SCHEDULE YOUR PREVENTIVE CARE VISIT

Preventive care visits, or routine checkups, are important to your health.

Why are preventive visits important?
- They allow for your doctor to check your health
- They make sure you get the right screenings
- They help you stay healthy

Preventive care includes:
- Regular doctor visits
- Screening for illnesses and health problems
- Immunizations

Preventive care may include screenings for:
- Blood pressure
- Height, weight and body fat (BMI)
- Blood tests
- Bone density
- Depression
- Vision and hearing
- Cancers as appropriate to your age, sex and risk factors

NEED HELP FINDING A DOCTOR? Call the Customer Service number on your member ID card.

SOURCE: Centers for Disease Control and Prevention, “Clinical Preventive Services,” retrieved from: http://www.cdc.gov/aging/services/

www.wellcare.com/medicare
**TELL US ABOUT YOUR HEALTH CARE EXPERIENCES**

**IT’S SURVEY TIME**
In February, The Myers Group will mail a health care survey to a small number of members. If you receive the survey, please complete and return it in the envelope provided. If you do not reply by mail, they will contact you by phone to complete the survey. Your answers will be kept private, and the opinions you give will help us improve our programs and services.

**YOU DO MAKE A DIFFERENCE**
Based on your comments from last year’s survey, WellCare is taking giant steps to improve our plans and services. You will be asked to rate the quality of your care and the value of your health plan. We try our best to provide you the quality, service and value you deserve.

**DON’T FORGET**
Make an appointment for your yearly checkup. It’s available at no cost to you. And it’s not too late to call your doctor if you haven’t had your annual flu shot.

**KEEP TRACK OF YOUR MEDICINES**

*with a Free App*

It can be difficult to keep track of your medicines – especially if you take several each day. But there’s an app for that!

Check out free apps on both Android and Apple devices. There are special apps designed to help you keep track of your medicine and monitor your refills.

Just open your App Store and search for “medication reminders.” Use the one that best fits your needs. It’s that simple!
DEPRESSION: Your Behavioral Health Is Important to Us

Your behavioral health is as important to us as your physical health. Behavioral health and physical health both impact each other.

What is depression?
Everyone feels down or sad sometimes, but these feelings usually pass after a few days. When you have depression, you have trouble with daily life for weeks at a time. Depression is a serious illness that needs treatment.

Is depression linked to aging?
Depression is a common problem among older adults, but it is not a normal part of aging. It may be overlooked because, for some older adults who have depression, sadness is not the main symptom. They may have other, less obvious symptoms of depression, or they may not be willing to talk about their feelings. Therefore, doctors may be less likely to recognize that their patient has depression.

What are the symptoms?
Different people have different symptoms. Some symptoms of depression include:

- Feeling sad or "empty"
- Feeling hopeless, irritable, anxious or guilty
- Loss of interest in favorite activities
- Feeling very tired
- Not being able to concentrate or remember details
- Not being able to sleep, or sleeping too much
- Overeating, or not wanting to eat at all
- Thoughts of suicide, or suicide attempts
- Aches or pains, headaches, cramps or digestive problems

Continued on page 4
What causes depression?
Several factors, or a combination of factors, may contribute to depression.

GENES
People with a family history of depression may be more likely to develop it than those whose families do not have the illness. Older adults who had depression when they were younger are more at risk for developing depression later in life.

BRAIN CHEMISTRY
People with depression may have different brain chemistry than those without the illness.

STRESS
Loss of a loved one, a difficult relationship or any stressful situation may trigger depression.

OTHER CHANGES
For older adults who experience depression for the first time later in life, depression may be related to changes that occur in the brain and body as a person ages.

How is depression treated?
The first step to getting treatment is to visit a doctor. Certain medications or conditions can cause symptoms similar to depression. A doctor can rule out these factors by doing a complete physical exam, interview and lab tests. We cover one depression screening per year at no cost to you.

IF YOU OR SOMEONE YOU CARE ABOUT IS IN CRISIS, PLEASE SEEK HELP IMMEDIATELY.
CALL 911 or visit a nearby emergency department or your doctor’s office. You can also call the toll-free, 24-hour National Suicide Prevention Lifeline at 1-800-273-8255 (TTY 1-800-799-4889).

MEDICAL EMERGENCIES

Medical emergencies can happen at any time. Take a moment to assess the issue.

 решил of emergency:
If you feel you are having an emergency, go to the nearest emergency room (ER) or CALL 911.

 решел it’s not an emergency:
If you feel you are not having an emergency, contact your primary care physician (PCP). Your doctor will help you determine what your next steps should be.

remember these tips:
- Don’t feel well? Don’t wait until the last minute to see if you start to feel better or to see if your doctor can help.
- Sometimes your doctor can see you on the same day if you’re not feeling well or if you start to feel worse. Call your doctor’s office and request an urgent or same-day appointment.
- Unless you’re having a medical emergency, it’s better to see your doctor rather than go to the ER. Your doctor has a complete understanding of your medical conditions, including medications, and is better equipped to take care of you.

help prevent a trip to the ER:
- Regular checkups: Schedule and go to your regular health care visits with your PCP. These visits can help you and your doctor stay up to date with tests, blood work and exams.
- Home checks: If you have a health problem that requires home checks (such as blood pressure or blood sugar), be sure to understand what and how to monitor. Keep a journal of results to share with your doctor.

Continued on page 6
- **Call your doctor:** Don’t feel quite right? Call your doctor if something seems amiss.
- **Manage your medications:** Let your doctor know if you are having trouble getting a medication or remembering to take a medication. Make sure you understand:
  - Which medications you take
  - What they are used for
  - How to take them
  - Any side effects
- **Ask questions:** Don’t be afraid to ask your doctor or nurse about your health care. Repeat their instructions back to be sure you understand.

You can also call our Nurse Line if you have questions, or go to Urgent Care rather than visiting the ER.

### The ER Game
When should you go to the Emergency Room? Check the answers below to see how you score.

1. Sprain to the knee  
   - YES
   - NO
2. Important medicine runs out  
   - YES
   - NO
3. Broken arm  
   - YES
   - NO
4. Chest pain  
   - YES
   - NO
5. Sudden weakness or trouble talking  
   - YES
   - NO
6. Sore throat  
   - YES
   - NO
7. Bump on head that causes a blackout  
   - YES
   - NO
8. Seasonal allergies  
   - YES
   - NO

*Instead of going to the ER, contact your doctor, call the Nurse Line or go to Urgent Care.*

1. **No**  
   - Yes, it could be a stroke  
   - No, it may be more serious
2. **No**  
   - Yes, it may be a heart attack  
   - No, see your doctor before your medication runs out
3. **No**  
   - Yes, it may be a heart attack  
   - No, see your doctor before your medication runs out
4. **No**  
   - Yes, it may be a heart attack  
   - No, see your doctor before your medication runs out
5. **No**  
   - Yes, it could be a stroke  
   - No, it may be a heart attack
CLICK or CALL
for the Latest Drug Coverage Updates

Want to find the latest information about the drugs we cover? Visit our website to find your most up-to-date formulary. There, you can also:
- Learn about medications we’ve recently added; and
- Find changes to drug requirements or coverage limits to drugs.

Please notice that many of the brand name medications have recently been replaced on the formulary with their generic versions. To find your plan-specific formulary on the website, go to www.wellcare.com/medicare and click on “Please select your plan’s state to…” and select your state. On the next page, select your plan type (for example, “Medicare”), enter your zip code and click “Search.” Find your plan and click “Go to my plan details.” Under “Plan Materials,” click on the “Pharmacy” drop down menu, then click on “Drug List (Formulary).” You can also call us at the number on the back of your member ID card.

ALWAYS TALK WITH YOUR DOCTOR

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor’s advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by WellCare. Also, WellCare does not guarantee any health results. You should review your plan or call Member Services to find out if a service is covered.

CALL 911 or your doctor right away in a health emergency.

REFER a friend

If we’ve helped you, then you may know other Medicare eligible people who could benefit from our services.

If so, ask them to give us a call at 1-866-527-0056 (TTY 711)

Monday-Friday, 8 a.m. to 8 p.m. to discuss what they need in a health plan.
Health and wellness or prevention information

WellCare (HMO) is a Medicare Advantage organization with a Medicare contract. Enrollment in WellCare (HMO) depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premiums and/or co-payments/coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. WellCare uses a formulary. TennCare 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.