



WellCare's CommUnity Assistance Line

SOCIAL NEEDS CAN STAND IN THE WAY OF GOOD HEALTH

For some patients, staying healthy can be tough. In fact, just getting to the doctor can be nearly impossible. Most providers already know who those patients are or can spot someone at risk. They're missing out on the prerequisites for good health – things like nutritious meals, affordable child care, financial help, shelter or transportation.

HELP US CONNECT WELLCARE MEMBERS WITH CRITICAL SERVICES

On the “front lines” of health service, providers can help connect our members with the social services they need to reach their personal best health. When you recognize a patient with social barriers standing in the way of their good health, refer them to our toll-free CommUnity Assistance Line (CAL).



CommUnity Assistance Line (CAL): 1-866-775-2192

Video Relay: 1-855-628-7552

Monday–Friday, 9 a.m. to 6 p.m. EST.

Free Service for WellCare Members

One of our specially trained community liaisons will search our database of social services and give the patient all the right contact information. Then, within 10 days, we'll follow up to be sure we made the right match and that the member is getting some relief.

QUESTIONS?

Check out our FAQs on the back of the page or call



Community Assistance Line – FAQ

WHAT IS THE COMMUNITY ASSISTANCE LINE?

The Community Assistance Line (CAL) is a toll-free number that members can call to be connected to social services in their community. It is a way to help members address social needs that can be barriers to good health.

WHY WOULD A MEMBER CALL THE COMMUNITY ASSISTANCE LINE?

A member can call the Community Assistance Line for a referral to a social service such as food assistance, financial assistance, utility assistance, transportation, support groups, homeless shelters and more.

WHO ANSWERS THE COMMUNITY ASSISTANCE LINE?

The Community Assistance Line is answered by a team of specially trained Community Liaisons in the Tampa corporate office. When a member calls, a Community Liaison speaks to the member to find out what social service they need. The Community Liaison then searches the Navigator social service database, and provides the WellCare member with the contact information for the agency. Community Liaisons are also responsible for populating the Navigator System with social support services across our different markets.

WHEN CAN A MEMBER CALL THE COMMUNITY ASSISTANCE LINE?

The Community Assistance Line operates Monday – Friday, from 9 a.m. to 6 p.m. EST.

HOW DOES A MEMBER FIND OUT ABOUT THE COMMUNITY ASSISTANCE LINE?

There are several ways a member may be referred to the Community Assistance Line. They may receive the number from a provider's office, from a WellCare associate, through Customer Service, or through informational packets mailed directly to them.

WHAT IF A MEMBER CALLS AND THE SOCIAL SERVICE THEY NEED ISN'T AVAILABLE IN THEIR AREA?

If a Community Liaison cannot find the social service the member needs, it is considered a "gap." The Community Liaison will do research to try and fill the gap, or reach out to the local community advocate for help filling the gap. Once the appropriate service is identified, the Community Liaison will call the member back with the information.