

# WellCare Health Plans, Inc.

Ed Crowe & Associates Lead Program 2016

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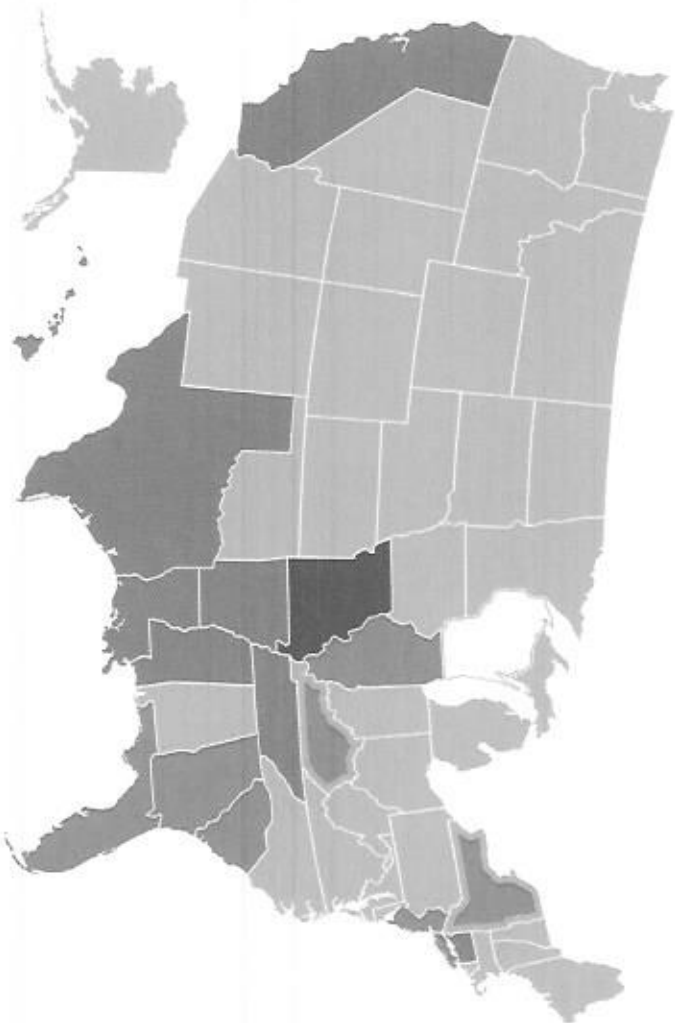


# WellCare Health Plans, Inc.



## Company Snapshot

### OUR PRESENCE



#### Founded in 1985 in Tampa, Fla.:

- Serving approximately 3.8 million members nationwide.

- 320,000 contracted health care providers.

- 70,000 contracted pharmacies.

#### Serving ~2.4 million Medicaid members, including:

- Aged, Blind and Disabled (ABD).
- Children's Health Insurance Program (CHIP).
- Family Health Plus (FHP).
- Supplemental Security Income (SSI).
- Temporary Assistance for Needy Families (TANF).

#### Serving ~1.5 million Medicare members, including:

- 382,000 Medicare Advantage members.
- 1.1 million Prescription Drug Plan members.

#### Serving the full spectrum of member needs:

- Dual-eligible populations (Medicare and Medicaid).
- Managed Long Term Care (MLTC).

#### Spearheading efforts to sustain the social safety net:

- The WellCare Community Foundation.
- Advocacy Programs.
- Creation of Public-Private Partnerships.

#### Significant contributor to the national economy:

- A FORTUNE 500 and Barron's 500 company.
- Approximately 6,700 associates nationwide.
- Offices in all states where the company provides managed care.

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# Vision, Mission & Core Values



## Vision

To be the leader in government-sponsored health care programs in partnership with the members, providers, government customers and communities we serve.

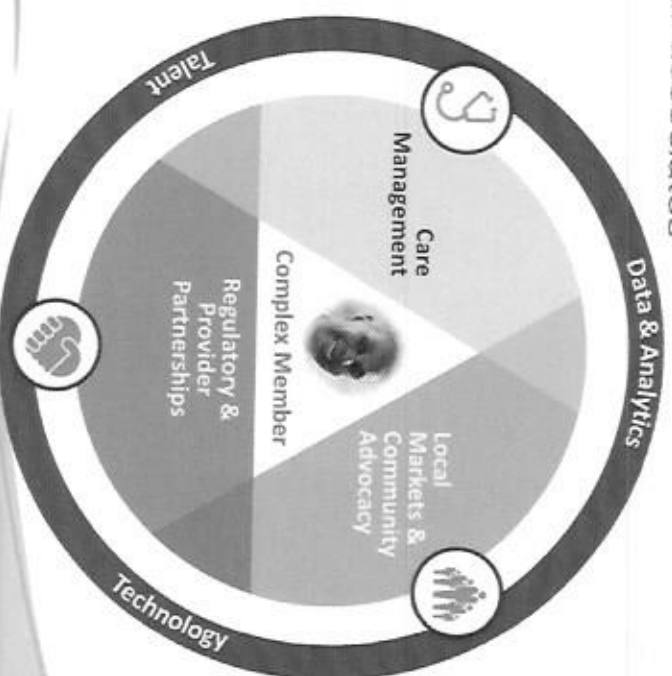
## Mission

- Enhance our members' health and quality of life
- Partner with providers and government customers to provide quality, cost-effective health care solutions
- Create a rewarding and enriching environment for our associates

## Core Values

- Partnership
- Integrity
- Accountability
- One Team

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# The WellCare Advantage

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- Commissions are paid weekly based on CMS approval
- Competitive benefits and networks
- WellCare offers lifetime renewals on MAPD business for Producers
- Local DSM support: training, supplies, questions, event reporting, etc.
- PURL is available to assist in Member application
- Corporate support: Compensation, PURL, Communications and Producer Services
- Online, interactive, secured Producer Portal providing access to enrollments and commission information
- Electronic submission of applications via Online Application Portal; improves processing and accuracy!

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# Overview of the 2015-2016 Sales Process



Document via CMS approved methods:	Must use WellCare Voice Recording: 877 780-3906	Verify Dual Eligibility through Special Populations Department (SPOP): (866) 211-0544	Required for compliant Sales Presentation	Verification: (866) 915-7670
<ul style="list-style-type: none"> <li>• Consent to Contact Card</li> <li>• Voice Recording</li> </ul>		<ul style="list-style-type: none"> <li>• Verification # will appear in online enrollment or written application</li> </ul>	<ul style="list-style-type: none"> <li>• In-Home Presentation</li> <li>• WellCare &amp; You: Summary of Benefits</li> <li>• Provider Directory</li> <li>• Rx Formulary</li> <li>• Quick Start Guide</li> </ul>	<ul style="list-style-type: none"> <li>• Enrollment Portal Application</li> <li>• Verification (EPAV): provide confirmation number from OEP and complete enrollment</li> <li>• Only for electronically submitted applications</li> </ul>

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# Producer Personalized URL – (PURL)



## Members can self enroll!



**Let Leslie Mckenzie**  
help you choose a Better Medicare Advantage  
health plan!

Hello, my name is Leslie, and I imagine you have a lot of questions about getting your Medicare coverage. When can I join? What are my options? Which health plan can help me save money?

As your local WellCare licensed benefits advisor, I can help you understand your options. Since WellCare focuses only on government-sponsored programs, we know how to create Medicare Advantage plans that are loaded with extra benefits you won't get with Original Medicare.

Just click any of the buttons on the right to find helpful information, or you can give me a call. I'll explain our plans, outline the benefits, and help you find the plan that may be right for you.

Thank you, I look forward to working with you,

*Leslie*

**Leslie Mckenzie**  
Licensed Benefits Advisor  
859-308-8611



ENROLL NOW

COMPARE PLANS

REQUEST INFO

Call WellCare at  
1-877-MY-WELLCARE  
TTY 711  
8 a.m. – 8 p.m.,  
7 days a week.

[Enroll Now](#) | [Compare Plans](#) | [Request Info](#)

### What is PURL?

- A Producer assisted online enrollment tool used to support prospective member enrollments

- Available for access 24/7
- CMS compliant enrollment

### How do Producers get a PURL?

- Within 7 days of certification, the PURL will be activated
  - [www.wellcarerep.com/producerID](http://www.wellcarerep.com/producerID)

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# Connecticut 2016 Footprint



## 2016 WellCare Plan Offerings

- Access (SNP); Rx (HMO)
- Access (SNP); Rx (HMO); Value (HMO)
- Rx (HMO); Value (HMO)
- Value (HMO)

# Connecticut

Year	2015	2016
Contract Number	H0712005	H0712005
State	CT	CT
Plan Name	WellCare Access (HMO SNP)	WellCare Access (HMO SNP)
Total Premium (Part C part D)	\$0.00	\$0.00
In-Network Plan Deductible	\$0	\$0
Maximum Out of Pocket (MOOP)	\$6,700	\$6,700
Inpatient Hospital Acute	\$0 co-pay per day for Days 1-90	\$0 co-pay per day for Days 1-90
PCP Office Visits	\$0	\$0
Specialist Office Visits	\$0	\$0
Diagnostic Procedures/Tests	\$0	\$0
	Basic	
	Advance	
Therapeutic Radiological Services	\$0	\$0
	(MIN)	\$0
	(MAX)	\$0
Diagnostic Radiological Services	\$0	\$0
	(MIN)	\$0
	(MAX)	\$0
Outpatient Hospital Non-Surgery	\$0	\$0
Outpatient Hospital Surgery	\$0	\$0
Ambulatory Surgery Center	\$0	\$0
Medically Necessary Transportation	24 One-way trips every year	N/A
OTC Amount Frequency	\$20 every month	\$20 every month
Health Club Membership	\$0	\$0
Dental Benefits	Preventive Plus	Medicare only
Vision Benefits	Vision 100	Medicare only
Hearing Benefits	Hearing 350	Medicare only
Rx Deductible	\$0	\$0
Rx Deductible Tiers	Tiers 2 to 5	Tiers 2 to 5
Tier 1: Preferred Generic	\$0	\$0



# Connecticut

Year	2015	2016
Contract Number	H0712019	H0712019
State	CT	CT
Plan Name	WellCare Value (HMO)	WellCare Value (HMO)
Total Premium (Part C part D)	\$0.00	\$0.00
In-Network Plan Deductible	N/A	\$147
Maximum Out of Pocket (MOOP)	\$5,500	\$5,000
Inpatient Hospital Acute	\$320 co-pay per day for Days 1-5	\$500 co-pay per day for Days 1-3
PCP Office Visits	\$10	\$15
Specialist Office Visits	\$35	\$50
Diagnostic Procedures/Tests	\$20	\$20
	Basic	
	Advance	
Therapeutic Radiological Services	\$100	\$100
	(MIN)	\$50
	(MAX)	20%
Diagnostic Radiological Services	\$35	\$150
	(MIN)	\$300
	(MAX)	\$300
Outpatient Hospital Non-Surgery	\$125	\$300
Outpatient Hospital Surgery	\$250	\$300
Ambulatory Surgery Center	\$250	20%
Medically Necessary Transportation	\$75	\$100
OTC Amount Frequency	N/A	N/A
Health Club Membership	\$7 every month	\$7 every month
Dental Benefits	\$0	\$0
Vision Benefits	Medicare Only	Medicare Only
Hearing Benefits	Routine Exam Only	Routine Exam Only
Rx Deductible	Hearing 350	Hearing 350
Rx Deductible Tiers	\$0	\$0
	N/A	N/A
Tier 1: Preferred Generic	\$6	\$5

## Value Plan Deductible Does Not Apply To These Part B Services

The deductible does not apply to some services. This means that we will pay our share of the costs for these services even if you haven't paid your yearly deductible yet. The deductible does not apply to the following services:

- Inpatient Hospital Care
- Inpatient Mental Health Care
- Skilled Nursing Facility
- Emergency Care
- Urgently Needed Care
- Home Health Services
- Primary Care Provider Services
- Diabetic Supplies and Services
- Medicare-Covered \$0 Preventive Services
- Part B Rx Drugs
- Dental Services
- Vision Services
- Hearing Services

# Connecticut

Year	2015	2016
Contract Number	H0712020	H0712020
State	CT	CT
Plan Name	WellCare Rx (HMO)	WellCare Rx (HMO)
Total Premium (Part C part D)	\$29.70	\$20.00
In-Network Plan Deductible	N/A	N/A
Maximum Out of Pocket (MOOP)	\$4,700	\$4,700
Inpatient Hospital Acute	\$295 co-pay per day for days 1-5	\$350 co-pay per day for Days 1-5
PCP Office Visits	\$10	\$10
Specialist Office Visits	\$30	\$40
Diagnostic Procedures/Tests	\$20	\$20
	Basic	
	Advance	
Therapeutic Radiological Services	\$75	\$75
	(MIN)	\$40
	(MAX)	20%
Diagnostic Radiological Services	\$30	\$40
	(MIN)	
	(MAX)	
Outpatient Hospital Non-Surgery	\$100	\$150
Outpatient Hospital Surgery	\$175	\$150
Ambulatory Surgery Center	\$175	20%
Medically Necessary Transportation	\$75	20%
OTC Amount Frequency	20 One-way trips every year	\$100
	\$20 every month	20 One-way trips every year
Health Club Membership	\$0	\$20 every month
Dental Benefits	Dental 750	\$0
Vision Benefits	Routine Exam Only	Dental 750
Hearing Benefits	Hearing 350	Vision 100
Rx Deductible	\$320	Hearing 350
Rx Deductible Tiers	All Tiers	\$360
Tier 1: Preferred Generic	\$10	All Tiers
		\$0

## WellCare RX Vs. Original Medicare, PDP & LIS



Benefits	Wellcare RX	Original Medicare/PDP/LIS
Premium For PDP Coverage	No	No
Dental	Yes	No
Transportation	Yes	No
OTC	Yes	No
Silver Sneakers	Yes	No
Vision (Exam + \$100)	Yes	No
\$0 For Basic Labs/X-Rays	Yes	No

# Dental 750 (Wellcare RX)

Coverage	Dental 750	Description
Member pays	\$0 copay	Maximum plan benefit coverage amount of <b>\$750</b> per year, which applies to both preventive and additional comprehensive dental services covered by the plan
<b>Preventive Services</b>		
Oral Exam	Yes	1 every 6 months
Cleaning	Yes	1 every 6 months
X-Ray	Yes	1 every 1 to 3 years depending on the type of X-ray
Fluoride Treatment	Yes	1 every year
Emergency Treatment	Yes	1 every year
<b>Comprehensive Services</b>		
Restorative	Yes	1 amalgam, resin, or composite filling per tooth, every 3 years
Extraction	Yes	1 removal of erupted or exposed roots per tooth, per lifetime
Endodontic	Yes	1 root canal per tooth, per lifetime
Periodontics	Yes	1 deep cleaning every 2 years, per quadrant; with 1 deep cleaning maintenance every 6 months. 1 full mouth debridement every 3 years
Prosthodontics	Yes	1 complete or partial denture every 5 years. Denture adjustments and repairs every 1, 2, or 5 years, depending on the type of service (add, replace, rebase, or reline)

## Routine / Supplemental Vision

Routine Exam: Member pays \$0 co-pay

Exam (Medicare-covered): Specialist co-pay applies

### 2 Levels:

1. Routine Exam Only (Glasses not covered) - Value Plan
2. Vision 100 (Exam + \$100 toward 1 pair of eyewear) – Wellcare RX





## Mail Service Overview


WellCare will continue to offer preferred cost-sharing through CVS Caremark Mail Service Pharmacy. This is the only mail service which has preferred cost-sharing.

### Members can save on their prescription drug costs:

- Tier 1 (Preferred Generic): \$0 co-pay for a 3-month supply when using the CVS Caremark Mail Service Pharmacy
- Tier 2 (Generic) and Tier 3 (Preferred Brand): Pay 2.5 co-pays for a 3-month supply when using the CVS Caremark Mail Service Pharmacy
- Tier 4 (Non-preferred Brand): Pay 2.5 copay for a 3-month supply if copay, or if coinsurance, pay the same coinsurance when using the CVS Caremark Mail Service Pharmacy
- Tier 5 (Specialty): Limited to a 1-month supply at filed coinsurance

Note

Members can use any mail order service, but in order to get the preferred cost sharing, they need to Use CVS Caremark Mail Service Pharmacy.



**Auto Fill Program:**  
Members can sign-up  
via CareMark.com or  
call 800-552-8159

## Important Numbers

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- WellCare AVL 877 780-3906
- Extra Help Verification 866 211-0544
- Fax Number For MAPPD Applications 866 473-9124
- Fax Number For PDP Applications 866 388-1521
- Core Plans Customer Service 866 579-8006
- Access Plan Customer Service 866 635-7047
- Producer Services Link: <https://www.wellcare.com/Producers>
- Premier Eye Car (Vision) 855 749-1908
- Healthplex (Dental) 888 468-2183
- Hear USA (Hearing) 800 442-8231
- Medical Transportation Management 855 824-5699



# CONTACT INFORMATION

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## Yves Salomon, District Sales Manager (DSM)

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### Producer Services

- Online Contact: <https://www.wellcare.com/producer/contact>
- Email: [producerservices@wellcare.com](mailto:producerservices@wellcare.com)

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