

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 health plans for families, children, aged, blind and disabled, as well as prescription drug plans. The Company served approximately 2.4 million members nationwide as of June 30, 2009

This Provider Manual is presented to participating providers with WellCare of Florida, Inc., d/b/a Staywell Health Plan of Florida for Medicaid, and HealthEase of Florida, Inc., (referred to collectively as WellCare) as a guide on how to administer WellCare'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.

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. (AAAHC), 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 Plans' compliance with these standards reflects its commitment to the principles of quality and continuous improvement of the service provided.

**WellCare
(Medicare)**

WellCare serves eligible beneficiaries through several Medicare options. These include:

CCP—WellCare's coordinated care plan (CCP) offerings are Medicare Advantage Health Maintenance Organization (HMO) plans that give members access to comprehensive health care and may offer additional benefits—some with lower or no co-payments. Certain plans also offer a point-of-service (POS) option.

PDP—WellCare offers stand-alone Part D prescription drug plans (PDPs) to Medicare beneficiaries nationwide. These plans help members with the cost of prescription medications.

In addition to traditional Medicare coverage, additional benefits¹ may include:

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

¹ *Subject to change and may vary by plan type*

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	

**HealthEase
and Staywell
(Medicaid)**

HealthEase of Florida, Inc., and WellCare of Florida, Inc., d/b/a Staywell serve both adults and children eligible to participate in Florida's Medicaid program. With these plans, 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)

² Subject to change and may vary by plan type

- 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

HealthEase Service Areas Include:

North Florida	Central Florida	South Florida
Calhoun	Brevard	Broward
Duval	Citrus	Miami-Dade
Gadsden	Hernando	Marion
Highlands	Hillsborough	Martin
Jefferson	Lake	Palm Beach
Leon	Manatee	Sarasota
Liberty	Orange	
Madison	Osceola	
Putnam	Pasco	
Wakulla	Pinellas	
	Polk	
	Seminole	
	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 five (5) through eighteen (18) in the state of Florida. To be eligible for the Healthy Kids program, children must meet the following criteria:

- Be five to 19 years of age
- Uninsured
- A U.S. citizen or a qualified alien
- Not the dependent of a State employee
- Applicant child may not have access to employer sponsored insurance; or if have such access, then the cost exceeds 5% of the family's income
- Applicant child has not voluntarily lost employer coverage within six months of application
- Applicant child is ineligible for Medicaid or the Children's Medical Services Network (CMSN) as defined by the Florida KidCare Act (§409.810 – 409.820, Florida Statutes)
- Effective January 30, 2005, dependants of full-time state employees are no longer eligible

**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
	Clay	
	Duval	
	Nassau	
	Washington	

Staywell Service Areas for Healthy Kids Include:

Central Florida	South Florida
Charlotte	Broward
Hernando	Dade
Hillsborough	Palm Beach
Orange	St. Lucie
Osceola	

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.