



# CARE CONNECTION

FALL 2009

## COMMITTED TO SERVICE, OUR COMMITMENT TO YOU!

At WellCare, we have a strong and clear mission. We strive to enhance our members' overall health and quality of life. Each and every day, we work to ensure that you have timely access to the kinds of quality health care products and services that you deserve. Currently, we are making a variety of operational and service improvements that we feel will lead to a better experience for you, and we continue to seek out and improve ways to educate you on health and wellness.

Coming soon, our Web site will be updated with some easy-to-use features. You will be able to enjoy online health education information provided by a team of board-certified physicians and specialists. Additionally, we will be implementing a plan comparison tool. It will show and compare for you all of the WellCare plans available in your service area. Start looking for these Web site enhancements in October!

### OUR SERVICE COMMITMENT

Whether you turn to us for assistance via phone or Web site, you can expect that we will do our best to:

1. Address your needs with efficiency, courtesy, accuracy and sensitivity.
2. Respond promptly to your inquiries and provide an expected timeline for resolution.

You are the reason we are in business. We will strive to ensure that your health care needs and expectations are met with service that you can trust.

*"WellCare provides essential preventive care for hypertension and other life-threatening diseases."*

—Alston, Hartford CT

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## QUESTIONS? CALL US!

If you ever have any questions, just know that we are as close as your phone. You can always call the number on the back of your ID card for more information about your 2010 benefits. Also feel free to visit our Web site at [www.wellcare.com](http://www.wellcare.com). Thank you for choosing WellCare.

## HIGH BLOOD PRESSURE: THE SILENT KILLER

High blood pressure is called the “silent killer.” It’s “silent” because you can have it without even knowing. Did you know that one in three adults has high blood pressure? And many don’t know it. There are also many people who think they are controlling their blood pressure with pills. But they really do not have it under control.

### WHY SHOULD YOU KEEP YOUR BLOOD PRESSURE UNDER CONTROL?

Having high blood pressure raises your chances of getting many health problems. Some of these problems are:

- Stroke
- Heart disease
- Heart failure
- Kidney disease
- Blindness

### WHAT IS NORMAL BLOOD PRESSURE?

Normal blood pressure is 120/80 or lower. There are many things that can affect your blood pressure. But if your normal is higher than 120/80, you may have, or be heading for, high blood pressure.

### HOW CAN I HELP KEEP MY BLOOD PRESSURE NORMAL?

- If you smoke, quit.
- Be active. Try to be active at least 30 minutes each day. Walking is one of the best ways to be more active.
- Eat less salt.
- Use less caffeine (coffee, tea, colas).
- Eat at least five servings of fruit and vegetables every day.
- Be at a healthy weight. Ask your health care provider what you should weigh. If you need to lose weight, do so slowly and by eating right.
- Avoid stress.
- Take your medicine. If you already take pills for high blood pressure, make sure you do not skip any doses. Talk to your health care provider to learn more about your risk for high blood pressure.

## SNEAK PEEK AT 2010

### 2010 BENEFIT CHANGES

With each new year, we make every effort to explore ways to enhance your benefits and minimize cost impacts to you, our valued member. As you know, there have been quite a few changes in health care recently, and WellCare, like many Medicare Advantage providers, has made some changes to our plan benefits. Each fall, we send you information about how your benefits will change from one year to the next. Below are some highlights of what you can expect to see.

### OUR SERVICE COMMITMENT

By October 31, all members will be sent an Annual Notice of Changes packet that includes important details of the changes to your current plan for the upcoming year. Additionally your packet includes information about:

- Your WellCare plan premiums, benefits and services, and how to use them
- Customer Service, pharmacy, state and federal agencies’ contact information
- Co-payments or coinsurance information

Although there will be some changes, WellCare is pleased to announce that many of our 2010 plans will continue to include some additional benefits that do not fall under Medicare.

Just a few of the possibilities:

- Dental care, which may include exams, cleaning and other preventive and diagnostic care at a low price through participating dentists.
- Vision, with benefits that may contain routine eye exams or low co-payments for glasses and contact lenses.
- Hearing coverage, routine hearing exams and reduced costs for hearing aids are a possible benefit as well.
- Health and fitness club membership at participating locations. Clubs may also offer SilverSneakers™, a fitness plan designed for members at all fitness levels.

## SNEAK A PEEK AT WHAT COULD BE NEW FOR YOU

### COMPLEMENTARY AND ALTERNATIVE MEDICINE\*

A savings of up to 30% off standard fees! Some plans will include a network of more than 37,000 practitioners in specialties such as: massage and bodywork, nutrition and supplements, mind/body and relaxation, and also exercise and movement.

### JENNY CRAIG WEIGHT LOSS\*

Program specials, including a free 30-day program upon joining. You may also choose to enjoy up to 25% off of the six-month VIP program or 20% off the one-year Premium Success Program. (Discounts do not include the cost of food.)

### VITAMIN AND NATURAL SUPPLEMENTS\*

Discounts of up to 25% off items manufactured by Enzymatic Therapy, Inc.

### VISION\*

Discounts on items not covered by your routine vision benefit, such as lens upgrades or additional eyeglasses.

### LASER VISION CORRECTION (LASIK)\*

Discounted by 15% through Advantica's TLC Vision Advantage Program.

### MEDICAL ALERT SYSTEM\*

At a reduced rate. A savings of up to 17% off the retail price for the LifeStation Medical Alert Services.

Communication is key to us at WellCare. If you ever need more information, we are as close as your phone. Simply call us at the number on back the of your ID card and we will be glad to discuss all of the benefits you will continue to enjoy such as:

- A choice of great doctors
- Low or no plan premiums
- Prescription drug coverage

Be on the lookout for your package. You should receive your package by October 31, 2009, which will contain your plan's specific expanded benefit descriptions. Remember that the availability of benefits may vary by state, county or parish, and also by plan. Don't forget that you can find the 2010 plan benefit information online at [www.wellcare.com](http://www.wellcare.com) beginning October 1<sup>st</sup>.

Thanks again for your continued membership with us. Keep checking your mailbox!

*\*The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the WellCare grievance process.*

## CONNECTING THE DOCS

### YOUR PRIMARY CARE PHYSICIAN IS THE KEY TO COORDINATING YOUR CARE

When it comes to managing your health care, your Primary Care Physician, or PCP, is indispensable. This is especially true regarding the coordination of your care with other providers. Always be sure to consult your PCP before you make an appointment to see a WellCare specialist. Many specialists will require a referral from your PCP or prior approval from WellCare.

Because your PCP is the key to your health care, we have a rigorous credentialing process. Our process includes checking the education, training and board certification of a potential PCP. We also take the time to read patient satisfaction surveys and look into whether any previous complaints have been filed regarding the doctor. If we find any information to be unfavorable, we can choose not to contract with that provider. Additionally, you can always change your primary care physician. Our Customer Service representatives will be happy to assist you in finding a new doctor located in an office that is convenient for you.

Because we want to provide you with the flexibility you deserve, we have expanded our network of both PCPs and specialists. See a few of the new additions highlighted below. There are many other physicians that have been newly listed as providers in our network as well. Please make sure you refer to your 2010 Provider Directory for the full listing.

FLORIDA	
Dr. Muhammad Saeed Malik	PCP, Tampa Bay Area
Dr. Yamilet Neninger	Pain Management, Tampa Bay Area
Dr. Saeid Farhadi	Neurology, Tampa Bay Area
Dr. Enio Prieto	PCP, Orlando Area
Dr. Carlos Vizcarra	PCP, Orlando Area
Dr. Edgar Blecker	PCP, Orlando Area
Dr. Remo Raina	PCP, St. Lucie County
Dr. Scott Friedberg	PCP, Palm Beach County
Dr. Carlos Haro	PCP, Broward County
Dr. Herbert Pardell	PCP, Broward County
NEW YORK	
Dr. John Brewer, Dr. Ahumma Ahiarrah, Dr. Kim Griswold	PCP, Niagara Family Health Center, Upstate
Dr. Michael Correa	PCP, New York City Area
Dr. Anthony Ezeagbor	PCP, New York City Area
Dr. David Klein	PCP, New York City Area
Dr. Tajuddin Jiva	PCP, Internal Medicine, Erie
Dr. Peter McQuiller	PCP, Internal Medicine, Erie
Dr. William Dibble	PCP, West New York Area
Dr. Suzanne Lamanna	PCP, West New York Area

ILLINOIS	
Dr. Junji Higuchi	PCP, Chicago Area
Dr. Timothy Butler	POD, Edwardsville
Dr. Gary Steinmann	GS, Maryville
Dr. Jeanette Georgen	BHC, Fairview Heights
MISSOURI	
Dr. Piotr Kulikowski	PCP, Internal Medicine, St. Louis
Dr. Swaroopa Bartakke	Endocrinology, Fenton
Dr. Rafat Nashed	Orthopedics, St. Louis
TEXAS	
Bluitt-Flowers Health Center	PCP, Dallas
Deharo-Saldivar Health Center	PCP, Dallas
East Dallas Health Center	PCP, Dallas
Dr. Clay Gruesbeck	PCP, Family Practice, San Antonio
Dr. Linda Alfonso	PCP, Family Practice, San Antonio
Dr. Junji Higuchi	PCP, Internal Medicine, San Antonio
El Franco Lee Clinic	PCP, Houston
Dr. Alvaro Garcia	PCP, Houston
Dr. Hoc Chu	PCP, Houston
LOUISIANA	
Dr. Rosa Folgar and Dr. Brandi Basso	PCP, Denham Springs Louisiana Clinic
Dr. Kevin Dean	PCP, Plaquemine
Dr. Patricia Depuy	PCP, Baton Rouge
Dr. John Oubre Covington	PCP, New Orleans
Dr. Anjuman Ara	PCP, Kenner
Dr. Stacey Mayeaux	PCP, Port Barre
Dr. Craig Matherne	PCP, Lafayette
CONNECTICUT	
Dr. Richad, Slutsky	PCP
Dr. Lynne Hillis	PCP
Dr. Jacqueline Olayiwola	PCP
GEORGIA	
Dr. David Field	PCP, Atlanta Area
Dr. Varinder Singh	PCP, Atlanta Area
Dr. Ilya Wolfson	PCP, Atlanta Area
NEW JERSEY	
Dr. Waleed Lashin	PCP, Internal Medicine
Dr. Carlos Tejada	PCP, Internal Medicine
Dr. Ramon Sandoval	PCP, Internal Medicine
Dr. Walter Matkiwsky	PCP, Hillside Family Practice



## DON'T LET THE FLU TAKE HOLD OF YOU

Influenza, or the flu, is a highly contagious viral infection. In an average year, the flu causes 36,000 deaths (mostly among those aged 65 years or older) and more than 200,000 hospitalizations in the United States. The “flu season” in the United States is usually from November through April each year. During this time, flu viruses are circulating in the population.

You can take steps to prevent yourself from being included in those numbers.

Get vaccinated. An annual flu vaccine is the best way to reduce the chances that you will get the flu and lessen the chance that you will transmit it to others. It takes about two weeks after getting a flu shot for you to develop a protective immune response, so get your shot as early as possible.

It is recommended that the following groups of people get vaccinated each year:

- Children from 6 months old up to their 19th birthday
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic medical conditions such as asthma or diabetes, those who have immunosuppression or those who are receiving long-term aspirin therapy
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu, including:
  - Health care workers
  - Household contacts or persons at high risk for complications from the flu
  - Household contacts and out-of-home caregivers of children less than 6 months of age (these children are too young to be vaccinated).

Take the following preventive actions to stop germs from spreading:

- Cover your mouth when you cough or sneeze
- Wash your hands with soap and water after you cough or sneeze
- Avoid close contact with others who are ill
- If you get the flu, stay home from work or school and limit your contact with others
- Avoid touching your eyes, nose and mouth.

If you do get infected with the flu virus, take antiviral drugs (if recommended and prescribed by your doctor). Antiviral drugs are prescription medications that keep flu viruses from reproducing in your body. These drugs can make you feel better faster and they can also help prevent you from having serious flu complications.

*Source: Centers for Disease Control and Prevention*



WellCare offers **FREE** flu vaccinations at any Walgreens Pharmacy or Maxim clinic location. All you have to do is present your WellCare ID card and photo ID. Call **1-866-WHI-FLU1** to find a Walgreens Pharmacy or **1-877-962-9358** to find a Maxim clinic location near you to receive your **FREE** flu vaccination!

## ABCs OF DIABETES

If you or someone you know has diabetes, you should know about the ABCs of diabetes. They were developed by the American Diabetes Association.

**A** stands for your A1C or your glucose average.

The A1C is a blood test to measure the sugar levels in your blood. The target number is below seven. You should have your blood tested at least twice a year and possibly more often if necessary.

**B** stands for blood pressure.

Your blood pressure should be below 130/80. Your doctor should check it at every visit. If you need medicine to lower your blood pressure, please follow these guidelines:

- After you start a new blood pressure drug, make a follow-up visit in one to two months. Then your doctor can check your blood pressure to see if there are any side effects.
- Once your blood pressure is stable, visit the doctor every three to six months. That way, he or she can keep an eye on your blood pressure.

**C** stands for cholesterol.

Cholesterol is something that is in all humans. It is a waxy, fat like substance. It travels throughout

the body in the blood. There is good and bad cholesterol. The good it does is that it is part of the cell membrane. It is used by all the cells in the body. It helps in the production of testosterone and estrogen. The bad is that it clogs your arteries. Too much bad cholesterol in your blood can lead to a heart attack or stroke. You cannot feel if you have bad cholesterol in your blood. You have to visit your doctor and have blood drawn to check it. You should do this at least once a year. Your bad cholesterol level should be less than 100.

This article suggests when you should get these tests. Your doctor will be the one to decide how often you need to have them.

Did you know we have a diabetes management program? You will get one-on-one service from a registered nurse. We will send you information to teach you more about diabetes. If you need it, we can arrange case management for you. This can help you get your diabetes under control. If you would like to join, call our Disease Management department. Call toll-free at **1-866-635-7045** (TTY/TDD: **1-877-247-6272**). Representatives are available Monday through Friday, from 8am to 5pm Eastern.

*"I am very much satisfied with WellCare and tell everyone I know about WellCare."*

—Sandra, Pensacola, FL



## ANNOUNCING THE ANOC T-SHIRT CONTEST WINNER

A round of congratulations goes out to member B. L. DeJesus, creator of the winning design for our Annual Notice of Changes (ANOC) T-shirt design contest! We were excited to see that more than a hundred entries were mailed in, and it was a tough choice, but we found our winner.

## APPOINTMENTS: YOURS TO KEEP

It is very important to keep your appointments for doctor visits. This includes lab tests or X-rays. Not showing up means you don't get the care you need. Plus it disrupts the doctor's schedule. When you get there late, it makes it hard for your doctor to give you all of the time you might want and deserve. Please call your doctor at least one day ahead of time if you can't keep a scheduled appointment.



P.O. Box 25358  
Tampa, FL 33622-5388

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WELLCARE

Important plan and other prevention  
and wellness information



WellCare is a health plan with a Medicare contract.

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## WELLSEARCH PUZZLE

How many of the words below can you find in this grid? The hidden words can go from top to bottom, bottom to top or diagonally.

- |                |           |
|----------------|-----------|
| ANOC           | COPAYMENT |
| HEAL           | VACCINE   |
| BENEFITS       | DOCTOR    |
| CARECONNECTION | WALK      |
| PCP            | EXERCISE  |
| CHECKUP        | WEIGHT    |
| PRESCRIPTION   | HAPPY     |
| COMMITMENT     | XRAY      |
| SILVERSNEAKERS |           |

H	W	E	I	G	H	T	J	O	N	D	B	S	S	S
O	P	Z	T	G	F	D	P	D	O	P	E	Z	R	M
Y	D	A	C	M	P	O	D	R	I	X	Y	E	V	N
C	A	C	N	Y	C	C	O	L	T	M	K	L	A	W
Q	E	R	O	H	Y	T	P	B	C	A	N	W	V	F
E	B	M	X	M	C	K	E	O	E	Y	F	C	P	J
J	N	S	R	O	M	N	A	N	N	A	Y	O	U	D
V	O	I	D	O	E	I	S	H	N	N	P	P	K	D
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Q	E	I	G	T	Q	H	Z	D	A	F	T	N	V	M
E	S	I	C	R	E	X	E	F	C	K	L	T	J	R
P	R	E	S	C	R	I	P	T	I	O	N	W	R	E