

Introduction

WellCare is a leading provider of managed care services dedicated to government-sponsored health care programs, focusing on Medicaid and Medicare. We operate a variety of Medicaid and Medicare plans, including health plans for families, children, the aged, blind and disabled as well as prescription drug plans. WellCare is headquartered in Tampa, Florida. Founded in 1985, our team of 3,800 associates serves more than 2.4 million members nationwide.

This Provider Manual is presented to WellCare's participating providers as a guide on how to administer the Plan's products, services, policies and procedures and to supplement the provider agreement.

Core Values**Partnership**

Members are the reason we are in business; providers are our partners in serving our members; and regulators are the stewards of the public's resources and trust. We will deliver excellent service to our partners.

Integrity

Our actions must consistently demonstrate a high level of integrity that earns the trust of those we serve.

Accountability

All associates must be responsible for the commitments we make and the results we deliver.

Teamwork

With our fellow associates, we can expect – and are expected to demonstrate – a collaborative approach in the way we work.

Accreditation

WellCare's Florida health plans are accredited by the Accreditation Association for Ambulatory Health Care, Inc. (AAAH), one of the leading quality-standard-setting organizations in the nation. AAAHC evaluates the structure and function of medical and quality management systems in health care organizations. The Plan's compliance with these standards reflects its

commitment to the principles of quality and continuous improvement of the service provided.

**WellCare
(Medicare)**

For more than 15 years, WellCare has been providing Medicare recipients with dedicated service and true value. As a Medicare plan, coverage includes all the benefits covered by Medicare, and more.

In addition to traditional Medicare coverage, additional benefits¹ include:

- No monthly health plan premiums with predictable co-pays
- Discount program for generic and brand name prescription drugs
- Dental, vision and hearing benefits
- No-cost preventive care

Medicare Service Areas Include:

North Florida	Central Florida	South Florida
Escambia	Brevard	Broward
Santa Rosa	Charlotte	Miami-Dade
	Hernando	Palm Beach
	Hillsborough	
	Manatee	
	Orange	
	Osceola	
	Pasco	
	Pinellas	
	Polk	
	Sarasota	
	Seminole	

¹ Subject to change and may vary by plan type

**HealthEase
and Staywell
(Medicaid)**

HealthEase and Staywell serve both adults and children eligible to participate in Florida's Medicaid Program. With this plan, members receive more benefits and coverage than traditional Medicaid at no additional cost. Members may choose their personal physician from a network of family doctors, pediatricians and internists.

Benefits² under the Medicaid plans include:

- Unlimited doctor visits with no co-pay
- Large network of private doctors PLUS inpatient and outpatient hospital services
- Family-planning services including birth control and counseling
- Maternity care, prenatal medical services and well-baby and well-child care
- Unlimited generic prescription drugs and home delivery for non-prescription items (Non-reform only)
- Dental, vision and hearing benefits
- 24-hour nurse hotline to answer medical questions
- \$25 credit for over-the-counter health supplies, once per month per family

² Subject to change and may vary by plan type

HealthEase Service Areas Include:

North Florida	Central Florida	South Florida
Calhoun	Brevard	Broward
Duval	Citrus	Miami-Dade
Escambia	Hillsborough	Marion
Gadsden	Lake	Martin
Highlands	Manatee	Palm Beach
Leon	Orange	Sarasota
Liberty	Osceola	
Madison	Pasco	
Putnam	Pinellas	
Santa Rosa	Polk	
Wakulla	Seminole	
Jefferson	Volusia	

Staywell Service Areas Include:

Central Florida	South Florida
Brevard	Broward
Hernando	Dade
Hillsborough	Lee
Manatee	Palm Beach
Orange	Sarasota
Osceola	St. Lucie
Pasco	
Pinellas	
Polk	
Seminole	
Sumter	

**Healthy Kids
Overview**

Florida Healthy Kids is a public/private partnership that provides affordable, comprehensive health insurance for school-age children ages 5 through 18 in the state of Florida. To be eligible for the Healthy Kids program, children must meet the following criteria:

- Be five to 18 years of age
- Uninsured
- A U.S. citizen or a qualified alien
- Applicant child is not eligible for Medicaid or the Children's Medical Services Network (CMSN) as defined by the Florida KidCare Act (§409.810 – 409.820, Florida Statutes)

HealthEase and Staywell for Healthy Kids

Since 1994, the HealthEase and Staywell plans have provided affordable health coverage to children in communities across the state. Our select group of doctors, hospitals and other providers are committed to helping manage our members' health care. With these plans, there is no cost for such extra benefits as over-the-counter vitamins, medicines and health supplies; wellness programs and visits to primary care physicians.

Benefits* to help children stay healthy include:

- Free primary care doctor office visits
- Free first aid and personal care items (up to \$10 each month) delivered to their home
- Prescription medications for \$5
- Free well-child care
- Free annual/school physicals
- Free immunizations
- Free 24-hour emergency care
- Free personal health advisor available 24/7

**Subject to change and may vary by plan.*

HealthEase Service Areas for Healthy Kids Include:

Central Florida	North Florida	South Florida
Citrus	Bay**	Martin
Highlands*	Clay**	
Lake*	Duval	
	Escambia*	
	Jefferson*	
	Madison*	
	Nassau**	
	Putnam*	
	Washington**	
	Wakulla*	

* Discontinued October 1, 2008

** Beginning October 1, 2008

Staywell Service Areas for Healthy Kids Include:

Central Florida	South Florida
Brevard*	Broward
Charlotte	Collier*
DeSoto*	Dade
Hernando	Lee*
Hillsborough	Palm Beach
Manatee*	St. Lucie**
Orange	
Osceola	
Pinellas*	
Sarasota*	
Seminole*	

* Discontinued October 1, 2008

** Beginning October 1, 2008

For additional information on WellCare’s Medicare, Medicaid and Healthy Kids plan, visit the corporate Web site at www.wellcare.com or contact your Provider Relations representative.