



# Update Other Insurance

New on January 19, 2009

## **New process to update other insurance information**

- » **Offered to everyone with Wellmark web access**
  
- » **Available during our membership system hours**
  - **7:00 AM to 7:00 PM Monday thru Friday**
  - **You will get an error message if we are unable to update for any reason and given an alternate method to provide other carrier information**
  
- » **Update to active members**
  - **If we have a request to update information for a cancelled member, we are offering other processes**

# Location For Update



Contact Us

Health & Wellness

About Wellmark

Member | Employer | Broker | **Provider**

## Provider Connection

**NEWS SPOTLIGHT:**  
Clinician fee schedules  
now online.



See more Provider news, bottom right.

### Log in to Wellmark

User ID

Password

[Forgot Password?](#)

[Forgot User ID?](#)

### Quick Links

- » [Find a Doctor or Hospital](#)
- » [Drug Information](#)

← Log in here.

[Members](#) | [Employers](#) | [Providers](#) | [Brokers](#) | [About Wellmark](#)

## Providers

### Provider Tools

- » [View Eligibility and Benefits](#)
- » [Update Other Insurance Information](#)
- » [Submit a Prior Approval](#)
- » [Manage Radiology Preauthorizations](#)
- » [Notify / Precertify Admissions](#)
- » [Create & Submit Claims](#)
- » [Check Claims Status](#)
- » [Physical Medicine Pilot on Quality](#)
- » [Provider Fee Schedules](#)
- » [Update User Security](#)

### Payment Policies

[Professional Claims \(CMS-1500\)](#)

[Outpatient Facility Claims \(UB-04\)](#)

### Improving Health Care Quality

[Collaboration on Quality<sup>SM</sup>](#)

[Program Manual](#)

[Blue Distinction](#)

[Hospital Measurement](#)

[& Improvement Program<sup>SM</sup>](#)

# Update Other Insurance



## How to start:

- Enter ID number and select Continue
- Or you can reset with the Clear/Search for different member
- Member Number Lookup is available and will let you search for the member ID with a name and/or other search criteria

The screenshot shows the Wellmark website header with the logo and navigation links: Home, Contact Wellmark, Work @ Wellmark, Members, Employers, Providers, Brokers, and About Wellmark. Below the header is a breadcrumb trail: home > providers > contact us > glossary. A dropdown menu is set to 'Check Claim Status' with a yellow 'GO' button and a 'Log out' button. The main content area is titled 'Other Insurance' in orange. Below this title is a form with the following elements:

- Plan Member #:
- 
- 
- [Member Number Lookup](#)

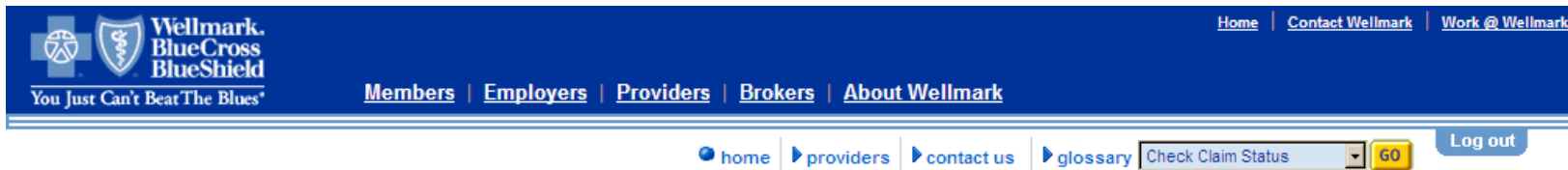
# Update Other Insurance



After you select “Continue”, you can enter No or Yes for other insurance and then select “Update”.

If no, then you will get the confirmation button

If yes, the screen will expand for you to enter the details



## Other Insurance

Plan Member #:   [Member Number Lookup](#)

Wellmark Identification Number:

Plan Member Name:

Whether or not you have provided us with Other Insurance information in the past, at this time, we need to collect all relevant Other Insurance information.

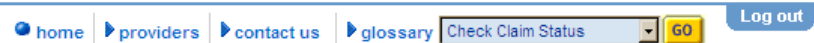
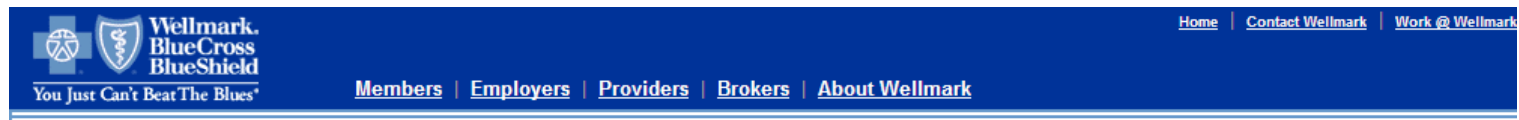
Do you, your spouse, or your dependent(s) have any other insurance coverage in addition to Wellmark coverage? Please include any additional Wellmark policies.

No  Yes

# Update Other Insurance



If you select yes, continue by selecting *Add Other Insurance*



## Other Insurance

Plan Member #:   [Member Number Lookup](#)

Wellmark Identification Number:   
Plan Member Name:

Whether or not you have provided us with Other Insurance information in the past, at this time, we need to collect all relevant Other Insurance information.

Do you, your spouse, or your dependent(s) have any other insurance coverage in addition to Wellmark coverage? Please include any additional Wellmark policies.

No  Yes

Other Insurance Policies

[Add Other Insurance](#)

Comments related to other insurance, if applicable:

This information has not yet been sent to Wellmark. You must click the Update button below to Submit the information once you have added all other insurance policies.

# Update Other Insurance – off hours



You will see this message for cancelled members or off hours. This link will allow you to continue to add other insurance information that will be updated by Wellmark staff.

The screenshot shows the Wellmark website interface. At the top, there is a navigation bar with the Wellmark logo and the slogan "You Just Can't Beat The Blues". The navigation bar includes links for Home, Contact Wellmark, and Work @ Wellmark. Below this, there are links for Members, Employers, Providers, Brokers, and About Wellmark. A search bar contains the text "Update Other Insurance" and a "GO" button. A "Log out" button is also visible. Below the navigation bar, the page title "Other Insurance" is displayed. There are input fields for "Plan Member #:" and "Wellmark Identification Number:", both of which are redacted with blue boxes. A "Continue" button is next to the "Plan Member #:" field. A "Member Number Lookup" link is also present. A "Clear/Search for a different Plan Member" button is located to the right. A message box with a blue header "Message" contains the following text: "We have encountered a problem with the update feature. Please use this [link](#) to continue. Select the check box by the Enter COB Data button to open the form to enter the coordination of benefit information on the following screen. Select OK at the bottom of the update screen, then submit to complete the update. This will allow our staff to review the records and update the other insurance details." The word "link" in the message is circled in red.

# Select Other Insurance Update



[Home](#) | [Product](#) | [Support](#) | [Feedback](#)

## Contact Wellmark

### Ask a Question

\* Required Fields

Member Information	
Plan Member Number	Address Line 1
Plan Member Name	Address Line 2
Question Applies To	City
	State
	Zip Code
Fill in the Information Below for This Question	
*Contact Name	<input type="text"/>
E-Mail Address	<input type="text"/> Valid format: "xxx@xxx.com, or xxx@xxx.edu, or xxx@xxx.org, etc..."
Contact Phone	<input type="text"/> - <input type="text"/> - <input type="text"/>
*Contact Type	<input type="text" value="Telephone"/>
*Caller Type	<input type="text" value="Agent/broker"/>
Other Insurance Update	<input type="checkbox"/> <input type="button" value="Enter COB Data"/>
*Question/Concern (Limited to 1000 characters)	<input type="text"/>
*Type of Inquiry	<input type="radio"/> Benefit Question <input type="radio"/> Claim Question <input type="radio"/> Eligibility Question <input checked="" type="radio"/> Other Question

# Fill in the Available Information



To correctly process claims, Wellmark needs to maintain current information on other insurance for you and your family. Answering the question(s) below will help update our records and reduce administrative costs. We need details that apply to today's date and other insurance information that was available over the past two years. If this involves multiple insurances, please fill out a new worksheet for each contract.

Have you or any members of your family been covered by any other group health plan or government program besides the Plan Member Number printed above?

No  Yes

Offer  Employer  Government Program  Other

Who is the policy holder?

Who is covered by other insurance?

To select multiple members, hold the CTRL key.

Other Carrier ID Number

Employer name

Effective Date

Cancel Date

Relation to policyholder

Date of Birth

Name of other carrier

Address of other carrier

Phone # of other carrier

Type of insurance

Divorce  No  Yes

Other Comments

Iowa  South Dakota

The information will be routed to a Wellmark person to update the records.

# Questions



**If you have questions on security or other access questions, please contact EC Solutions Assistance Center at**

**800-407-0267.**

**Phone hours – 7:00 AM to 5:30 PM (M-F)**