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Dear Provider,

Thank you for being a part of our valued network. Late Thursday night, a CrowdStrike update adversely impacted Windows servers. CrowdStrike is a cybersecurity software that is widely used. The implications of this update have been global, resulting in system outages and disruptions. In response to this incident, Wellcare will be immediately extending the following provider accommodations to ensure member access and continuity of care for dates of service 7/19/2024 – 7/21/2024. We are monitoring this situation closely and will assess the need for continued flexibility on 7/22/2024 and update you accordingly.

- Authorizations that are currently in process, but pending additional clinical information, will be reviewed using available information obtained telephonically.
- Timely notification will be waived during the accommodations time period set forth above. Prior authorizations will be reviewed retrospectively for medical necessity appropriateness.
- Wellcare reserves the right to retrospectively review all provided services for medical necessity.

If you are having any challenges submitting authorization requests to Wellcare, please contact our team for more help.

We appreciate your continued partnership in providing our members with safe, timely and appropriate care during this time.

Sincerely,

Wellcare