. You can also view providers to call and reschedule with. Note that you still need to contact your original appointment provider and let them know about the change.

Appointment Canceled Reschedule



Preventive care is key to staying healthy. It's important to keep track of your **Health To-Dos** and to see your PCP regularly to stay on top of your health.

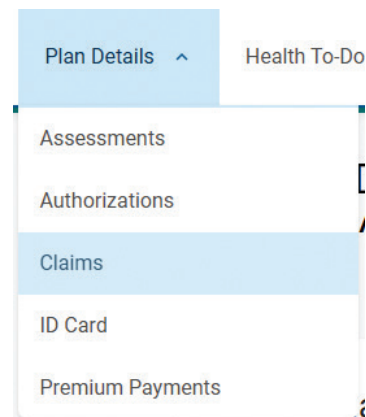


How to View Your Claims

You can easily check your medical and prescription drug claims through your secure member portal. It's good to check your claims to ensure your provider is charging your plan.

1 Click **"Plan Details"** in the top bar menu, then select **"Claims."**


a You can also view your recent claims on your home page.



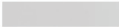
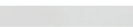
2 The **Recent Claims** page will open. Here, you can see a list of your medical and prescription drug claims, if you have any.

Recent Claims				
Status: All		Type: All	Dates: The past two years	Show Filters
Filter by keyword Type claim number, provider, status, etc.				
Status	Dates	Provider	Your Owed Amount	
Pending	09/19/2023	MEDICAL CENTER Medical Claim #: [REDACTED]	\$0.00	
			More Details	
Pending	09/19/2023	JEFFREY [REDACTED] Medical Claim #: [REDACTED]	\$0.00	
			More Details	
Pending	09/19/2023	ATLANTICARE REGIONAL MEDICAL CENTER CITY DIVISION*** Medical Claim #: [REDACTED]	\$0.00	
			More Details	
Pending	09/18/2023	JASON [REDACTED] Medical Claim #: [REDACTED]	\$0.00	
			More Details	


3 Click **“More Details”** to see more information about a claim. Click **“Less Details”** to go back.

 Pending

09/19/2023

JEFFREY 
Medical
Claim #: 

\$0.00



SBSQ NURSING FACILITY CARE MOD MDM 30 MINUTES (99309)

Dates of Service:
09/19/2023

Amount Billed:
\$104.00

Remarks: [What's this?](#)
(N2) PEND-SERVICE DOES NOT
MAP TO BENEFIT KEY

Amount Approved:
\$0.00
-\$0.00 Discount

Amount Paid:
By Plan: \$0.00

Amount you owe:
= \$0.00

Includes Copay: \$0.00
Includes Coinsurance: \$0.00
Deductible: \$0.00

Total Copay: \$0.00
Total Coinsurance: \$0.00
Total Deductible: \$0.00

Your Owed Amount*: \$0.00

* You may receive a bill from your provider for this amount.
Part of this amount may have been paid at the time of the
service. You will never receive a bill from MMP/Allwell from
Absolute Total Care.

If you have any questions about your claim, [Contact Us](#).



Remember, claims may take up to 30 days to process.

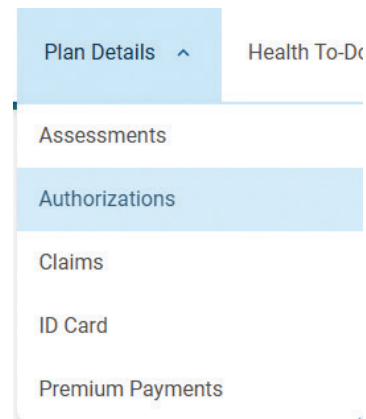


How to View Your Authorizations

Some services or medications need prior authorization, or plan approval, before you can get them. You can track the status of your authorizations through your secure member portal.

1 Click **“Plan Details”** in the top bar menu, then select **“Authorizations.”**

a You can also view your recent authorizations on your home page.



2 The **“Authorizations”** page will open. Here, you can see a list of your medical and prescription drug authorizations, if you have any.

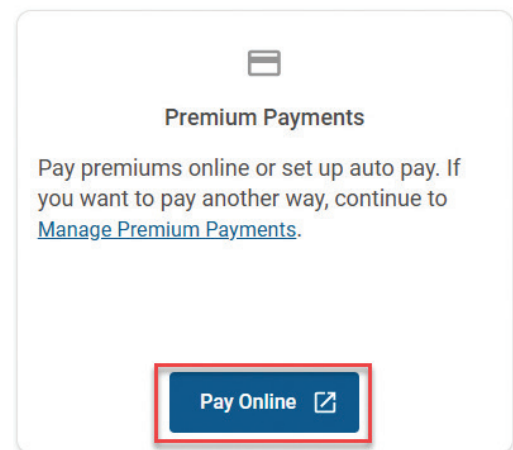
The image shows a web page titled 'Authorizations'. At the top, there is a summary box with an information icon and the text 'Summary of Authorizations within the last 24 months'. Below this, there are filter buttons: 'Status: All', 'Type: All', and 'Dates: Between 10/13/2024 and 01/13/2025', followed by a 'Show Filters' button. There is also a search bar labeled 'Filter by keyword' with a magnifying glass icon. At the bottom, there is a table with the following headers: 'Status', 'Authorization #', 'Dates', and 'Service Type'. The table body is currently empty.



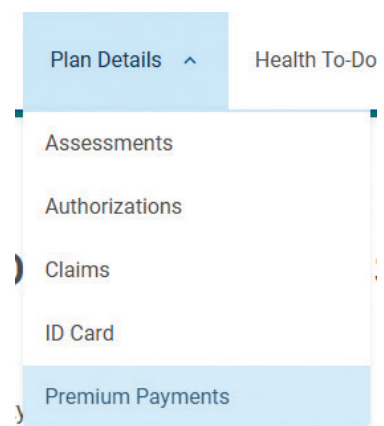
How to Pay Your Premium

You can pay your monthly premium online through your member portal. All payments are safe and secure. You can also set up automatic recurring payments, so you won't have to worry about remembering to pay your premium every month.

- 1 To go straight to the billing page, click **"Pay Online"** in the "Premium Payments" tile on the home page.



- a To see more options, click the blue text that says **"Manage Premium Payments,"** or go to **"Plan Details"** in the top bar menu and select **"Premium Payments"** to go to your **Premium Payments** page.



- 2 On this page, you will find different ways to pay your plan premium. These includes mail, online, and phone options.

Manage Premium Payments

Pay by Mail

Mail your payment to:

Wellcare by Allwell
PO Box 7400754
Chicago, IL 60674-7540

Pay Online

Pay your premium online, or enroll in auto pay and never worry about missing a payment. You can also view and print your payment history.

English - [Terms and Conditions](#)

Español - [Términos y condiciones](#)

[Pay Online](#)

Pay by Phone

Pay your premium by calling Wellcare at one of the following:

HMO SNP: 1-833-202-4704 (TTY 771)
HMO PPO: 1-855-766-1541 (TTY 771)

Hours October to March: Monday through Sunday from 8 a.m. to 8 p.m.

Hours April to September: Monday through Friday from 8 a.m. to 8 p.m.

Important Payment Posting Information

The information available on the site is the most up to date information available to our representatives. Please allow up to 3 business days for payments to be processed.

Pay on Time

Mark Your Calendar

Remember your premium payments are due no later than the last day of the month prior to the actual month of coverage. For example, the premium for April is due March 31st.

- 3 Click **“Pay Online”** to be taken to your billing page. You will see your current amount due.

Make a Payment

Auto Bill Payment

Wallet

Payment History

Make a Payment


Please use the drop down list below to pay your premium. We recommend that you always pay your current amount due. This prevents any disruption in your coverage.

Amount

Current Amount Due: \$94.40 ▾ \$94.40

Payment Method [Add](#)

You are not currently enrolled in Auto Bill Pay. To change your preference, click on the 'Auto Bill Pay' tab on the left.

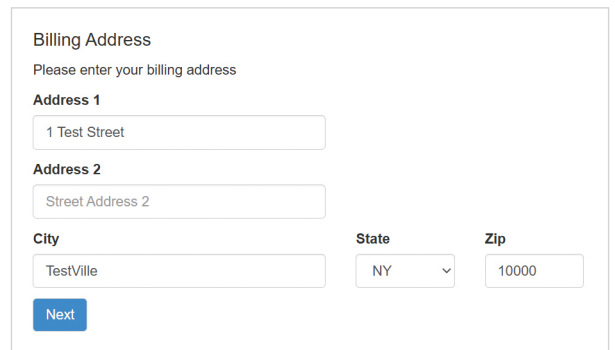

Enroll in automatic bill pay - it's quick, easy and secure.

\$ How to Make a One-Time Payment

- 1 To make a one-time payment, click the blue text that says **“Add”** next to **“Payment Method.”**

- 2 A pop-up will appear where you can add your payment information. You can use a credit card or bank account to pay. After you’ve entered your information, click **“Next.”**

3 Enter your billing address and click **“Next.”**



Billing Address

Please enter your billing address

Address 1

1 Test Street

Address 2

Street Address 2

City

TestVille

State

NY

Zip

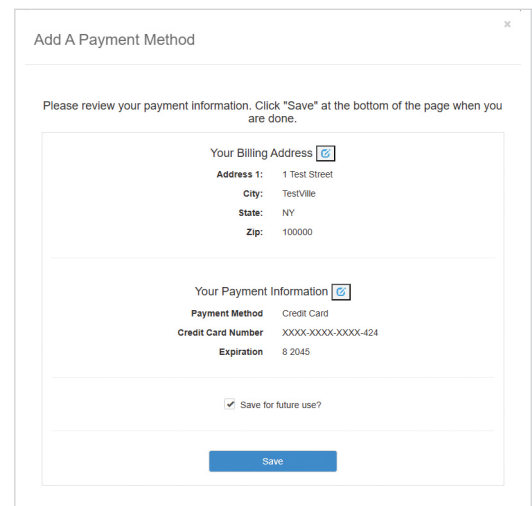
10000

Next

4 Review your information to ensure it is correct, then click **“Save.”**



Note: Check the box next to **“Save for future use?”** to save your payment information for use in the future and for Autopay.



Add A Payment Method

Please review your payment information. Click "Save" at the bottom of the page when you are done.

Your Billing Address

Address 1: 1 Test Street

City: TestVille

State: NY

Zip: 10000

Your Payment Information

Payment Method: Credit Card

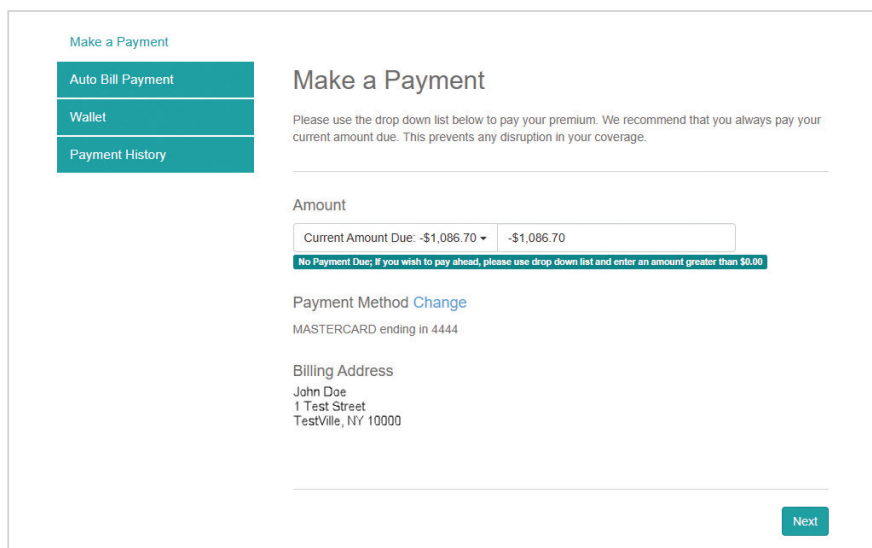
Credit Card Number: XXXX-XXXX-XXXX-424

Expiration: 8/2045

☒ Save for future use?

Save

5 You will be taken back to the **Make a Payment** page, where your amount due and payment method will be automatically filled in. Click **“Next.”**



Make a Payment

Auto Bill Payment

Wallet

Payment History

Make a Payment

Please use the drop down list below to pay your premium. We recommend that you always pay your current amount due. This prevents any disruption in your coverage.

Amount

Current Amount Due: -\$1,086.70

No Payment Due; If you wish to pay ahead, please use drop down list and enter an amount greater than \$0.00

Payment Method [Change](#)

MASTERCARD ending in 4444

Billing Address

John Doe
1 Test Street
TestVille, NY 10000

Next

- 6 Review your payment information, check the required box, and click **“Submit”** to make a one-time payment. To get an email confirmation, you can check the box next to **“I would like a confirmation email”** and enter your email address.

The screenshot shows a web form titled 'Please review your payment information'. On the left is a sidebar with four buttons: 'Make a Payment' (highlighted in teal), 'Auto Bill Payment', 'Wallet', and 'Payment History'. The main content area has a sub-header 'Please review your payment information' and a note 'Please click "Submit" when you are finished.' Below this, it states 'Your recurring payment process has been set for the 15th day of each month.' The form contains several fields: 'Payment Amount' (Current Amount Due), 'Payment Method' (Credit Card, MASTERCARD ending in 4444), 'Name on Account' (a blurred input field), and 'Automatic Payment Date' (15th of each month). There is a 'Billed to:' section with a blurred address field. At the bottom, there is a checkbox that is checked, with the text 'I acknowledge that I have read and agree to the Automatic Payment Terms and Conditions provided.' and a link 'To view Terms and Conditions click here.' A teal 'Submit' button is located at the bottom right.

- 7 You will be taken to a confirmation page with a confirmation number.

The screenshot shows a confirmation page titled 'Thank you for your payment!'. The sidebar on the left is the same as in the previous screenshot, with 'Auto Bill Payment' now highlighted in teal. The main content area has a sub-header 'Thank you for your payment!' and a note 'You may print this page from your browser for your records.' Below this, it displays the payment details: 'Confirmation Number: 13381840', 'Payment Amount: \$10.00', 'Payment Method: Credit Card, MASTERCARD ending in 4444', and 'Name on Account: John Doe'. There is a 'Billed to:' section with the address 'John Doe, 1 Test Street, TestVille, NY 10000'. A teal 'Submit' button is located at the bottom right.



How to Set Up Automatic Payments

- 1 If you would like to set up automatic payments, click **“Auto Bill Payment”** on the left menu. Then click **“Add a new automatic payment.”**

Auto Bill Payment

Auto bill payment allows you the flexibility to choose a payment delivery date between the 15th and the end of the month.

How it works:

You will be billed one month in advance for your premium payment.

If your payment is not received by the 1st of each month, your account will be charged for the current amount due which includes any past due amounts.

Please allow 1-2 business days to process a new account or to remove an account.

Please Note: Your Auto Bill Payment will NOT draft on the same day that you set up your account and preferences.

Want to stop receiving paper bills?

If you are set-up for auto bill payment, call Member Services (phone number on your ID card) and let them know that you do not want to receive a paper bill.

Just remember, you will receive a paper bill if your payments are voided or declined to let you know that a payment is due.

Account Nickname	Payment Date	Automatic Payment Next Draft Date
------------------	--------------	-----------------------------------

[Add a new automatic payment](#)

- 2 A pop-up will appear where you can add your payment information. You can use a credit card or bank account to pay. After you’ve entered your information, click **“Next.”**

Add A Payment Method

Payment Information
Please enter your payment information below:

Payment Method
[Credit Card](#) [E-Check/ACH](#)

Name On Account
Name

E-Mail
E-Mail

Credit Card Number
Credit Card Number

CVC or CVV
CVC

Expiration Month
Expiration Year

[Next](#)

Add A Payment Method

Payment Information
Please enter your payment information below:

Payment Method
[Credit Card](#) [E-Check/ACH](#)

Name On Account
Name

E-Mail
E-Mail

Bank Name
Bank Name

Routing Number
Routing Number

Confirm Routing Number
Routing Number

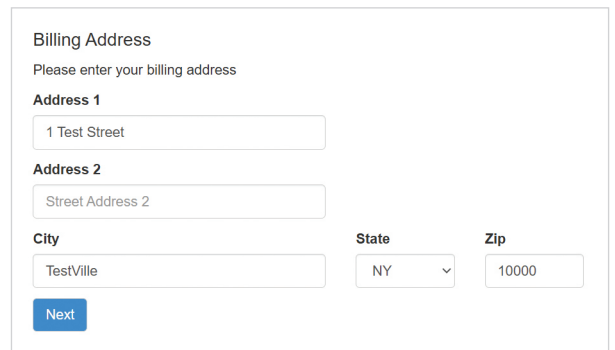
Bank Account Number
Bank Account Number

Confirm Bank Account Number
Bank Account Number

Is this a checking or savings account?
[Checking](#) [Savings](#)

[Next](#)

3 Enter your billing address and click **“Next.”**



Billing Address

Please enter your billing address

Address 1

1 Test Street

Address 2

Street Address 2

City

TestVille

State

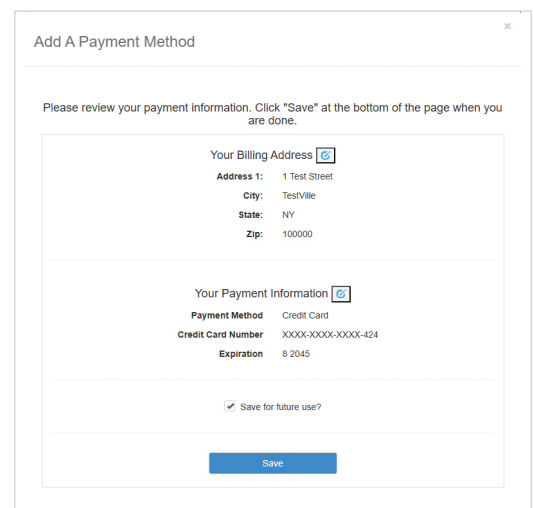
NY

Zip

10000

Next

4 Review your information to ensure it is correct. Be sure to check the box next to **“Save for future use?”** to save your payment information. Then click **“Save.”**



Add A Payment Method

Please review your payment information. Click "Save" at the bottom of the page when you are done.

Your Billing Address

Address 1: 1 Test Street

City: TestVille

State: NY

Zip: 10000

Your Payment Information

Payment Method: Credit Card

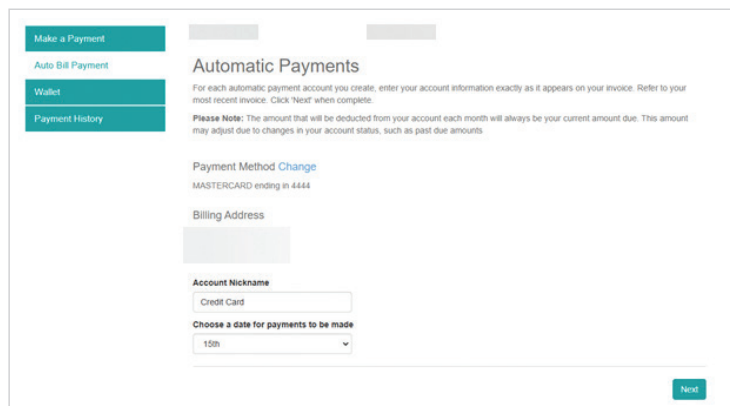
Credit Card Number: XXXX-XXXX-XXXX-424

Expiration: 8/2045

☒ Save for future use?

Save

5 You will be taken back to the **Make a Payment** page, where your amount due and payment method will be automatically filled in. Click **“Next.”**



Make a Payment

Auto Bill Payment

Wallet

Payment History

Automatic Payments

For each automatic payment account you create, enter your account information exactly as it appears on your invoice. Refer to your most recent invoice. Click "Next" when complete.

Please Note: The amount that will be deducted from your account each month will always be your current amount due. This amount may adjust due to changes in your account status, such as past due amounts

[Payment Method Change](#)

MASTERCARD ending in 4444

Billing Address

Account Nickname

Credit Card

Choose a date for payments to be made

15th

Next

- 6 Review your information and click the blue text that says “**click here**” if you would like to view the Terms and Conditions. Be sure to check the box next to “**I acknowledge that I have read and agree to the Automation Payment Terms and Conditions provided.**” Then click “**Submit**” to set up your automatic payments.

[Make a Payment](#)

Auto Bill Payment

Wallet

Payment History

Please review your payment information

Please click “Submit” when you are finished.

Payment Amount:

\$10.00

Payment Method:

Credit Card

MASTERCARD ending in 4444

Name on Account:

John Doe

Billed to:

John Doe
1 Test Street
TestVille, NY 10000

☒

I would like a confirmation email.

test@test.com

☒

By checking this box and clicking the button below, I authorize Allwell Medicare to charge my Credit Card Account on May 1, 2025 for the amount of \$10.00 for my monthly premium.

Submit

- 7 You will be taken back to your **Auto Bill Payment** page, where you can see your scheduled payments.

Make a Payment

Auto Bill Payment

Wallet

Payment History

Auto Bill Payment

Auto bill payment allows you the flexibility to choose a payment delivery date between the 15th and the end of the month.

How it works:

You will be billed one month in advance for your premium payment.

If your payment is not received by the 1st of each month, your account will be charged for the current amount due which includes any past due amounts.

Please allow 1-2 business days to process a new account or to remove an account.

Please Note: Your Auto Bill Payment will NOT draft on the same day that you set up your account and preferences.

To remove an account from auto payment, please click the delete button(x) and confirm your request in the message box.

Below are the accounts you have created for your auto bill payments.

Account Nickname	Credit Card	Payment Date	Automatic Payment Next Draft Date	
Credit Card	MasterCard ending in xxxxxxxxxxxx4444	Last day of each month	May 31, 2025	ⓧ

Want to stop receiving paper bills?

If you are set-up for auto bill payment, call Member Services (phone number on your ID card) and let them know that you do not want to receive a paper bill.

Just remember, you will receive a paper bill if your payments are voided or declined to let you know that a payment is due.

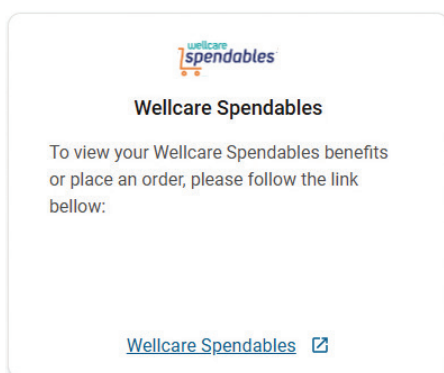


How to Access Wellcare Spendables®

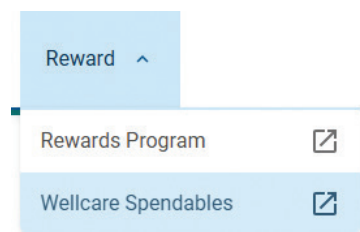


(NOT AVAILABLE FOR ALL PLANS—Check your plan materials to verify coverage and benefits.)

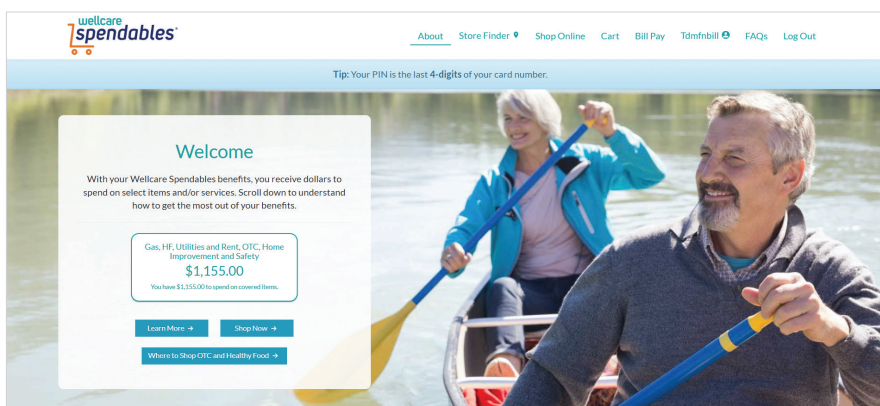
- 1 If Wellcare Spendables® is included with your plan, you will see a **Wellcare Spendables®** tile at the bottom of your home page. Click the blue text that says “**Wellcare Spendables**” to be taken to your Healthy Benefits+ account.



- a You can also click “**Reward**” in the top bar menu and select “**Wellcare Spendables.**”



- 2 On your Healthy Benefits+ account you can check your benefits and balance, find a store, place an online order, and more.





How to Access Twill

Twill is a free digital platform to support healthy aging and your overall wellbeing through community support, self-guided programs, and interactive activities. All Medicare Advantage members have Twill included with their plan.

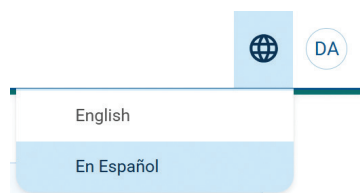
- 1 You will see a banner message at the top of your homepage with a link to Twill. Click the blue text that says **“Visit Twill”** and follow the instructions to get started.

i Introducing Twill for Medicare Advantage Members
Your plan includes a digital platform tool to support healthy aging and your overall wellbeing through community support, self-guided programs, and interactive activities. Twill is included in Medicare Advantage Plans, at no extra cost to you. [Visit Twill](#) to log in and get started. (Note: This benefit is not available for Medicare-Medicaid Plan Members at this time)



How to Access the Portal in Spanish

- 1 Click on the globe icon in the top right corner (next to your initials) and select **“En Español”** in the dropdown menu to have the site translated into Spanish.

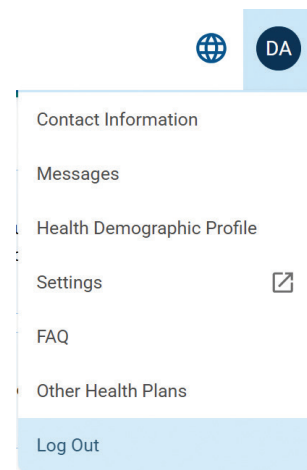




How to Sign Out

Make sure to log out of your account whenever you're done browsing to protect your personal health information. If you leave the page logged in without doing anything, you will automatically be logged out after 10 minutes of inactivity.

- 1 Click your initials in the top right corner and select **"Log Out."**
- 2 You will be taken back to the login page.



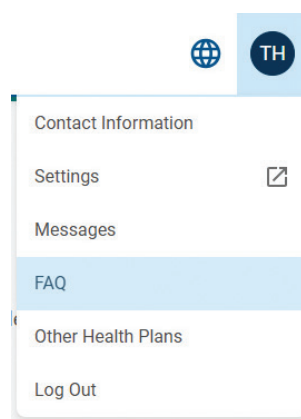
Remember to keep your login information in a safe place.

? Need Help?

If you have any questions about your member portal or plan benefits, you can check the FAQ section or send a message to our team through your account.

FAQs

- 1 Click on your initials in the top right corner and select **“FAQ”** to see a list of frequently asked questions and answers.



FAQs

Can I change my Primary Care Physician?

Yes, you can change your PCP. As a Wellcare Complete Medicare member, you must choose a PCP who is part of the Wellcare Complete Health Plan provider network. PCPs provide routine care. They also help you get specialist care, hospital care, and outpatient services. You may already have chosen your PCP. If not, we may have assigned a PCP for you.

I just changed my Primary Care Physician. When does the change take effect?

Your PCP change request takes effect on the next business day after you make the request. A new ID card with contact details for your new PCP will be mailed within 7 to 10 business days.

How can I get a new ID card?

Print or save your ID card by visiting [View ID Card](#). You can also access it by selecting “View ID Card” from the homepage.

How can I get a list of doctors, other providers, and pharmacies?

You can use [Find a Doctor or Pharmacy](#) to search for in-network providers. You can also use the [Provider and Pharmacy Directory](#).

How can I check my benefits?

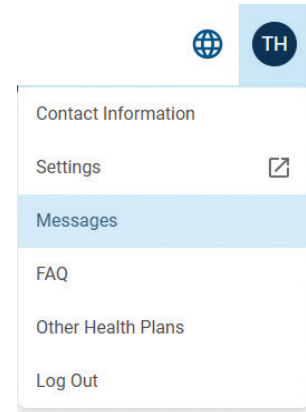
You can check your benefits on the [Benefits](#) page.

How do I get a list of covered drugs?

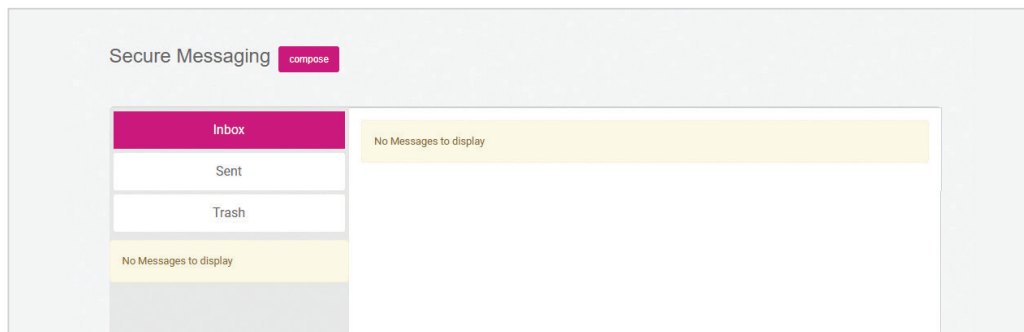
You can check your drug coverage using the [Formulary](#).

Messaging

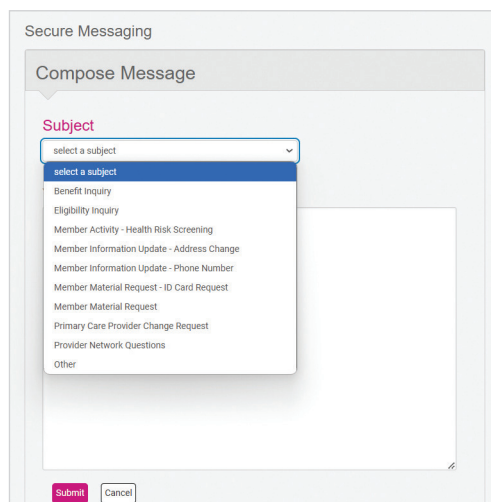
- 1 Click on your initials in the top right corner and select **“Messages.”**



- 2 You will be taken to your **Secure Messaging** inbox, where you can view any messages you’ve sent or received. To send a message, click **“Compose.”**



- 3 Select a subject from the dropdown menu that suits your needs, then type your question or request in the box.



When you’re done, click **“Submit.”** The message will be sent to one of our agents who will get back to you.



Thanks for being a member!

We hope this guide helps you better understand how to use your secure member portal account, so you can get the most out of your plan. You can access your secure member portal any time to manage your health plan and benefits.



If you have any questions about the member portal or experience any issues, call Member Services using the phone number on your member ID card. TTY users should dial **711**.

We are here:



October 1 to March 31
Seven days a week
8 a.m. to 8 p.m.

April 1 to September 30
Monday through Friday
8 a.m. to 8 p.m.

Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc.

Louisiana D-SNP members: As a Wellcare HMO D-SNP member, you have coverage from both Medicare and Medicaid. You receive your Medicare health care and prescription drug coverage through Wellcare and are also eligible to receive additional health care services and coverage through Louisiana Medicaid. Learn more about providers who participate in Louisiana Medicaid by visiting www.myplan.healthy.la.gov/en/find-provider or <https://www.louisianahealthconnect.com>. For detailed information about Louisiana Medicaid benefits, please visit the Medicaid website at <https://ldh.la.gov/medicaid> and select the “Learn about Medicaid Services” link. To request a written copy of our Medicaid Provider Directory, please contact us.

Washington residents: “Wellcare” is issued by Coordinated Care of Washington, Inc.

Washington residents: Health Net Life Insurance Company is contracted with Medicare for PPO plans. “Wellcare by Health Net” is issued by Health Net Life Insurance Company.

Washington residents: “Wellcare” is issued by WellCare Health Insurance Company of Washington, Inc.

Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits. Any benefits above and beyond traditional Medicare benefits are applicable to Wellcare Medicare Advantage only and do not indicate increased Medicaid benefits.

Texas D-SNP members: As a Wellcare HMO D-SNP member, you have coverage from both Medicare and Medicaid. You receive your Medicare health care and prescription drug coverage through Wellcare and are also eligible to receive additional health care services and coverage through Texas Medicaid. Learn more about providers who participate in Texas Medicaid by visiting <https://www.wellcarefindaprovider.com/navigate-a-network.html>. For detailed information about Texas Medicaid benefits, please visit the Texas Medicaid website at <https://www.hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/starplus>. To request a written copy of our Medicaid Provider Directory, please contact us.

Discrimination Is Against the Law

Wellcare By Allwell complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Wellcare By Allwell does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Wellcare By Allwell:

- Provides aids and services, at no cost, to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services, at no cost, to people whose primary language is not English, such as:
 - Qualified interpreters and
 - Information written in other languages.

If you need these services, contact Member Services at:

Wellcare By Allwell: **1-844-451-1768** (TTY/TDD: **711**). Between October 1 and March 31, representatives are available seven days a week, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

If you believe that Wellcare By Allwell failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

1-855-577-8234

TTY/TDD: 711

Fax: 1-866-388-1769

Email: SM_Section1557Coord@centene.com

You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination. If you need help filing a grievance, our 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: **1-800-368-1019, 1-800-537-7697** (TTY/TDD).

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

La discriminación es un delito

Wellcare By Allwell cumple con las leyes Federales de derechos civiles aplicables y no discrimina por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género). Wellcare By Allwell no excluye a las personas ni las trata de manera diferente por su raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

Wellcare By Allwell proporciona:

- Brinda asistencia y servicios, sin costo alguno, a las personas con discapacidades para comunicarse de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lengua de señas calificados
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles u otros formatos)
- Brinda servicios de idiomas sin costo para las personas cuyo idioma principal no es el inglés, como los siguientes:
 - Intérpretes calificados e
 - Información escrita en otros idiomas.

Si necesita estos servicios, llame a Servicios para Miembros al:

Wellcare By Allwell: **1-844-451-1768** (TTY/TDD: **711**). Entre el 1 de octubre y el 31 de marzo, los representantes están disponibles los siete días de la semana, de 8 a.m. a 8 p.m. Entre el 1 de abril y el 30 de septiembre, los representantes están disponibles de lunes a viernes de 8 a.m. a 8 p.m.

Si considera que Wellcare By Allwell no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género), puede presentar una queja ante la siguiente entidad:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

1-855-577-8234

TTY/TDD: 711

Fax: 1-866-388-1769

Email: SM_Section1557Coord@centene.com

Puede presentar una queja en persona, o por correo, fax o correo electrónico. La queja debe presentarse por escrito en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja advierta lo que considera discriminación. Si necesita ayuda para presentar una queja, nuestro Coordinador 1557 está disponible para ayudarlo.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights del U.S. Department of Health and Human Services de manera electrónica a través del Portal de Reclamos de la Office for Civil Rights, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: **1-800-368-1019, 1-800-537-7697** (TTY/TDD).

Los formularios de reclamo están disponibles en <https://www.hhs.gov/ocr/complaints/index.html>.

Race, Ethnicity and Language Information (REL)

Wellcare By Allwell promises to keep your race, ethnicity, and language (REL) information private. We use some of the following ways to protect your information:

- Keeping paper documents in locked file cabinets.
- Requiring that all electronic information stays on physically secure media.
- Maintaining your electronic information in password-protected files.

We may use or share your REL info to perform our work. These activities may include:

- Finding health care gaps.
- Making intervention programs.
- Designing and directing outreach materials.
- Telling health care professionals and doctors about your language needs.

We will never use your REL information for approving, rate setting, or benefit decisions. We will not give your REL information to unauthorized people.



