

Communicating With Your Doctors for Better Coordination of Care

Going from one doctor to another or from the hospital back home is like the start of a road trip. It is important not to leave until you know your destination. Are you going to a new doctor? Your regular doctor should talk with the new doctor to explain why you need the added care. Are you going home from the hospital? A plan should be in place for your care at home.

Here are some steps you can take to help coordinate your care:

- Carry with you important information about your condition, doctor and pharmacy.
- Bring a list of your medications to your appointment with your new doctor or hospital.

- Do you have a family member or friend who helps take care of you? Bring him or her with you to your appointment.
- Write a list of questions before your appointment or hospital stay. Ask about anything you do not understand.
- When you leave the hospital make an appointment with your doctor within seven days. Bring your hospital discharge plan to your appointment.

Source: Center for Advancing Health, "The Handoff: Your Roadmap to a New Doctor's Care," retrieved from www.cfah.org/prepared-patient/prepared-patient-articles/the-handoff-your-roadmap-to-a-new-doctor-care



Numbers to Know

We're just a phone call (or click) away!

Call Customer Service:

1-888-588-9842

TTY 1-877-247-6272

Monday–Friday,
8 a.m. to 6 p.m.

Or visit

**[www.wellcare.com/
South-Carolina](http://www.wellcare.com/South-Carolina)**

Nurse Advice Line:

1-800-919-8807

Projects Seek Ways to Improve Care and Services

We're always looking for ways to do better. That's the idea behind our Performance Improvement Projects (PIPs).

Clinical PIP:

One of our projects this year is to improve care for diabetic members. We are working to get more of these members to check their average blood sugar. This is done with a simple test called a "hemoglobin A1C." This can help members manage their diabetes. Here are some things you should know about this PIP:

- This PIP replaced the prior clinical PIP was called "Improving Utilization of Adolescent Well Care Preventive Care Services, which showed some improvement over the prior year's scores
- This PIP is called "Improving Hemoglobin A1C Testing"
- This is the first year for the clinical PIP
- We chose this topic because this year our HEDIS® score in this area was 82%, a 2.18% decrease in the health plan's prior year's result of 84.18%

Nonclinical PIP:

Another project seeks to improve our members' overall satisfaction with our health plan. This is important to us because our goal is to give you quality care and services. Here are some things you should know about this PIP:

- This PIP is called "Member Satisfaction," and it is based the Child CAHPS® Survey
- In this year's child version of the CAHPS survey, our score was 65.1% for "rating of the Health Plan" (Question 36)
- This score is a 1.7% decrease from the 2015 CAHPS rates
- Although there was a decrease, we continue to make strides in positive member experiences

Tell us how we can serve you better, call Customer Service at **1-888-588-9842** (TTY **1-877-247-6272**). We're here to help Monday through Friday, 8 a.m. to 6 p.m.

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Member Handbook Change Log

Want to see the most current updates since you received your last Member Handbook? Go to the Member Handbook Change Log. Updates include changes to general plan information, plan benefits and hours of operation. Go to our website, www.wellcare.com/South-Carolina. From the Members drop-down menu, click on WellCare of South Carolina. Then, scroll down to the WellCare of South Carolina Plan Documents section. There you can view the Member Handbook Change Log.

Safety Starts With Communication

We want you and your family to be safe when you get care services. Remember to ask questions and share information at the doctor's office or hospital. The reminders below can help.

In the doctor's office:

- Tell the doctor about any medicines that you are allergic to. Allergic reactions may cause itching, swelling, trouble breathing and hives.
- Also tell the doctor about medicines that you are already taking. This includes medicines given by other doctors and over-the-counter medicines.
- Remind the doctor about your medical history.
- Ask questions about your treatment.

In the hospital:

- Ask questions about your surgery or treatment – what you should expect.

- Keep a list of all of your medicines.
- Make sure your ID band is checked before you receive medicines.
- Ask for help getting out of bed to avoid unnecessary falls.
- Ask for test or procedure results.

The more you know – and the more your caregivers know – the easier it is to stay safe.



Better Quality Is Our Goal

Our goal is to always deliver quality care and services to members like you. That's why we want to let you know about the ways we measure how well we're meeting that goal.

HEDIS® – Measuring Our Progress

One tool we use to gauge the quality of care our members get is called the Health Effectiveness Data and Information Set (HEDIS®). Our scores from the end of the year in 2014 compared with the end of the year in 2015 are based on whether our members get needed care services, including these:

- A diabetic retinal eye exam (for members with diabetes) – we declined 6%
- A blood test called a “hemoglobin A1C test” (for members with diabetes) – we declined 2%
- A well-child visit within 15 months of birth – we improved 2%
- Preventive health services such as screenings and checkups – we improved 2%

If you need any of these services, remember there's no co-pay. And we can help you set an appointment or get a ride to the doctor's office. Call Customer Service at 1-888-588-9842 (TTY 1-877-247-6272). We're here to help Monday through Friday, 8 a.m. to 6 p.m.

CAHPS® – Your Opinion Matters

The Consumer Assessment of Healthcare Providers and System (CAHPS®) is a survey that asks members to share their opinions about the plan and its providers. Below is a snapshot of how we preformed this year compared to last year:

- Getting needed care – we improved 5.2% for adults and improved 5.1% for children
- Getting care quickly – we declined 0.8% for adults and improved .20% for children
- How well doctors communicate – we declined 1.8% for Adults and declined 0.3% for children
- Rating of WellCare – we improved by 5.6% for Adults and improved 2.7% for children

If you took the survey, thank you. And if you're asked to take the survey in the future, please take a few minutes to do so. Your answers help us know where we are doing a good job and where we can make changes.

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Your Rights as a WellCare Member

As a WellCare member, you have the right to:

- Get information about the organization, its services, its practitioners and providers, and member rights and responsibilities;
- Be treated with respect and dignity;
- Have your privacy protected;
- Work with providers to make decisions about your health care;
- Talk about appropriate or medically necessary treatment options for your conditions, regardless of cost and benefit coverage;
- Voice complaints or appeals about the plan or the care it provides; and
- Make recommendations about the plan's member rights and responsibilities policy.

You have responsibilities as a member to:

- Supply information that the plan and its

providers need to provide care;

- Follow plans and instructions for care that you have agreed on with your doctor;
- Understand your health problems; and
- Help set treatment goals that you and your doctor agree to.

You may have more rights and responsibilities. Find them in your Member Handbook.



CommUnity
Assistance Line

CAL NUMBER VIDEO RELAY
1-866-775-2192 1-855-628-7552

We offer non-benefit resources such as help with food, rent and utilities.

Your overall well-being includes having access to basic resources. That's why we believe in connecting people with social services such as food banks or meal delivery, housing assistance, financial assistance, transportation and education.

Suicide Prevention in Older Adults

Have you thought about suicide? You are not alone. According to Mental Health America, the highest suicide rate in 2013 was in people ages 45 to 64. People ages 85 and older had the second highest rate.

Your emotional well-being is just as important as your physical health.

Many older adults are active in their communities. They're engaged in activities and lead productive daily lives. But some may have challenges that make it hard to be active. They could become depressed and possibly suicidal.

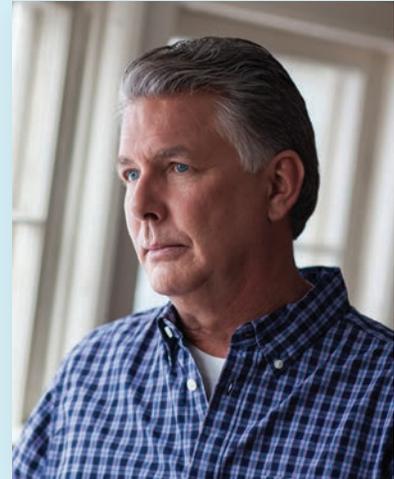
These challenges include:

- Existing depression;
- Multiple medical conditions that impact daily life;

- Loss of family, friends and/or social supports; and
- Pain and declining daily functioning.

If you or someone you know may be suffering, help is available:

- Contact your primary care physician.
- Get treatment from a behavioral health specialist.
- Contact your WellCare health plan.
- Call the National Suicide Prevention Lifeline at **1-800-273-TALK (1-800-273-8255)**; TTY **1-800-799-4TTY (4889)**.
- Call **911** for emergency services.



Do you have thoughts of harming yourself? Please seek help right away.

Sources:

- Mental Health America, "Preventing Suicide in Older Adults," retrieved from www.mentalhealthamerica.net/preventing-suicide-older-adults
- Substance Abuse and Mental Health Services Administration, "Fact Sheets for Residents," retrieved from store.samhsa.gov/shin/content//SMA10-4515/FactSheets.pdf

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. WellCare does not guarantee any health results. You should review your plan or call Customer Service to find out whether a service is covered.

*Call **911** or your doctor right away in a health emergency.*



Click or Call for the Latest Drug Coverage Updates

Want to find the latest about the drugs we cover? Stop by our website, www.wellcare.com/South-Carolina. You'll find our Preferred Drug List (PDL). You can learn about drugs we've added or removed. You'll also find changes to any drug requirements or coverage limits. You can also call us.

Member Information Update

Check our website often for new and updated information. You will find the Member Handbook at www.wellcare.com/South-Carolina.

The Handbook has information on:

- Benefits and services and exclusions from coverage;
- Pharmaceuticals management procedures (if you have the pharmacy benefit);
- Co-payments and other charges you might be responsible for;
- Benefit restrictions about out-of-network and out-of-service area providers;
- Language assistance;
- Filing claims;
- Doctors in our network;
- Primary care services;
- Specialty, behavioral health and hospital services;
- After-hours care;

- Emergency care – when to use **911** or go to the emergency room;
- Getting coverage when out of the service area;
- Filing complaints;
- Filing appeals; and
- How we evaluate new technology.



You may request hard copies of information from our website. Call Customer Service. The number is on the front page. You may leave a voicemail message after hours. Calls are returned within 24 business hours.

You may also call to request materials in another format. This includes different languages, large print and audiotapes. There is no charge for this service.

200 Center Point Circle, Suite 180
Columbia, SC 29210

Para solicitar este documento en Español,
llame al Servicio al Cliente al **1-888-588-9842**
(TTY **1-877-247-6272**).

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In This Issue

We're pleased to bring you another issue full of helpful ideas about ways to live healthier. You'll also find friendly reminders to keep you up to date with your care. There's much more inside. Take a moment to explore. As always, we wish you good health.

Take care!

