



## WelbeHealth Provider Alert

<b>Date:</b>	September 16, 2025
<b>From:</b>	WelbeHealth
<b>To:</b>	Health Plan Providers
<b>Type:</b>	Informational
<b>Subject:</b>	Effectuation of Care (EOC) – Specialist Flexibility
<b>Business</b>	PACE
<b>State(s):</b>	PACE - California

### Exciting News: More Flexibility for External Specialist Services!

#### Dear Valued Provider,

WelbeHealth is excited to share an update that makes working with us easier while ensuring timely access to care for our participants.

#### What's Changing?

Specialists now have the clinical oversight to provide **additional services during an existing appointment**. These services may be performed or scheduled at the same or a follow-up visit **if not on the Prior Authorization (PA) List**.

**Specialist Definition:** A *specialist* is a licensed healthcare professional with advanced training in a specific area of medicine or behavioral health who provides evaluation, diagnosis, or treatment services outside the participant's primary care setting.

#### Please Note - Exceptions:

- **Laboratory Services** (including blood draws, urine testing, pathology, etc.) – excluded from this process and must continue to follow existing workflows.
- **Dental specialists** – Managed separately under the Dental process.

#### Key Reminders

- **Initial Orders:** All services must start with a WelbeHealth order; specialists cannot initiate the first order.
- **Prior Authorization:**
  - Services not on the PA List do not require PA when delivered during external specialist visits.
  - Services on the PA List must follow our standard PA process:
    - PA List: [welbehealth.com/partners](https://welbehealth.com/partners)
    - Submit requests via **QuickCap Provider Portal (preferred)** or fax the Authorization Request Form to **(209) 729-5854**.
- **Medical Records:** Case notes must be submitted within **five (5) days** of the Date of Service.

#### Why This Matters?

- Less administrative burden
- Expanded access to services
- Stronger collaboration between providers and WelbeHealth

#### WelbeHealth Provider Partnership Department

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If you have any questions, please contact your Provider Partnership Representative, or email the Provider Partnership team at [providers@welbehealth.com](mailto:providers@welbehealth.com). You may also visit [welbehealth.com/partners](https://welbehealth.com/partners) for online access to this document and all other WelbeHealth Provider Alerts