

Introduction

WellCare Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare.

Headquartered in Tampa, Florida, WellCare offers a variety of Medicaid and Medicare plans, including health plans for families, children, the aged, blind or disabled, and prescription drug plans, currently serving more than 2.23 million members nationwide.

In New York, our Medicaid family of products include:

- Healthy Choice
- Child Health Plus
- Family Health Plus

This Provider Manual is presented to all WellCare participating providers to assist with the administration of our products, services, policies and procedures, and serves as an extension of our Agreement.

Mission

WellCare will:

1. Enhance its members' health and quality of life;
2. Partner with providers and governments to provide quality, cost-effective healthcare solutions; and
3. Create a rewarding and enriching environment for its associates.

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 made and the results we deliver.

Teamwork

We can expect – and are expected to demonstrate – a collaborative approach in the way we work.

Healthy Choice

Healthy Choice serves both adults and children who are eligible to participate in New York's Medicaid Program. **Medicaid** is a state and federal partnership which provides health coverage for selected categories of individuals and families with low income.

Eligible enrollees can choose to join Medicaid or a program such as Healthy Choice. With an enrollment in Healthy Choice, members receive more benefits, more choice, more convenience and more coverage than traditional Medicaid. If they access their benefits within the Healthy Choice network, there is no additional cost. Members can choose their personal doctor from a network of family doctors, pediatricians and internists and then make appointments to see the doctor in his or her office.

In Addition to Traditional Medicaid Coverage, Additional Coverage* Includes:

- unlimited physician visits
- four hour nursing hotline
- six month guaranteed eligibility
- wellness programs
- durable medical equipment
- rehabilitation services
- nurse practitioner services
- midwifery services

* Coverage is subject to change.

Co-payments / Coinsurance / Deductibles

- There are no co-payments, coinsurance or deductibles.

Service Areas* Include:

Albany, Bronx, Columbia, Dutchess, Greene, Kings (Brooklyn), New York (Manhattan), Orange, Queens, Rensselaer, Rockland and Ulster

* Service Areas are subject to change.

Child Health Plus

The Child Health Plus contract is issued pursuant to a special New York State Department of Health program designed to provide health insurance coverage to children of families who do not receive health insurance benefits from their employers and who can not afford private coverage premiums. This coverage applies to children, under the age of 19, of families who do not receive other health insurance benefits, who are not eligible for Medicaid, who are permanent NY State residents and reside in our service area.

Coverage* Includes:

- physician services
- outpatient and inpatient hospital care
- prescription drug services
- wellness programs and immunizations
- x-ray and laboratory test
- emergency care, mental health, alcohol and substance abuse services
- short term therapeutic services
- diabetic supplies, education, and supplements
- dental, vision, hearing
- durable medical equipment
- rehabilitation services
- nurse practitioner services

* Coverage is subject to change.

Service Areas* Include:

Albany, Bronx, Columbia, Dutchess, Greene, Kings (Brooklyn), New York (Manhattan), Orange, Queens, Rensselaer, Rockland and Ulster

* Service Areas are subject to change

Family Health Plus

WellCare has a contract with the NY State Department of Health to provide coverage for Family Health Plus. Family Health Plus offers health coverage to adults who do not have private insurance, but have incomes too high to qualify for Medicaid.

Coverage* Includes:

- physician services
- outpatient and inpatient hospital care
- wellness programs and immunizations
- X-ray and laboratory testing
- emergency care, mental health, alcohol and substance abuse services
- short term therapeutic services
- diabetic supplies, education, and supplements
- dental, vision, hearing durable medical equipment
- rehabilitation services
- nurse practitioner services
- midwifery services
- hospice services

* Coverage is subject to change.

Service Areas* Include:

Albany, Bronx, Columbia, Dutchess, Greene, Kings (Brooklyn), New York (Manhattan), Queens, Rensselaer, Rockland and Ulster

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Since September 1, 2005, the state requires co-pays for selected services (see Appendix 1).