



Home Delivered Meals	For home delivered meals (general): 10 meals per authorization For home delivered meals - post-facility discharge (hospital or nursing facility): Unlimited with prior authorization For home delivered meals - disaster preparedness/relief: one (1) annually	Yes	Call Customer Service at 1-866-334-7927
Meal Stipend (available for long distance medical appointment day-trips)	\$200 per day up to \$1,000 per year for trips greater than 100 miles	Yes	Call Customer Service at 1-866-334-7927
Over-the-Counter Benefit	\$25/month per household to spend on an approved list of products	No	Call Customer Service at 1-866-334-7927
Swimming Lessons (children only)	\$200 per year for up to 1,000 enrollees (children)	Yes	Call Customer Service at 1-866-334-7927
Adult Expanded Benefits			
Acupuncture Services	Unlimited with prior authorization	Yes	Call Customer Service at 1-866-334-7927
Art Therapy	Sessions as needed per provider recommendation	Yes	Call Customer Service at 1-866-334-7927
Behavioral Health Assessment/Evaluation Services	Unlimited: psychiatric evaluation; psychiatric diagnostic evaluation; psychiatric diagnostic evaluation with medical services; brief behavioral health status exam; limited functional assessment, mental health and substance; in-depth	No	Call Customer Service at 1-866-334-7927





	assessment, mental health and substance abuse;		
	biopsychosocial evaluation, mental health and substance abuse; psychological testing; mental health assessment by non-physician; administration of patient-focused health risk assessment instrument with scoring and documentation, per standardized instrument		
Behavioral Health Day Services/Day Treatment	Unlimited units	No	Call Customer Service at 1-866-334-7927
Behavioral Health Medical Services (e.g. medication management, drug screening, etc.)	Unlimited units for verbal interaction, medication management, and drug screening	Yes (for drug screening only)	Call Customer Service at 1-866-334-7927
Behavioral Health Psychosocial Rehabilitation	Unlimited units	No	Call Customer Service at 1-866-334-7927
Behavioral Health Screening Services	Unlimited units	No	Call Customer Service at 1-866-334-7927
Chiropractic Services	Unlimited with prior authorization	Yes	Call Customer Service at 1-866-334-7927
Computerized Cognitive Behavioral Therapy	With prior authorization, unlimited visits for health and behavior assessment and re-assessment; individual, group, and family (with or without the patient present) health and behavior intervention	Yes	Call Customer Service at 1-866-334-7927





Durable Medical Equipment/Supplies	Enrollee must be diagnosed with asthma	Yes	Call Customer Service at 1-866-334-7927
	in order to qualify: 1) Unlimited Hypoallergenic Bedding 2) 1 HEPA Filter Vacuum Cleaner		
Equine Therapy	10 sessions	Yes	Call Customer Service at 1-866-334-7927
Group Therapy (Behavioral Health)	Unlimited units for group therapy and unlimited units for brief group medical therapy	No	Call Customer Service at 1-866-334-7927
Hearing Services	The following services are provided 1 per every 2 years: assessment for hearing aids, hearing aid fitting/checking, hearing aid monaural in ear, behind ear hearing aid, hearing aid dispensing fee, in ear binaural hearing aid, behind ear binaural hearing aid, dispensing fee, behind ear cros hearing aid, cros hearing aid dispensing fee, behind ear bicros hearing aid, dispensing fee bicros, and hearing evaluation	No	Call Customer Service at 1-866-334-7927
Home Health Nursing/Aide Services	Unlimited visits by a home health aide or certified nurse assistant (per hour and per visit); unlimited nursing care in the home provided by a registered nurse or licensed practical nurse (per hour and per diem); and unlimited	Yes	Call Customer Service at 1-866-334-7927





	personal care services (per 15 minute units and per diem)		
Homemaker Services (e.g. hypoallergenic carpet cleanings)	Enrollee must be diagnosed with asthma in order to qualify: <ul style="list-style-type: none"> • 2 carpet cleanings per year 	Yes	Call Customer Service at 1- 866-334-7927
Home Visit by a Social Worker	48 visits per year with prior authorization	Yes	Call Customer Service at 1- 866-334-7927
Individual/Family Therapy	Unlimited units for individual and family therapy and unlimited units for brief individual psychotherapy	No	Call Customer Service at 1- 866-334-7927
Massage Therapy	Unlimited with prior authorization	Yes	Call Customer Service at 1- 866-334-7927
Medication Assisted Treatment Services	Unlimited with prior authorization	Yes	Call Customer Service at 1- 866-334-7927
Mental Health Targeted Case Management	Unlimited units	No	Call Customer Service at 1- 866-334-7927
Nutritional Counseling	Sessions as needed per provider recommendation - nutrition class, initial and subsequent individual medical nutrition, group medical nutrition, and individual and group medical nutrition therapy after a change in diagnosis, medical condition, or treatment regimen	No	Call Customer Service at 1- 866-334-7927
Occupational Therapy	One evaluation and one re- evaluation per year, and up	No	Call Customer Service at 1- 866-334-7927





	to 7 therapy treatment units per week		
Outpatient Hospital Services	Additional \$500 per year	No	Call Customer Service at 1-866-334-7927
Pet Therapy	Sessions as needed per provider recommendation	Yes	Call Customer Service at 1-866-334-7927
Physical Therapy	One evaluation and one re-evaluation per year, and up to 7 therapy treatment units per week	No	Call Customer Service at 1-866-334-7927
Prenatal Services	Rental of a hospital grade breast pump, one per year with prior authorization; rental of a breast pump, one per two years; 14 antepartum visits for low-risk pregnancies; 18 antepartum visits for high-risk pregnancies; 3 postpartum visits within 90 days following delivery	Prior authorization required for hospital grade breast pump. Remaining services do not require prior authorization.	Call Customer Service at 1-866-334-7927
Primary Care Services	Unlimited outpatient visits	No	Call Customer Service at 1-866-334-7927
Respiratory Therapy	One initial evaluation and one re-evaluation per year; one respiratory therapy visit per day	No	Call Customer Service at 1-866-334-7927
Speech Therapy	One evaluation and re-evaluation per year; one evaluation of oral and pharyngeal swallowing function per year; up to 7 therapy treatment units per week; one AAC initial evaluation and one AAC re-evaluation per year; up to	No	Call Customer Service at 1-866-334-7927





	four 30-minute AAC fitting, adjustment, and training sessions per year		
Therapeutic Behavioral On-Site Services	Unlimited units	No	Call Customer Service at 1-866-334-7927
Vaccine - Influenza	Unlimited	No	Call Customer Service at 1-866-334-7927
Vaccine - Pneumonia	Unlimited	No	Call Customer Service at 1-866-334-7927
Vaccine - Shingles	One vaccine per year	No	Call Customer Service at 1-866-334-7927
Vaccine - Tdap	One vaccine per pregnancy	No	Call Customer Service at 1-866-334-7927
Vision Services	1 pair of frames per year, one eye exam per year. The following contact lenses are dispensed in a 6-month supply with a prescription: PMMA, toric or prism ballast, per lens; gas permeable, toric, prism ballast, per lens; gas permeable, extended wear, per lens, hydrophilic, spherical, per lens, hydrophilic, toric, or prism ballast, per lens, hydrophilic extended wear, per lens; contact lens, other type	No	Call Customer Service at 1-866-334-7927
Waived Copayments	All services except non-emergency ER visits	No	Call Customer Service at 1-866-334-7927
Long-Term Care Services - these services are only available for LTC enrollees			
Assisted Living Facility/Adult Family	30 days	Yes	Call Customer Service at 1-866-334-7927





Care Home – Bed Hold Days			
Housing Assistance (rent, utilities, ad/or grocery assistance)	Maximum of two hundred and fifty dollars (\$250) per community-based enrollee per year to assist with housing related expenses (rent, utilities, etc)	Yes	Call Customer Service at 1-866-334-7927
Individual Therapy Sessions for Caregivers	Sessions as needed per provider recommendation	Yes	Call Customer Service at 1-866-334-7927
Nursing Facility to Community Setting Transition Assistance	\$5,000 per lifetime	Yes	Call Customer Service at 1-866-334-7927
Transportation Services to Non-Medical Appointments/Activities	3 round trips per month	No	Call Customer Service at 1-866-334-7927

Covered Health Management Programs

Staywell offers programs to help members access care and learn how to manage health conditions, including case management. The following are health management programs available to members. For more information please contact Staywell at 1-866-334-7927 or visit www.wellcare.com/Florida

Program Name	Description	Contact Information
Care and Disease Management	MMA members with medical conditions requiring extra support and all LTC members are part of the Care Management program. Members receive support from their Care Manager to identify service needs and coordinate appropriate care.	Call Customer Service at 1-866-334-7927
Nurse Advice Line	24-hour helpline to speak to a nurse	1-800-919-8807
Behavioral Crisis Help Line	24-hour helpline to help during a behavioral health crisis	1-888-491-5252
Community Connections Help Line	Help connecting with community resources	1-866-775-2192





Behavioral Health Program	Helps members find a provider, counselor or other care, offers	Call Customer Service at 1-866-334-7927
	guidance on health, wellness and healthy support systems, following the plan of care and medication schedule, changing unhealthy behaviors and learning healthy coping skills	
Substance Abuse Disorder Program	Offers guidance on health, wellness, and positive support systems, referrals to Narcotics Anonymous (NA) and Alcoholics Anonymous (AA), encouragement and support for the treatment plan and self-care	Call Customer Service at 1-866-334-7927
First Year of Life Program	Guidance, education and health coaching for new parents during the first 15 months of baby's life; find a physician for baby; encourage wellness visits; shots and lead testing as needed; access to baby resources like our Healthy Rewards Program, WIC, Healthy Start, Early Steps, community resources for housing, utilities, child care, and more.	Call Customer Service at 1-866-334-7927
End-of-Life Issues including Information in Advance Directives	Care management supports members with life-threatening illness. Care Managers will discuss treatment plan options, quality of life decisions and Advance Directives including: <ul style="list-style-type: none"> ▪ Living Will ▪ Health Care Surrogate Designation ▪ Organ Donation 	Call Customer Service at 1-866-334-7927
Nutritional Counseling	Assessment, hands-on care, education, and guidance to caregivers and members about nutrition	Call Customer Service at 1-866-334-7927
Medication Programs	Initiatives to help members obtain and maintain appropriate medications, and to improve medication adherence	Call Customer Service at 1-866-334-7927





Health Promotion Programs	Initiatives to help members obtain and maintain appropriate medical treatment	Call Customer Service at 1-866-334-7927
Health/Wellness Coaching	Education and guidance for members and caregivers to make healthy choices	Call Customer Service at 1-866-334-7927
Healthy Rewards	Rewards for members who complete specific health, wellness, and engagement milestones	Call Customer Service at 1-866-334-7927

