



UniCare is now Wellpoint

Provider Newsletter

Summer 2024 | July 1, 2024

UniCare is Now Wellpoint

At Wellpoint, we take a broader view of health and have been working diligently to address not only the physical factors that affect health, but the mental, emotional, and social factors that affect one's overall well-

being — we call it whole health. To more accurately reflect our mission of supporting whole health, UniCare is now Wellpoint effective July 1, 2024.

While our name has changed, everything else stays the same — the doctors, hospitals, and most of all, our commitment to partner with you to serve the Massachusetts Group Insurance Commission (GIC). For decades, UniCare has exclusively served the GIC, supporting the health needs of state and municipal employees, retirees, and their families. As Wellpoint, we will continue to serve the GIC and its members exclusively.

Please note that email addresses have changed from @anthem.com to @wellpoint.com. All emails will still be received if they are sent to @anthem.com.

[Learn More](#)

Provider Relations Email

As we transition to Wellpoint, our provider support email address will be changing to WellpointProviderRelations@wellpoint.com. Going forward, please send credentialing, inquiries or claim questions to this email address.

Our Provider Relations team will still receive emails if they are sent to UniCareProviderRelations@anthem.com.

Wellpoint PO Box updates as of July 1, 2024

Our PO Boxes have also moved to reflect our new Woburn office location.

Corporate	UniCare	Wellpoint
Mailing address	UniCare State Indemnity Plan P.O. Box 9016 Andover, MA 01810-0916	Wellpoint P.O. Box 4095 Woburn, MA 01888-4095

Appeals	UniCare	Wellpoint
Mailing address	Grievance and Appeals P.O. Box 2011 Andover, MA 01810-0035	Grievance and Appeals P.O. Box 4077 Woburn, MA 01888-4077

Claims	UniCare	Wellpoint
Mailing address	UniCare State Indemnity Plan P.O. Box 9016 Andover, MA 01810-0916	Wellpoint P.O. Box 4095 Woburn, MA 01888-4095

Hospital at Home Reimbursement Policy

Hospitalization at Home Programs are designed to provide the essential elements of hospital care in the home setting for those Covered Individuals who meet the applicable criteria. A patient may be admitted to Hospital at Home Services from the provider's office, the emergency room, or inpatient acute setting. Wellpoint endeavors to partner with providers to ensure that members have all of the services they need at home. Please note that Wellpoint requires prior authorizations for all admissions to Hospital at Home Services. Please see our attached reimbursement policy which will be effective October 1, 2024.

[Learn More](#)
