

Wellmark updates

IHLA | October 23, 2025

Deb Wilcke, Network Relations manager

Nichole Needs, Network Relations manager



Agenda

1. Industry news
2. Utilization management
3. Medicare Advantage
4. Payment integrity
5. Pharmacy
6. Resource reminders – register for upcoming webinars!

Industry news

One Big Beautiful Bill Act (OBBBA)

- Law finalized July 4, 2025, with various effective dates for key provisions:
 - Tax cuts
 - Deficit and spending
 - **Health care**
 - Student aid
 - Other provisions



Utilization management

Services moving to Jiva:

Residential inpatient

Skilled nursing facilities

Physical medicine

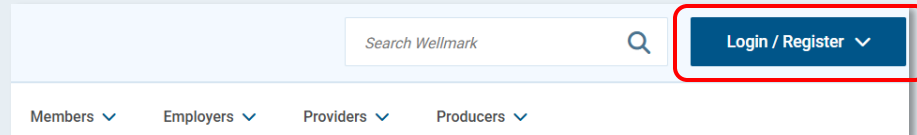
Benefits of electronic submission in Jiva

- Jiva gives users 24/7 access to submit new requests and extensions
- Comprehensive dashboard shows:
 - Status of all submissions
 - All decision letters
 - Tax ID-level information allowing users within the organization to collaborate on requests.



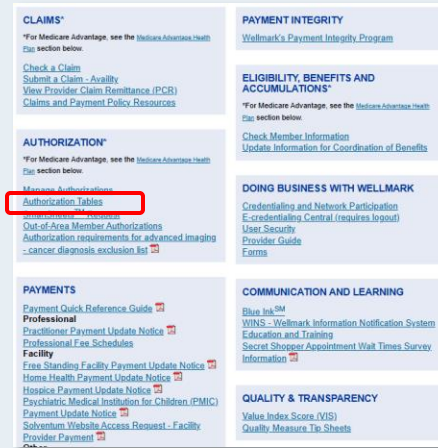
How to access Jiva

1 Visit Wellmark.com and select login



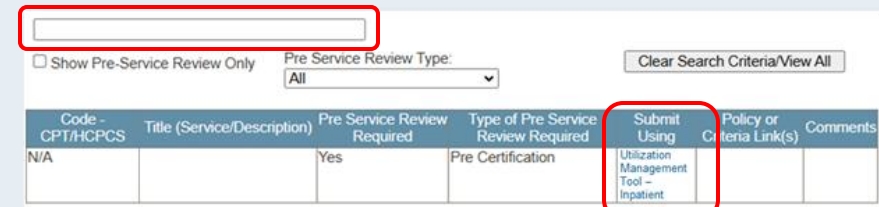
Don't have access to the provider portal?
Start here: wellmark.com/provider/join-our-network/register.

2 Select Authorization Tables



3

Enter the service in the authorization table to access the tool



You may also bookmark the [authorization table](#) directly, but logging into the portal is required to access the tool.

Residential inpatient

Submit all inpatient precertification/notification, extensions and discharges electronically through Jiva



Effective for dates of service on and after Oct. 1, 2025

- Tool available to users Sept. 1
- Phone and fax no longer available Oct. 1



Resources in the provider portal

- [Educational slides and audio clip](#)
- [Quick guide](#) for submitting residential requests
- [Residential FAQ](#)

Skilled nursing facilities

Submit all inpatient precertification/notification, extensions and discharges electronically through Jiva



Effective for dates of service on and after Dec. 1, 2025

- Tool available to users Nov. 1
- Phone and fax no longer available Dec. 1



Resources in the provider portal

- [Educational slides](#)
- [Quick guide](#) for submitting skilled nursing requests

Physical medicine

Chiropractors, occupational therapists and physical therapists submit visit requests through Jiva



Benefits of Jiva specific to physical medicine

- Transparent InterQual® criteria
- Receive auto-approval if InterQual criteria are met, no medical records necessary.
- Upload medical records electronically if additional review is required.
- Track status of all requests.



Effective for dates of service on and after Jan. 1, 2026

- Physical treatment plan form on Wellmark.com will no longer be available.



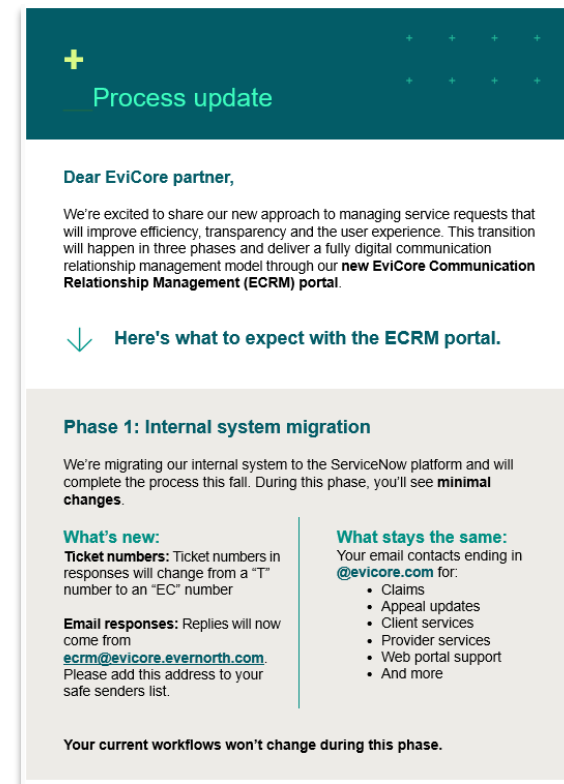
Resources

- [Register now for training webinar](#) on Nov. 12, 2025.
- Webinar will be recorded for later viewing.
- Access provider resources.

InterQual criteria, published by Change Healthcare LLC, is used in many of Wellmark's medical review processes to support the medical necessity of health care services.

New EviCore Communication Relationship Management Portal (ECRM)

- EviCore emailed notice to users in early September (if you've sent an inquiry to clientservices@evicore.com).
- Portal will be available beginning in Fall 2025, and rolling out to users through Spring 2026.
- Email submissions will no longer be accepted following final implementation in the spring.
- Visit [Provider's Hub | EviCore by Evernorth](#) to register for EviCore's provider newsletter.



Medicare Advantage

Payment integrity

Utilization management

Plan changes

Wellmark Advantage Health Plan®

Payment Integrity



As mentioned in June, August and soon October *BlueInk*, Wellmark Advantage Health Plan will implement new claim edits and data review later this year.



A phased approach will begin with claim edits for Wellmark Advantage members later in 2025 along with post-payment data mining reviews.

Existing claim follow-up and appeals processes for Wellmark Advantage Health Plan will apply for these edits and post-payment data mining reviews. Refer to the [Provider Manual](#) for more information.

Wellmark Advantage Health Plan utilization management



As communicated through WINS on Aug. 29, 2025, Wellmark Advantage Health Plan will reinstate concurrent review at 14-days for post-acute skilled care.



You will continue to be notified via Symphony or phone depending on your original submission.

Wellmark Advantage Health Plan offerings

- Wellmark Advantage Health Plan changes beginning Jan 1, 2026.
- Letters sent to impacted members end of September – some plans will not renew for 2026.
 - Alternative options are available.
- No changes to provider's network participation status due to plan benefit changes

Learn more: Registration is open for Wellmark's annual product webinar which will take place in December, [register](#) to learn more about changes for Wellmark Advantage Health Plan.

Payment integrity

Payment integrity program

Optum Provider Portal

Escalation process



Payment integrity

- Wellmark is committed to protecting health care affordability and managing the total cost of care for our members. An essential component of this is the payment integrity program.
- This program helps ensure that payment is made to the right provider, for the right service, at the right time.
- Medical billing is complex; payment integrity looks at the full lifecycle of a claim.

Pre-adjudication >

Pre-payment >

Post-payment

- Optum® is an independent company that assists Wellmark in payment integrity processes.

Optum Payment Integrity Provider Portal

Learn how to register in the Optum Provider Portal [user guide](#) in Wellmark Provider Portal

Benefits of the portal:

- View all claims at once
- Filter claims for focus
- Set communication preferences
- Receive email notifications
- Download request letters
- Upload medical records directly
- Export claims to Excel file for easy review

For questions or support please email PI_Portal_Support@optum.com
You may upload one PDF medical record at a time with a maximum file size of 200MB. If you would like to upload a file that doesn't meet this specification, you may upload through Databank.

Claims With Outstanding Medical Record Requests

[Export Claims](#)

Please select an option to search on:

Choose a status to filter on:

[Search Claims](#) [Clear Search](#) [Filter Claims](#)

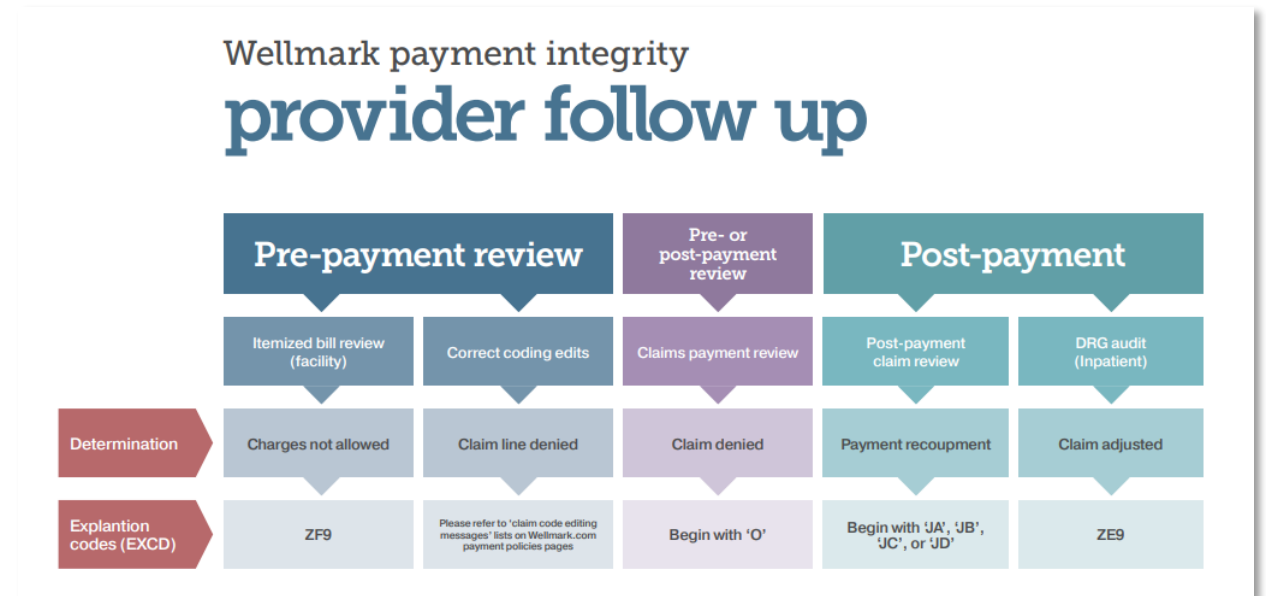
Claim Number	Patient Account Number	Patient Name	TIN	Medical Record Request Date	Patient DOB	Start Date of Service	Provider Name	Actions	Document Details
CLB1023157148	PA-9876543210	[REDACTED]	386176632	2024-08-19	1995-03-12	2021-01-01	Sunny Days Healthcare	Download	Details

[Previous](#) [Next](#)

Sample portal view for registered users

Payment Integrity follow-up process

- Follow the exact process detailed in the medical records request letters for efficient processing and faster adjudication of claims.
- Visit the Payment Integrity page in the Wellmark Provider Portal for full infographic and FAQ.



If you have questions regarding a denial or did not receive your barcode coversheet, call Provider Inquiry Resource Team (PIRT) at 855-889-0084.

Pharmacy

Continuous Glucose Monitors (CGMs)

Continuous Glucose Monitors (CGMs)



As communicated via Wellmark Notification Information System (WINS) Oct. 3:

Beginning Jan. 1, 2026, members must meet clinical guidelines to get coverage for a CGM. This includes diagnoses and treatment of diabetes along with other criteria. The full policy will be available on the drug authorization list on Wellmark.com beginning in November.

In addition to **clinical guidelines** and **authorization requirements**:

Beginning Jan. 1, non-implantable CGMs must be picked up at a pharmacy, Non implantable CGMs bought from durable medical equipment suppliers will **no longer be a covered benefit**. Implantable CGM devices will remain covered under the medical benefit.

NDC requirement: Providers must include applicable NDC on all claims for CGMs. Claims filing section of Provider Guide was updated October 3. Claim editing to support this requirement will go into effect Jan. 1, 2026.

Resources

Upcoming Webinars

Updates to Wellmark.com

Staying in touch

Save the date – upcoming webinars to learn more

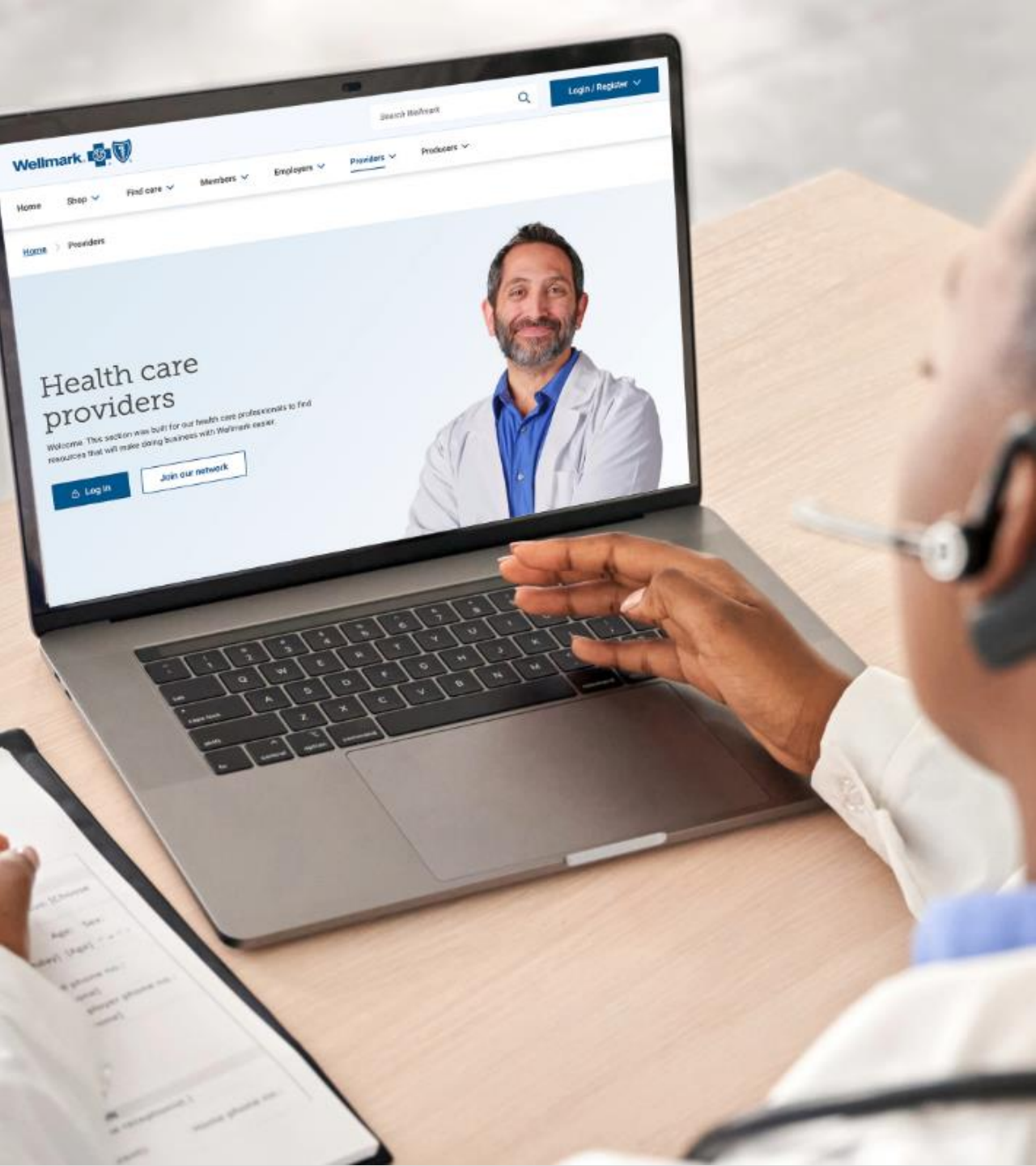
**Nov. 12 Physical
medicine webinar**

[Register](#) for physical medicine webinar to be prepared for the transition to electronic submission in Jiva.

**Dec. 10 Annual product
webinar**

[Register](#) for the annual webinar to understand changes coming to Wellmark products and processes for 2026.

Frequently Asked Questions: Visit Wellmark.com to search for FAQs for residential inpatient, SNF and soon physical medicine moving to Jiva. Coming soon: New payment integrity claim review process FAQ in provider portal.



Enhanced experience working with Wellmark

Wellmark.com: see special issue July Blue Ink

Check Member Information tool

- Enhancements underway
- New business first followed by renewals over the next year

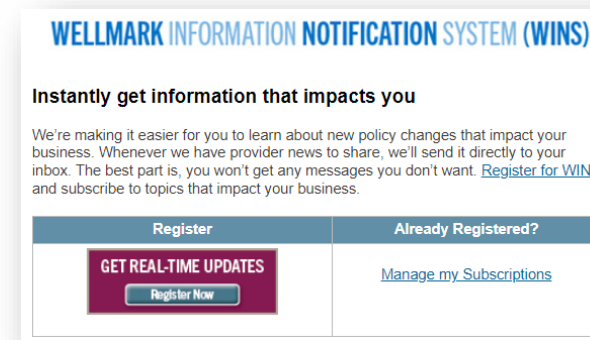
Ask and Track a Question and Claim inquiries

- As early as end of year, providers will have a modernized experience when submitting questions and claim inquiries.

Stay in touch through *Blue Ink* and WINS



- Bi-monthly email with in-depth information on working more efficiently with Wellmark.
- Subscribe in the provider portal under Communication and Learning.



- Real-time notifications on Wellmark policy changes that impact you and your business.
- Register in the provider portal at wellmark.com/provider/WINS.

Questions?



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