

Question of the Month

January 2026

Question:

We have always filed our medical WellCare claims directly to them. They are now saying we must file them through the vision vendor. The vision vendor is Premier who we discontinued accepting due to non-payment of claims.

Response:

For Mississippi WellCare Medicare Advantage claims, Premier is processing the routine vision claims and Wellcare Mississippi is processing the medical claims.

There, apparently, was a WellCare computer issue that was causing the denial. This issue has already been addressed and all denied claims should be automatically reprocessed. However, if there are other inappropriately denied claims, please make a list of the dates and claim numbers and I can send those in as well.

As always, if this issue continues, please let Sarah Link at the MOA, Dr. Scott Sanders, the MOA Third Party Chair, or Dr. Rebecca Wartman, the MOA Third Party Consultant know so we can attempt to resolve any outstanding issues.