



CARE
CONNECTIONS

Thank You for Being a Valued Member

If you're a new member with WellCare, welcome! And if you've been with us for a while, thank you for allowing us to continue to serve as your health plan provider. We would like to remind you of some of the things available to you in addition to your plan benefits.

Care and Disease Management – Your health plan offers complimentary care and disease management services for our members who are coping with health issues today. These services help members get extra support.

Nurse Advice Line – When you have health questions, you can call the Nurse Advice Line at 1-800-581-9952 (TTY 1-877-247-6272). It's available at no cost to you 24 hours a day, seven days a week, any day of the year. You can speak with a registered

nurse who can answer your health questions and suggest what steps to take.

Advocacy and Community-Based Programs – WellCare connects people to resources to help improve the overall health of the communities we serve. We link people to social services such as food banks or meal delivery, housing assistance, financial assistance, transportation and education.

Caring Customer Service – When you have questions, our Customer Service representatives are ready to help. The number is on the back of your member ID card.

We are committed to serving the communities we live and work in, and we're looking forward to serving you in 2016!

Remember to Bring Your Member ID Card to the Pharmacy

The pharmacy processing information on your member ID card is changing for 2016. Remember to present your ID card at the pharmacy when you pick up your medications. Please have your pharmacy call Customer Service for assistance if the pharmacist has questions.

Please check our website at www.wellcare.com/medicare or call Customer Service to ensure that your pharmacy will be in our network in 2016. Also, check your medications against our 2016 formulary to find out if your medication will be covered in 2016.

Focusing on Our Members: What Matters Most

WellCare is excited to unveil some major technology improvements this year. You will see a reduction in the time you spend on the phone when you call us.

We have a new Interactive Voice Response system that saves time and improves your experience with us! You may have already noticed we began allowing our members the options of bypassing speaking with an associate to automatically order member ID cards and over-the-counter items, check eligibility, get billing and payment information, get information on out-of-pocket expenses, and more. These efforts were part of our Phase 1.

Improving Our Members' Experience with Us

There is more to come. Phase 2, which will be completed by the end of the year, gives you and your providers access to even more services, such as Virtual Hold and Callback, which allows you to hang up, yet stay in queue and receive a call back when the next associate is available. Additionally, you will be able to speak your information and requests. Future development will allow Web chat, email and text.



Always have your member ID card ready to help you navigate this new process. All of these changes are being implemented to make it easier to do business with us. Thank you for choosing us for your health care needs.

Visit Our Website to Stay Informed!

Did you know you can find a wealth of information about our plans and benefits at www.wellcare.com/medicare? Download an updated copy of your Evidence of Coverage (EOC), which details what's covered in your plan, find guidelines for getting care, see the rights and responsibilities for members, and more.

You can also find information on:

- Behavioral health guidelines
- Preventive health guidelines
- Care and Disease Management Program information
- Medical record documentation
- Notice of Privacy Practices
- Utilization management guidelines
- Criteria and review availability
- Quality Improvement (QI) program evaluation
- Pharmacy updates



Pictured: Gloria Owens

Care Manager Helps Turn a Member's Life Around

WellCare member Gloria Owens knew she needed help, but wasn't sure what she needed. The 72-year-old Georgia resident had lost a leg due to circulation problems and was coping with a host of other medical issues when she started working with a WellCare care manager. Luckily for Gloria, her care manager knew exactly how to help.

Right away, her care manager saw there was more going on than just physical issues. Gloria had vascular disease, diabetes, high blood pressure and high cholesterol, and she also had severe depression and was isolated at home. Her care manager knew that her depression and isolation were an important part of Gloria's total health picture.

Creating a Care Plan

Working closely with Gloria, her care manager developed a care plan to treat all of Gloria's issues, including her depression.

The care plan included physical therapy, occupational therapy, a home health aide and a nurse to help with

medication management and diabetes education. When her care manager realized that Gloria was anxious about getting across town to visit certain doctors, she traveled on the bus with her. She also helped Gloria get some of the care in her own home, including having meals delivered.

Making a Fresh Start

These days, Gloria has regained her confidence and is enjoying life again. She's even started walking with the help of a walker. She praises her care manager for helping her make these changes.

"It's a job, but she went beyond that. She got to be my friend," says Gloria. "At 72, I learned how to love myself. Life is a joy and I'm going to have fun." Watch a video of Gloria Owens on YouTube at <http://tinyurl.com/GloriaOwens>.

If you think the Care Management Program could help you, call Customer Service at the number on the back of your ID card.

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 1-877-817-5793 (TTY 1-877-247-6272) Monday-Friday, 8 a.m. to 8 p.m. to discuss what they need in a health plan.

If Your Plan Has an Over-the-Counter Benefit, Make the Most of It

What is WellCare's OTC benefit? Simply put, we give you a monthly dollar amount, and you spend it on some of the over-the-counter (OTC) items you use every day. It's that easy. We want to get you the help you need in managing some of these everyday expenses related to your care. Because each plan offers different OTC benefit amounts, please check Chapter 4 of your Evidence of Coverage or your Summary of Benefits to determine if you have an OTC benefit and what the specific monthly amount is for your plan. Remember that your benefit and items are only for your use. Use your benefit each month as it does not roll over to the next month.

What can I order with my OTC selection?

Eligible items include but are not limited to: fiber supplements, first aid supplies, medicines, ointments, sprays with active medical ingredients that alleviate symptoms, topical sunscreen, supportive items for comfort such as knee braces and adult incontinence products, and mouth care such as dental floss and toothbrushes.

What is not eligible?

Noneligible items include but are not limited to: alternative medicines such as botanicals, herbals, probiotics and nutraceuticals; baby items such as diapers and formula; contraceptives such as birth control pills and spermicides; convenience and

comfort items such as scales, fans and magnifying glasses; cosmetic items such as mouthwash, bad breath remedies, deodorants and teeth whitening; food products or supplements; and replacement items such as hearing aid batteries and contact lens containers.

How do I order my OTC items?

1. **Call Customer Service.** The number is on the back of your member ID card.
2. **Order Online.** Visit us at <https://portal.wellcare.com/login/member>. Log on with your username and password. If you don't have a username, it's easy to sign up. Just follow the instructions. Once you've logged in, click on the OTC items link.



Tips for Using Your OTC Benefit

1. Make sure to order your items every month. Don't miss out on these benefits!
2. Use your monthly dollar amount to stock up on a variety of items by ordering different items every month.

Three Steps for Saving Money on Medications

Use generics and a mail service pharmacy that offers preferred cost-sharing to save money on medications and help you avoid the coverage gap. Medications are a big part of most people's health care budget, so it only makes sense to look for ways to save wherever possible. These three simple steps can help you get more for your money.



Step 1: Go Generic*

Today, nearly eight in 10 prescriptions in the United States are filled with generic drugs. Generic medications are FDA-approved. They have the same active ingredients, indications, dosage, safety and strength as the brand-name medication.

But generics often cost a lot less. In fact, they cost an average of 80 to 85% less than the brand-name product.



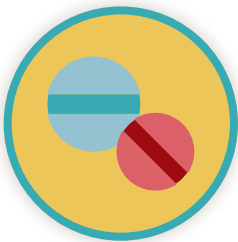
Step 2: Get Your Meds by Mail

CVS Caremark† Mail Service Pharmacy offers WellCare members preferred cost-sharing. By using a network mail-service delivery program, you can save money on co-payments and save time on trips to your local pharmacy.

Why use CVS Caremark Mail Service?

Savings: Depending on your plan, you could save on a three-month supply of your prescriptions (excluding Specialty medications on tier 5). Plus, standard shipping to your door is always free.

Door-to-door delivery: Place four easy orders per year and have your prescription delivered in seven to 10 business days. No more waiting in line at the drug store.



Step 3: Ask for Medicine Samples

If your doctor gives you a prescription for a new medicine, ask your doctor for samples you can try before filling the prescription.

†Other pharmacies are available in our network.

Sources: *"Facts about Generic Drugs," Food and Drug Administration, retrieved from www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/UnderstandingGenericDrugs/ucm167991.htm; "As You Age: You and Your Medicines," Food and Drug Administration, retrieved from <http://www.fda.gov/drugs/resourcesforyou/consumers/ucm143566.htm>

Get Your Flu Shot! It's FREE for Members

Getting a flu shot this time of year is one of the best ways to stay healthy. Plus, protecting yourself and your loved ones from the flu is the responsible thing to do. Take control of your health and check in with your doctor regularly to ensure that you receive all recommended tests and screenings, including your flu shot. Call your doctor today to schedule your flu shot appointment. Your doctor's number is listed on the front of your member ID card.

Women's Corner: The Value of a Mammogram

If you could help a loved one survive cancer with just a simple test, wouldn't you make sure they got that test? Then why not do the same for yourself? It could save your life.

Especially for women over 40, a mammogram is even more important. Please talk with your provider about when and how often you should be screened. Mammograms are preventive health care, so there's no cost to you as a member.

You can reduce your risk of developing breast cancer by:

- Watching your weight
- Getting enough exercise
- Avoiding alcoholic beverages

For a list of nearby mammogram sites, check your Provider Directory or call us at the number on the back of your member ID card.



Source: "What Can I Do to Reduce My Risk?", Centers for Disease Control and Prevention, retrieved from http://www.cdc.gov/cancer/breast/basic_info/prevention.htm

Men's Corner: Preventing Falls

Did you know that men older than 50 years are more likely to fall than women*? Long-term consequences of falls include hip fractures and traumatic brain injuries. Thankfully, falls can be prevented.



Take these steps to reduce your risk of falling at home:

- Know the side effects of your medications. Some medications cause drowsiness and dizziness.
- Get your eyes checked every year. Poor vision can make it harder to get around safely.
- Keep things like papers, books, clothes and shoes in order so they're not trip hazards.
- Install handrails and lights on all staircases.
- Remove small throw rugs or use double-sided tape to keep the rugs from slipping.
- Put grab bars inside and next to the tub or shower and next to your toilet.
- Use nonslip mats in the bathtub and on shower floors.
- Wear shoes both inside and outside the house.

Sources: *US National Library of Medicine National Institutes of Health, retrieved from <http://www.ncbi.nlm.nih.gov/pubmed/23811613>; Centers for Disease Control and Prevention, retrieved from <http://www.cdc.gov/Features/OlderAmericans/>



Advice for Managing Arthritis Pain

Have you been diagnosed with arthritis recently or have a loved one with this disease? There are plenty of ways to ease the pain of arthritis and other conditions with exercise and medication. The first step is to talk to your doctor about your symptoms, and give your doctor complete information about your medical conditions and medications, including over-the-counter medications and supplements.

Movement can actually decrease your pain. You can choose the right kinds of activities, such as low-impact aerobic exercise like walking, cycling or water exercises. Avoid high-impact activities such as running or jumping and repetitive movements.

Source: Mayo Clinic, "Arthritis," retrieved from <http://www.mayoclinic.org/diseases-conditions/arthritis/in-depth/arthritis/ART-20046440?p=1>

Also, take medications. Over-the-counter pain medications as well as topical analgesics may help relieve occasional pain. Consult your doctor if over-the-counter medications aren't enough to relieve your pain.

Natural therapy may also help. These are things like:

- Acupuncture
- Use of heating pads. Avoid using them for longer than 20 minutes.
- Use of cold, such as ice packs, can relieve sore muscles after exercising.

Lifestyle changes may also help to ease the pain. Manage your weight. Being overweight can worsen your symptoms of arthritis. If you do smoke,

quit. Smoking causes stress on connective tissues which may lead to more pain.

Getting Help with Your Arthritis

See your primary care provider (PCP) regularly to establish a treatment plan. Your PCP will also make sure your medications are working and that you're getting all the treatment options you need.

Sudoku Solution

4	1	3	6	5	2
2	5	6	4	3	1
6	3	2	1	4	5
1	4	5	2	6	3
3	2	4	5	1	6
5	6	1	3	2	4



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Tampa, FL 33631-3531

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WELLCARE
HEALTH PLANS

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. You have the choice to sign up for automated mail service delivery. You can get prescription drugs shipped to your home through our network mail service delivery program. You should expect to receive your prescription drugs within 7-10 business days from the time that the mail service pharmacy receives the order. If you do not receive your prescription drugs within this time, please contact us at 1-866-892-9006 (TTY 1-866-507-6135), 24 hours a day, seven days a week, or visit www.wellcare.com/medicare. WellCare uses a formulary.

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Can You Solve This Sudoku Puzzle?

Using the partially completed puzzle, fill the 6x6 grid so that each column, each row and each of the six 2x3 boxes contains the numbers 1 through 6, one time each. **Solution is on page 7.**

4	1		6	5	
		6			
6					
					3
			5		
	6	1		2	4

In This Issue

Hello, and welcome to the last issue of *Care Connections* in 2015. In this issue, you'll find tips on saving money on medications, improvements we've made to our Call Center, and information on managing arthritis pain. There's so much more we cover, so please take a moment to explore what's inside. As always, we wish you good health.

Take care!