



WelbeHealth Provider Alert

Date:	October 1, 2025
From:	WelbeHealth
To:	Health Plan Providers
Type:	Informational
Subject:	Important Network Updates & Enhancements
Business	PACE
State(s):	PACE - California

We are excited to share several important updates to support your work and streamline your interactions with WelbeHealth:

1. Reminder: Claims Submission Updates Effective 10/01/25

Action Required: Update your systems immediately to avoid delays.

- We no longer accept paper claim submissions - **Do not send claims/disputes/ correspondence to PO BOX 30760, Tampa, FL 33630-3760**
- **Submit electronic claims (no attachments):**
 - **Payor ID:** WBHCA
 - **Provider Portal:** <https://welbehealth.quickcap.net>
- Claims with documentation should be faxed to (626) 209-4367
- Provider Disputes & Correspondence should be faxed to (626) 498-2099 with proper forms and documentation for each.

2. New Claims Payment Schedule – Effective Week of Nov 3, 2025

To improve the timeliness of claims payments:

- We will conduct two check runs per week: **Tuesdays & Fridays**
- Schedule adjusted if a holiday falls on these days

3. New IVR System - Live 09/22/25

Our **Interactive Voice Response (IVR) system** reduces wait times and helps you:

- Get authorization details
- Check claim status
- Verify participant eligibility
- Reduce hold times

Try our new IVR System by calling us at (650) 336-0300.

4. Provider Manual has been updated and is Live on our website!

Access the updated manual on our website: <https://welbehealth.com/partners/>

5. New Participant ID Cards

New cards were mailed to all participants.

Action Required: Request an updated ID card during visits and ensure your billing systems reflect the updated information for accurate claims submission and processing.