Wellcare Provider Portal – Description of Roles

Roles in the New Provider Portal

The new provider portal has roles to accommodate different job functions in provider offices. Each role allows users to access a designated set of tools and features in the portal. Assignment of a role happens after a user registers for the portal (gets a username and password). Once registration is complete, a user requests affiliation to a Contract or Sub-Group Account. Then the Contract or Sub-Group Admin (defined below) approves or denies the affiliation request. If the request is approved, the Admin selects one of the following roles for the user. Only one role per user can be assigned, and roles can be changed at any time by the Admin.

Provider Portal Roles and Descriptions

NO ASSOCIATION	BILLING COMPANY	CLAIMS	INTAKE
This is the default role. After a user registers for the portal (gets a username and password) and signs into the portal, this is their role until they are affiliated with a Contract or Sub-Group Account. **Will be able to:** request affiliation at the Contract or Sub-Group Account level, and access the Help feature. **Will not be able to:** access any portal features until assigned one of the other roles in this guide.	This role is designed for billing company employees. **Will be able to:** view member eligibility, as well as authorization and claim status. **Will not be able to:** submit anything, such as claims, authorizations, etc. or view information such as care gaps, reports and visit checklists.	This role is designed for a user who focuses on managing claims. **Will be able to:** access all claims functions – searching claim status, submitting claims and submitting appeals or disputes, as well as complete training as necessary. **Will not be able to:** submit authorizations, care gaps, referrals, etc. or view care gaps.	This role is designed for staff that initially process patients, obtain insurance information and check member eligibility. **Will be able to:** view member eligibility, members' profiles and benefits, authorization and claims status, care gaps, reports and care plans, as well as complete training as necessary. **Will not be able to:** submit care gaps, claims, authorizations.

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Provider Portal Roles and Descriptions			
CARE MANAGEMENT	**ADMIN LITE**	**SUB-GROUP ADMIN**	**CONTRACT ADMIN**
Designed for a staff member who works across multiple functions in the site such as claims, authorizations and referrals. **Will be able to:** perform a combination of the Claims role and Intake role with a few additional features, including the ability to submit authorizations and request member transfers. **Will not be able to:** change practice demographic information or manage users in the account.	This role is typically assigned to assist the Contract or Sub- Group Admin with access requests and managing/ assigning user roles. This role can be assigned to more than one user. **Will be able to:** perform all activities that a Care Management role can, as well as approve/reject users to the portal account and assign/ change user roles. **Will not be able to:** assign the Sub-Group and Contract Admin roles or update demographic information within Practice Management.	This role manages a Sub-Group Account. If a Sub-Group Admin has not been assigned when a Sub-Group Account is created, then the role defaults to the Contract Admin role. **Will be able to:** perform all activities within the Sub-Group Account within the limits of their assigned Sub-Group. **Will not be able to:** view or submit anything within the Contract Account or other Sub-Group Account(s).	This role has full administrative access of the Contract Account. Each contract can only have one Contract Admin. **Will be able to:** perform all activities in the portal within the Contract Account. **Will not be able to:** n/a.

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AREA	Roles: / FUNCTIONS	No Association	Billing Company	Claims	Intake	Care Management	Admin Lite	Sub-Group Admin	Contract Admin
MY PRACTICE	View Practice Management						X	X	X
	Update Practice Information							X	X
	Manage Sub-Group Account Users						X	X	X
	Manage Contract Users						X		X
	Manage Medical Groups						X	X	X
	Manage Providers						X	X	X
	Reports			X	X	X	X	X	X
MY PATIENTS	View Member Eligibility and Benefits		X	X	X	X	X	X	X
	View Care Plans			X	X	X	X	X	X
	View Care Gaps				X	X	X	X	X
	Submit Care Gaps					X	X	X	X
	Request Member Transfer					X	X	X	X
	View and Submit Visit Checklist				X	X	X	X	X
AUTHORIZATIONS & REFERRALS	View Authorization Status		X	X	X	X	X	X	X
	Submit Authorizations					X	X	X	X
	View and Submit Referrals				X	X	X	X	X
CLAIMS	View Claim Status		X	X	X	X	X	X	X
	Submit Claims and Corrected Claims			X		X	X	X	X
	Submit Appeals and Disputes			X		X	X	X	X
OTHER FEATURES	Request Affiliation to a Contract or Sub-Group Account	X	X	X	X	X	X	X	X
	Search and Take Portal Trainings			X	X	X	X	X	X
	Secure Messaging and Notifications		X	X	X	X	X	X	X
	Provider Lookup			X	X	X	X	X	X
	View Help	X	X	X	X	X	X	X	X