

Adding and Removing Members

Adding members

Wellcare By Health Net (Health Net*) **discourages** employer groups from retroactively adding members after the applicable monthly billing is reconciled. Only unavoidable administrative errors by the group or its agent may form a basis for retroactively adding a new member after the monthly billing has been reconciled. We may make exceptions for groups that pay a super-composite rate or when a newly-eligible dependent must be added to an existing family contract.

If Wellcare By Health Net must retroactively assign a new member to a participating physician group (PPG), capitation payment for that member is made and the PPG is responsible for all services due to the member from the date the member became eligible.

The PPG must continue to provide care to the dependent even if that individual does not appear on the Eligibility Report after 30 days. Members must sign an Eligibility Certification before services are provided. Contact the **Provider Services Center** for assistance in determining whether the contract provision applies in a particular case.



Line of business	Phone number
Medicare Advantage HMO	800-929-9224
Medicare Advantage PPO	800-275-4737
Medicare Advantage Ambetter	800-646-5614

Removing members

If Wellcare By Health Net terminates the coverage of any member covered under the group agreement, the prepaid subscription charges received and applicable to periods after the cancellation date are refunded within 30 days. Neither Wellcare By Health Net nor any participating provider has any further responsibility to the member.

In the event of a retroactive cancellation, retroactive capitation adjustments are made in accordance with the *Provider Participation Agreement (PPA)*.

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