



WellCare Health Plans, Inc.
The WellCare Group of Companies

Florida Medicaid/Medicare Provider Manual

September 2009

Dear Valued Health Care Provider,

Thank you for your commitment to serving WellCare of Florida, Inc., and HealthEase of Florida, Inc., (collectively, "WellCare") members.

WellCare is committed to supporting your efforts and provides this Provider Manual that includes information about our health plan coverage procedures, policies and other facts related to your provision of health care services to WellCare members.

As described in your contract with WellCare (the "Provider Agreement"), this Provider Manual supplements and provides additional terms and conditions regarding your provision of covered services to WellCare members. The Provider Manual is intended to provide additional details that are not included in the Provider Agreement.

The purpose of any medical policy that may be included in this Provider Manual is to provide guidelines to facilitate coverage decisions and is not intended to influence treatment decisions. While WellCare medical policy assists in making appropriate coverage decisions that promote consistent, quality and cost-effective health care, providers are independent contractors and have an independent professional responsibility for the provision of health care to their patients in accordance with community standards regardless of any WellCare coverage decision.

Nothing in this Provider Manual shall be construed as creating any relationship between you and WellCare other than that of independent entities that have contracted with each other solely for the purpose of providing the services described in the Provider Agreement.

This Provider Manual is provided for the convenience of providers participating in WellCare's Florida network. Nothing in the Provider Manual shall be interpreted as guaranteeing coverage of any service, treatment, drugs or supplies because coverage or non-coverage is always governed exclusively by the terms of the WellCare member's coverage document. Accordingly, in case of any question or doubt about coverage, you should always review the WellCare member's particular health benefit plan.

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Updates to any part of this Provider Manual may be made by WellCare at any time as needed. As described in your Provider Agreement, WellCare may give notice of such updates in a variety of ways, depending on the nature of the update, including issuance of a new manual, a letter, a provider newsletter, a facsimile or other publication of WellCare, or by posting to the WellCare Web site. Please be sure you have the most recent version when using the Provider Manual by checking your version against the one posted on the *www.wellcare.com* Web site.

We thank you again for your participation with WellCare and dedication to our members.

Sincerely,

WellCare of Florida, Inc.

HealthEase of Florida, Inc.