



Welcome to WellCare of Nebraska!

Dear Member,

Thank you for trusting your healthcare to WellCare of Nebraska, Inc.! We'll work hard to give you and your family the healthcare you need.

As our member, you now have access to a large number of healthcare providers, specialists and hospitals. We also offer many benefits at no cost to you.

What's Inside?

Inside this welcome kit, you'll find a Quick Start Guide, an Over-the-Counter Catalog, a Member Rights and Responsibilities Insert, a Healthy Rewards Brochure and a Health Survey. Please take a moment to look them over.

Also, please be sure to fill out your Health Survey and return it to us in the enclosed postage-paid envelope. Completing and returning the survey will help us make sure you get the health services you need.

Your enrollment in the plan is not affected by your answers, and your answers will be kept private.

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www.wellcare.com/Nebraska
www.neheritagehealth.com



Member ID Card

If you're a new member, you will receive your Identification (ID) card in a separate mailing.

If you do not receive your ID card within 10 business days of becoming our member, please give us a call toll-free at **1-855-599-3811 (TTY 711)**. You can reach us Monday–Friday, 8 a.m. to 5 p.m. Central Time.



Select a Primary Care Provider

It's important for you to select a Primary Care Provider (PCP). We may call you to help you choose one. If we're not able to reach you, and you have not chosen a PCP, we will automatically select one for you. However, you may also call Member Services at 1-855-599-3811 (TTY 711) to choose a PCP or change the PCP that we selected for you. You can reach us Monday–Friday, 8 a.m. to 5 p.m. Central Time.

Urgent Care and Emergency Care

- ✓ Remember that you don't need plan approval to visit an Urgent Care Center if you need care when your doctor isn't available and the situation isn't an emergency.
- ✓ In a medical emergency – a very serious or life-threatening issue – call **911** or go to the nearest emergency room.
- ✓ In a behavioral health emergency, call our 24-hour Behavioral Health Crisis Line at **1-800-378-8013**.
- ✓ If you're not sure whether it's an emergency, or you have health-related questions, call our 24-hour Nurse Advice Line at **1-800-919-8807**.

Phone Numbers

- ✓ Member Services: **1-855-599-3811** (TTY: **711**)
- ✓ Behavioral Health Member Services: **1-855-599-3811**
- ✓ 24-Hour Nurse Advice Line: **1-800-919-8807**
- ✓ 24-Hour Behavioral Health Crisis Hotline: **1-800-378-8013**

Our Website

You can find helpful materials and answers to many of your questions on our website: www.wellcare.com/Nebraska. Members can find all this and more:

- ✓ Providers and pharmacies in your area
- ✓ List of covered medications
- ✓ The Member Handbook
- ✓ Prescription drug coverage request forms
- ✓ Co-pay information
- ✓ Member newsletters
- ✓ The OTC Catalog

Member Handbook and Provider Directory

Also remember that you can learn more about your new health plan by reviewing your Member Handbook. You'll find helpful details about your health plan, including:

- ✓ The services we cover and how to get them
- ✓ Details about grievances and appeals
- ✓ How to get transportation services
- ✓ Information about preventive care, pregnancy care and help managing long-term conditions

We wish you good health.

Sincerely,

WellCare of Nebraska

You can find the handbook at www.wellcare.com/Nebraska. You can also find our Provider Directory on our website. Click on *Find a Provider/Pharmacy*.

You can also call Member Services, toll-free at **1-855-599-3811** (TTY **711**) and ask for printed copies of these materials. They are available free of charge. You can reach us Monday–Friday, 8 a.m. to 5 p.m. Central Time.