

Note: This FAQ is an update to the previous version sent on September 4, 2024. Make sure to refer to this version, as it contains important updates to key dates.

Frequently asked questions: our upcoming rebrand to Wellpoint

Why is UniCare Health Plan of West Virginia, Inc. (UniCare) changing its name to Wellpoint?

Our parent company, Elevance Health, is streamlining and simplifying the complexity of our health plan and service businesses to reduce the number of brands we have in the market so that our partners and customers clearly understand where we serve, who we serve, and what our brands do.

Wellpoint is a name that has been part of our heritage for more than 30 years, so it may be familiar for some—but more importantly, it is a name that fits with our vision for our brand to be a source of lasting wellness for our consumers at all points in their health journey.

Why am I seeing Elevance Health on correspondence now?

Documents you previously received with Anthem, Inc. may now reflect our new parent company name, Elevance Health; however, a very minimal number of communications should mention our parent company by name. In general, checks and other financial statements may include the Elevance Health name or logo. Most communications will occur under our new brand name beginning January 1, 2025.

Is the Customer Care Center line changing?

No, the Customer Care Center line number will stay the same: **800-782-0095 (TTY 711)**.

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 January 1, 2025. The new Wellpoint public provider website will be: provider.wellpoint.com/wv.

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 Customer Care Center 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.

<https://provider.unicare.com>

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 or @unicare.com. Rest assured that if you send an email to us at @anthem.com or @unicare.com, we will still receive it.

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

Beginning January 1, 2025, you will access a Wellpoint-branded payer space tile. This payer space tile may already be visible to you.

You will also notice a new Wellpoint payer name in the multi-payer portal beginning January 1, 2025.

	<i>New</i> Wellpoint payer space tile — Use from January 1, 2025, onward.
	<i>Existing</i> UniCare payer space tile (use as normal until January 1, 2025).

Aside from these branding changes, **how you use and interact with payer spaces will be exactly the same**.

Are EDI payer IDs changing?

Yes, the current UniCare payer ID (80314) will change to a new Wellpoint payer ID (WLPNT). While you may have already seen the new payer ID, you will continue to use the current UniCare payer ID until January 1, 2025. Starting on January 1, 2025, WLPNT will be the new payer ID.

Claims submitted before January 1, 2025, should use the legacy UniCare payer ID (80314). Claims submitted on January 1, 2025 and after should use the new Wellpoint payer ID (WLPNT).

Remittances will begin to return with the Wellpoint name beginning December 15, 2024.

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

Starting on January 1, 2025, the following EDI batch and real-time transactions should be coded with the new WLPNT payer ID. You may already see the new WLPNT payer ID in the Availity Essentials payer list, but you will continue to use the current UniCare payer ID (80314) through the end of 2024:

- 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 835 Electronic Remittance Advice?

Starting on December 15, 2024, the 835 ERA will begin to return with the WLPNT payer ID.

Will providers be able to accept both the old UniCare payer ID (80314) and the new Wellpoint payer ID (WLPNT) after January 1, 2025?

Beginning December 15, 2024, the 835 ERA will begin to return with the WLPNT payer ID and remittances will return with the Wellpoint name. After that date, you may see a mix of both payer IDs in the system for a few days.

You will be able to accept the old UniCare payer ID, but you should be ready to start seeing the new Wellpoint payer ID beginning December 15, 2024.

Claims submitted before January 1, 2025, should use the legacy UniCare payer ID (80314). Claims submitted on January 1, 2025, and after should use the new Wellpoint payer ID (WLPNT).

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 will need to be able to support both the Wellpoint (WLPNT) and UniCare (80314) payer IDs. Again, after January 1, 2025, there will be a transitional period where you may see both payer IDs.

I submitted a claim under the old UniCare payer ID (80314) in 2024, but it was adjusted after December 15, 2024. Which payer ID will I see?

Previously paid claims that are adjusted after December 15, 2024, will return with the new Wellpoint (WLPNT) payer ID.

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 (WLPNT) EDI payer ID. 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 January 1, 2025, 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 January 1, 2025, the EDI file will not reject. While the UniCare payer ID (80314) will still be valid for select plans after January 1, 2025, we ask that you begin using the WLPNT EDI payer ID to reflect the new Wellpoint plan name.

Claims submitted before January 1, 2025, should use the legacy UniCare payer ID (80314). Claims submitted on January 1, 2025 and after should use the new Wellpoint payer ID (WLPNT).

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

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

New providers who enroll on or after December 15, 2024, will need to enroll in Wellpoint (WLPNT).

Are there any impacts to the Availity Essentials provider enrollment process?

New providers who enroll on or after December 15, 2024, will need to enroll in Wellpoint (WLPNT). 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 a Wellpoint payer name.
- While the UniCare payer name will still be available for legacy claims, you must select Wellpoint for enrollment after December 15, 2024.

Answers to questions you may receive from 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 provider network because of the brand name change to Wellpoint.

Will my plan/benefits change?

Rest assured there will be no impact or changes to coverage, access to care providers, or level of support due to the brand name change to Wellpoint.

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 January 1, 2025. ID cards will begin to ship in December and continue into early 2025.

**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.

If you do not receive a new Wellpoint member ID card, you can call the Customer Care Center phone number 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.

Do I need to re-enroll as a Wellpoint member if I want to stay with my current plan?

You do not need to take any action unless you have received a notice from your state Medicaid office telling you to renew your coverage. Enrollees generally renew coverage every 12 months. If you are currently with UniCare, you should receive a new Wellpoint ID card. Call the Customer Care Center if you have not received your new ID card.

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

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