



Prescription Drug Extra Help Checklist

Did you get Extra Help - Low Income Subsidy Assistance - paying for your prescription drug costs in 2018? To get assistance again this year, you must apply for recertification. Or maybe you already get Extra Help in 2019, but your co-pays and premiums are higher than expected. In either case, you can submit copies of your Best Available Evidence (BAE) to us.

Best Available Evidence includes documents that show you qualify for Extra Help. Once we validate the Best Available Evidence with Medicaid/Medicare, we will update your Low Income Subsidy Assistance status as quickly as possible.

Documents that show you qualify are listed. Please send a **copy** of one or more documents from the checklist below, and mark the documents you send.

(Include this checklist as well.) To view examples, please visit

www.wellcare.com/medicare, www.ohanahealthplan.com/medicare or www.wellcare.com/PDP.

- Medicaid card that includes name and eligibility date during a month after June of the previous calendar year
- Copy of a state document that confirms active Medicaid status during a month after June of the previous calendar year
- Social Security Administration (SSA) award letter to determine eligibility for full or partial subsidy
- A print out from the State electronic enrollment file showing Medicaid status during a month after June of the previous calendar year
- Screen print from your state's Medicaid systems showing Medicaid status during a month after June of the previous calendar year
- Other documentation provided by your state showing Medicaid status during a month after June of the previous calendar year
- State document that confirms Medicaid payment on behalf of the individual to the facility for a full calendar month after June of the previous calendar year
- Screen print from the State's Medicaid systems showing that individual's institutional status based on at least a full calendar month stay for Medicaid payment purposes during a month after June of the previous calendar year

- A remittance from the facility showing Medicaid payment for a full calendar month during a month after June of the previous calendar year
- A letter from Social Security showing that you receive SSI
- An application filed by deemed eligible confirming "...automatically eligible for "Extra Help....."
- A State-issued Notice of Action, Notice of Determination, or Notice of Enrollment that includes the beneficiary's name and HCBS (Home and Community Based Services) eligibility date during a month after June of the previous calendar year
- A State-approved HCBS Service Plan that includes the beneficiary's name and effective date beginning during a month after June of the previous calendar year
- A State-issued prior authorization approval letter for HCBS that includes the beneficiary's name and effective date beginning during a month after June of the previous calendar year
- Other documentation provided by the State showing HCBS eligibility status during a month after June of the previous calendar year; or
- A state-issued document, such as a remittance advice, confirming payment for HCBS, including the beneficiary's name and the dates of HCBS

Fax or mail the **copies** of your Best Available Evidence along with this checklist to us. Please include your name, subscriber ID and phone number so we may contact you directly with any questions on the documentation.

Fax directly to our enrollment team toll-free:

Non-Urgent: **1-866-889-8241**

Urgent: **1-877-844-8531**

Or mail to:

WellCare/'Ohana/Easy Choice/WellCare TexanPlus®
 Attn: LISOVR
 P.O. Box 31392
 Tampa, FL 33631-3392

For more information, please visit the "Medicare & You" Publication website at:
<https://www.medicare.gov/sites/default/files/2018-09/10050-medicare-and-you.pdf>

Or, use the following link to view CMS's BAE page:
https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Best_Available_Evidence_Policy.html

If you have any questions, please call Customer Service toll-free at the number listed on the following pages for your state and plan:



We're always just a phone call away!

If you're ready to enroll or have enrollment questions, call **1-866-999-3945** (CA), **1-800-265-8171** (HI), **1-866-556-4607** (TX)*, **1-866-245-4143** (TX)**, or **1-866-527-0056** (All Others).

Representatives are available from 8 a.m. to 8 p.m., 7 days a week.

If you're already a member, call the number for your state/plan listed below.

Alabama (AL):	WellCare Value (HMO).....	1-866-653-0981
Arkansas (AR):	WellCare Rx (HMO), WellCare Value (HMO-POS), WellCare Advance (HMO-POS), WellCare Preferred (HMO), WellCare Premier (PPO)	1-800-316-2273
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-855-292-0237
Arizona (AZ):	WellCare Value (HMO).....	1-866-797-2641
	WellCare Liberty (HMO SNP).....	1-877-778-1855
California (CA):	Easy Choice Plus Plan (HMO), Easy Choice Best Plan (HMO), Easy Choice Rx (HMO)	1-866-999-3945
	Easy Choice Freedom Plan (HMO SNP)	1-866-999-3945
Connecticut (CT):	WellCare Preferred (HMO), WellCare Rx (HMO-POS), WellCare Value (HMO)....	1-866-579-8006
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-866-635-7047
Florida (FL):	WellCare Dividend (HMO), WellCare Value (HMO), WellCare Value (HMO-POS), WellCare Essential (HMO-POS), WellCare Dividend Prime (HMO), WellCare Elite (HMO), WellCare Premier (PPO), WellCare Prime (PPO), WellCare Guardian (HMO SNP), WellCare Champion (HMO SNP).....	1-888-888-9355
	WellCare Select (HMO SNP), WellCare Access (HMO SNP), WellCare Liberty (HMO SNP), WellCare Reserve (HMO SNP).....	1-866-637-8041
Georgia (GA):	WellCare Value (HMO), WellCare Advance (HMO-POS), WellCare Choice (HMO), WellCare Premier (PPO), WellCare Prime (PPO).....	1-866-334-7730
	WellCare Access (HMO SNP), WellCare Liberty (HMO SNP)	1-866-482-3361
Hawaii (HI):	'Ohana Value (HMO).....	1-888-505-1201
	'Ohana Liberty (HMO SNP).....	1-877-457-7621
Illinois (IL):	WellCare Advance (HMO-POS), WellCare Value (HMO-POS), WellCare Rx (HMO), WellCare Plus (HMO), WellCare Choice (HMO-POS)	1-866-334-6876
Kentucky (KY):	WellCare Value (HMO), WellCare Essential (HMO-POS), WellCare Advance (HMO-POS)	1-877-560-2766
	WellCare Access (HMO SNP), WellCare Liberty (HMO SNP)	1-877-560-3206

Louisiana (LA):	WellCare Rx (HMO), WellCare Value (HMO).....	1-866-804-5926
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-866-530-9488
Maine (ME):	WellCare Value (HMO).....	1-866-682-0536
	WellCare Access (HMO SNP).....	1-866-682-0537
	WellCare Today's Options Advantage Plus 150A (PPO), WellCare Today's Options Advantage Plus 550B (PPO), WellCare Today's Options Advantage 300 (PPO)	1-866-422-5009
	WellCare Today's Options Premier 300 (PFFS), WellCare Today's Options Premier 200 (PFFS)	1-866-568-8921
	WellCare Value (HMO), WellCare Essential (HMO-POS), WellCare Advance (HMO-POS).....	1-800-316-2273
Mississippi (MS):	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-855-292-0237
	WellCare Value (HMO).....	1-877-655-2425
North Carolina (NC):	WellCare Access (HMO SNP).....	1-877-655-2422
	WellCare Rx (HMO), WellCare Value (HMO-POS).....	1-866-687-8570
New Jersey (NJ):	WellCare Liberty (HMO SNP).....	1-877-706-9509
	WellCare Value (HMO), WellCare Rx (HMO), WellCare Choice (HMO), WellCare Preferred (HMO), WellCare Essential (HMO), WellCare Advance (HMO), WellCare Today's Options Classic (HMO), WellCare Premier (PPO)	1-800-278-5155
New York (NY):	WellCare Access (HMO SNP).....	1-866-482-3363
	WellCare Liberty (HMO SNP).....	1-866-491-5746
	WellCare Today's Options Advantage Plus 750B (PPO), WellCare Today's Options Advantage Plus 450A (PPO), WellCare Today's Options Advantage 300 (PPO), WellCare Today's Options Advantage Plus 550B (PPO), WellCare Today's Options Advantage Plus 150A (PPO).....	1-866-422-5009
	WellCare Today's Options Premier Plus 650B (PFFS), WellCare Today's Options Premier Plus 250A (PFFS), WellCare Today's Options Premier 300 (PFFS), WellCare Today's Options Premier 200 (PFFS)	1-866-568-8921
	WellCare Value (HMO), WellCare Elite (HMO), WellCare Advance (HMO-POS), WellCare Prime (PPO), WellCare Premier (PPO).....	1-888-345-8437
South Carolina (SC):	WellCare Access (HMO SNP).....	1-888-345-9036

Tennessee (TN):	WellCare Dividend (HMO), WellCare Rx (HMO), WellCare Value (HMO-POS), WellCare Advance (HMO-POS).....	1-800-316-2273
	WellCare Access (HMO SNP).....	1-855-292-0237
Texas (TX):	WellCare TexanPlus Classic (HMO)*, WellCare TexanPlus Value (HMO), WellCare TexanPlus Choice (HMO-POS).....	1-866-230-2513
	WellCare TexanPlus Classic (HMO)**	1-800-958-2707
	WellCare TexanPlus Classic (HMO)***, WellCare Dividend Prime (HMO), WellCare Value (HMO-POS).....	1-866-687-8878
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP), WellCare TexanPlus Star (HMO SNP).....	1-866-530-9495
	Retiree – MA – PD CY (HMO).....	1-866-230-2513

Hours of operation
Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m.,
Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.,
or visit us anytime at www.wellcare.com/medicare or www.ohanahealthplan.com/medicare

Nurse Advice Line	1-800-581-9952 (24 hours, 7 days a week)
TTY for all of the above	711

* Texas Service Area: Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jefferson, Liberty, Montgomery, Orange, Waller
** Texas Service Area: Colin, Dallas, Rockwall, Tarrant
*** Texas Service Area: Bexar, El Paso, Travis, Williamson



We're always just a phone call away!

If you're ready to enroll or have enrollment questions, call **1-888-293-5151**.

Representatives are available from 8 a.m. to 8 p.m., 7 days a week.

If you're already a member, call the number for your state/plan listed below.

Prescription Drug Plans:	WellCare Classic (PDP), WellCare Extra (PDP),	
	WellCare Value Script (PDP).....	1-888-550-5252

Hours of operation

Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m.,

Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.,

or visit us anytime at **www.wellcare.com/PDP**

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'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc. WellCare Health Plans, Inc., is an HMO, PPO, PDP, PFFS plan with a Medicare contract and is an approved Part D Sponsor. Enrollment in our plans depends on contract renewal.

Special Needs Plans: Dual Eligible Special Needs Plans have a contract with the state Medicaid program.

For TennCare Members, Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits.

