



GEORGIA | 2010 | ISSUE III



MEMBER Focus

MEMBER MATERIALS UPDATE



Be sure to check the WellCare Web site regularly. Go to <http://georgia.wellcare.com>. Then click on "For Members." You'll find updates like these:

- Member Handbook
- Information about Georgia Families
- Fraud and abuse
- How to find a pharmacy
- How to find a dental provider
- Member resources:
 - Pregnancy health guidelines
 - Member educational materials
 - 2010 personal care items
 - Member newsletters
 - Provider directory
 - Member portal user guide

Call us to ask for a handbook. You can call us at 1-866-231-1821 (TTY: 1-877-247-6272). Someone can help you Monday–Friday, 7am to 7pm Eastern. Listen to the options before selecting. You can also leave a voice mail message for Customer Service after hours. Calls are returned within 24 business hours.

Do you need materials in another language? Give us a call! Help with all oral and written foreign languages is available. You can also ask for your materials in a different format. This includes a different language, large print and audio tapes. There is no charge for this.



Be sure to check the WellCare Web site regularly. Go to <http://georgia.wellcare.com>.



SAFETY SURVEY FINDS NEED FOR ELECTRONIC COMMUNICATION

WellCare works to keep you as safe as possible. With this in mind, we recently sent a survey to all 155 of our hospitals.

We found the following items need more work:

- Electronic medical records
- Automated order entry
 - Medications
 - Treatment
 - Testing
- Information technology systems
- Recording harmful events according to severity

Working on these items can help make your health care quality better. It can also improve safety. You can help. The government offers money so doctors can get electronic health record tools. Tell your doctor to visit this Web site: www.medicalsoftwaretools.com/soapware/ARRA_Incentives_Stimulus_Money.html

We will work for patient safety. WellCare puts you and your family's safety first.

IT'S A LITTLE EASIER ONLINE

You may already know that you can use the WellCare Web site to find a provider. However, it offers many more services that you can use.

Once you're registered and logged in to the secured site, you are able to:

- Place and track OTC orders
- Request a new Primary Care Provider
- Update your address
- Request a new ID card
- Submit an appeal or grievance

Registering is easy. Just navigate to <http://georgia.wellcare.com>. Then click on the words "Member sign up." This brings you to the registration page. Answer a few simple questions and you'll be ready to go!

Your Location: Please click **Change** to enter your location. **Change** - Text Size +

Your Source for Medicaid Plans

- Georgia Families**
 - Programs for Children and Families
 - Georgia Families
 - PeachCare for Kids
 - Learn More about Medicaid >
- For Members**
 - WellCare Member Information
 - Frequently Asked Questions
 - Register for Access today!
- For Providers**
 - Become a WellCare Provider
 - Not Registered? Sign Up Today!
 - Provider Resources

Member / Provider Secure Sign-In:

Username

Password

Login

Forgot Your Password?

Not Registered?

- ▶ Member sign up
- ▶ Provider sign up

Help me find a ...

Doctor

Click here to register

Of course, you may call Customer Service with any questions about the site. The number is 1-866-231-1821 (TTY: 1-877-247-6272). Any of our representatives will be pleased to help you.

If you do prefer to use the phone instead of the Web, our Interactive Voice Response (IVR) gives you the ability to do many things without having to speak with a representative.

To reach the member menu, which will give you the IVR options, call 1-866-231-1821 (TTY: 1-877-247-6272) and do the following:

- Press the prompt for Member
- Press 0 to get to the IVR
- The IVR will then instruct you to give your Member ID and then your date of birth
- Once this information has been verified by the system, you are automatically directed to the member menu where you can:
 - Check eligibility
 - Order an ID card
 - Place an OTC order
 - Check the status of an OTC order
 - Get the names of chain pharmacies within the network

Remember, you can make use of the Web site and IVR 24 hours a day, seven days a week. You can log on when it's convenient for you.

GET CHECKED FOR CERVICAL CANCER

The cervix is the lower end of the uterus, which connects with the vagina. Cancer of the cervix develops slowly. Many women do not have symptoms.

Regular Pap tests can prevent cervical cancer. They find cells that can be treated before they become cancer. If all women who need Pap tests go them, almost all deaths from cervical cancer could be prevented. Pap tests save lives.

WHAT IS A PAP TEST?

A Pap test is part of a routine pelvic exam. The doctor takes a small sample from the cervix for testing.

WHO SHOULD GET PAP TESTS?

Women 18 and older who have ever been sexually active should get a Pap test. A test is needed every 1 to 3 years. How often depends on your risk factors and past test results. It is essential to get follow-up care if you have an abnormal test.

Women over 65 may no longer need Pap test if recent tests have been normal and if they are not at higher risk.

A woman who has had a total hysterectomy no longer needs Pap tests, unless the surgery was done to treat cervical cancer or pre-cancer.

RISK FACTORS FOR CERVICAL CANCER

Most cervical cancer is caused by the human papilloma virus (HPV). HPV is sexually transmitted. Tell your doctor if you:

- Had cervical cancer in the past
- Had had sex with many partners or you had a partner who has

- Have had a sexually transmitted infection
- Smoke cigarettes
- Have a weakened immune system. For example, if you are HIV-positive or being treated for any type of cancer.

HOW TO REDUCE YOUR RISK FOR CERVICAL CANCER

- Get regular Pap tests
- Limit your number of sex partners
- Use condoms
- Quit smoking

MORE INFORMATION

Center for Disease Control and Prevention

www.cdc.gov/cancer/nbccedp

American Cancer Society:

www.cancer.org or call 1-800-ACS-2345 (1-800-227-2345)

National Cervical Cancer

Coalition: www.nccc-online.org (1-800-422-6237)

Cancer State Aid Program (CSA)

<http://health.state.ga.us/programs/cancerstateaid/index.asp>



GET INVOLVED WITH YOUR DISCHARGE PLANNING

WellCare believes in making sure your treatment continues after you leave the hospital. You can help plan for this care. During your hospital stay, staff will work with you to plan what happens when you go home.

Your doctor may order home health services. If so, you should be seen by a home health caregiver within five days.

Make sure that any lab results go to your primary doctor. It is also important that testing results done at the hospital are sent to your primary doctor. This also gives you a medical home.

Be an active participant in developing your discharge plan. Coordinated treatment is better treatment. Become part of your own treatment team.

PROTECT YOURSELF FROM THE FLU

The flu causes thousands of deaths in the United States each year. You can take steps to protect yourself. You can get the vaccine as soon as it is available.

Get vaccinated! An annual flu vaccine is the best way to reduce the chances that you will get the flu. It takes about two weeks to work, so get your flu shot as early as you can.

WellCare offers FREE flu vaccinations. All you have to do is present your WellCare ID card at any one of our network providers. Call 1-866-231-1821 (TTY: 1-877-247-6272) or visit <http://georgia.wellcare.com> to find a network provider near you.

Some important changes have been made from last year that you should be aware of:

- This year's flu vaccines also provide protection against the H1N1 virus (sometimes called "swine flu").
- Also, vaccination recommendations for this flu season were expanded to include **all adults**. Therefore, it is important that all people age 6 months and older receive the vaccination.

Take the following preventative actions to stop germs from spreading:

- Cover your mouth when you cough or sneeze
- Wash your hands with soap and water after you cough or sneeze
- Avoid close contact with others who are ill
- If you get the flu, stay home from work or school and limit your contact with others
- Avoid touching your eyes, nose and mouth

An ounce of prevention is worth a pound of cure! Get your flu shot today!

Source: Centers for Disease Control and Prevention



LEAD SCREENING FOR CHILDREN

WHO SHOULD BE TESTED FOR LEAD POISONING?

- All children younger than 6 years old should be tested
- Anyone who works with lead or around lead may need to be tested
- Adults and children living in houses built before 1978 may need a lead test

WHEN SHOULD A CHILD BE TESTED FOR LEAD POISONING?

- All children should be tested at 12 and 24 months of age
- Children between the ages of 36 and 72 months of age must receive a blood lead test if they have not been previously tested for lead screening, regardless of whether the child has been determined to be at low or high risk for lead exposure
- Children who have been exposed to high levels of lead

YOUR CHILD SHOULD BE SCREENED FOR LEAD RISK IF:

- If your child lives in or regularly visits, a house or building built before 1978, or that has chipping paint
- Live in or often visit a house or apartment built before 1978 that is being remodeled or is having paint removed
- If they have a sibling or playmate who has or has had lead poisoning
- Live with anyone who works at a job where lead may be found or has a hobby that uses lead
- Live near an active lead smelter, battery recycling plant, or other industry likely to release lead
- You use home remedies such as greta, azarcon or pay-loo-ah, or cosmetics with kohl in them
- He or she chews on or eats non-food items like paint chips or dirt
- Does anyone in your family use ethnic or folk remedies, cosmetics or eat candies from Mexico?
- Is your child a recent immigrant, refugee or a member of a minority group?

Ask your doctor if you and your children should be tested. If your doctor does a test, ask him or her about the test results. Your doctor can tell you if any further action is needed.

MEDICAID MEMBER NEWSLETTER FORMULARY UPDATE 2010

The generic drugs listed below are now available to WellCare of Georgia members at the lowest co-payment. The brand-name drugs have been removed from the WellCare of Georgia Preferred Drug List.

BRAND NAME	GENERIC NAME	THERAPEUTIC CLASS
Cozaar® 25mg, 50mg, 100mg tablets	Losartan Potassium 25mg, 50mg, 100mg tablets (ST, QL = 31 tablets/31 days)	Antihypertensive Agents
Hyzaar® 50/12.5mg, 100/12.5mg, 100/25mg tablets	Losartan Potassium-Hydrochlorothiazide 50/12.5mg, 100/12.5mg, 100/25mg tablets (ST, QL = 31 tablets/31 days)	Antihypertensive Agents

QL = Quantity Limit ST = Step Therapy

The following changes have been made to the WellCare of Georgia Medicaid Preferred Drug List:

ADDITIONS	REMOVALS
• Astech® Peak Flow Meter (QL = 2/365 days)	• Acetasol HC ear drops
• Epinephrine 0.3mg Auto Inject (QL = 2 pens/31 days)	• Betaseron® 0.3mg kit
• Extavia® 0.3mg kit (PA)	• Loestrin® 24 FE tablet
• Nitrostat® 0.3mg, 0.4mg, 0.6mg tablets SL	• Oxsoralen® 1% lotion
• Sumatriptan 4mg/0.5mL, 6mg/0.5mL syringes (QL = 4.5mL (9 syringes)/31 days)	• Oxsoralen-Ultra® 10mg capsules
• Trelstar® 22.5mg syringe, vial (PA)	• Paroxetine CR 12.5mg, 25mg, 37.5mg tablets

PA = Prior Authorization QL = Quantity Limit ST = Step Therapy

We have changed the utilization management criteria for the following medications on the WellCare of Georgia Medicaid Preferred Drug List:

DRUG NAME	CHANGE
• Arixtra® 2.5mg, 5mg, 7.5mg, 10mg syringes	• PA requirement removed; QL remains
• Calcium Acetate 667mg capsules	• QL added = 360 capsules/31 days
• Concerta® 18mg, 27mg, 36mg extended-release tablets	• QL increased from 31 tablets/31 days to 62 tablets/31 days
• Eliphos™ 667mg tablets	• QL added = 360 tablets/31 days

PA = Prior Authorization QL = Quantity Limit

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PLANNED MARKET DRUG WITHDRAWAL:

COMPANY NAME	DRUG NAME	DATE OF REMOVAL
Novo Nordisk	Vagifem® 25mcg vaginal tablets	July 30, 2010
ADDITIONAL INFORMATION		
<p>Novo Nordisk decided to discontinue Vagifem® 25mcg because medical societies have recommended that the lowest effective dose of estrogen consistent with treatment goals, benefits and risks for the individual woman should be the therapeutic goal. Novo Nordisk has recently launched low-dose Vagifem® 10mcg.</p> <ul style="list-style-type: none">• The Vagifem® 25mcg vaginal tablets that Novo Nordisk is going to be withdrawing and the recently launched Vagifem® 10mcg vaginal tablets are not a covered benefit for members of the WellCare of Georgia plan.		

HOW CASE MANAGEMENT CAN HELP YOU

Case Management helps members with special needs. It pairs a member with a case manager. The case manager is a nurse who can help member with issues such as:

- Complex medical needs
- Solid organ and tissue transplants
- Chronic illnesses such as asthma, diabetes, hypertension and heart disease
- Children with special health care needs
- Lead poisoning

We're here to help you! Contact us for more information on our program. A WellCare staff member will tell you about the program. This no-cost program gives access to a registered nurse (RN) Monday through Friday from 8am to 5pm.

DISEASE MANAGEMENT PROGRAM

Disease Management is a similar program. It gives support to members with health problems that may include:

- Asthma
- Diabetes
- Hypertension
- Heart disease
- HIV/AIDS

Members in this program get educational materials. In some cases, they get coaching from a registered nurse.

Please contact us to learn more. Just call 1-866-635-7045, 8am to 5pm Eastern.



THE CARE YOU DESERVE

WellCare of Georgia has a program that reviews the use of health care services by members. It seeks to make sure that care is needed and fits a member's coverage.

The plan does not reward its associates or providers for denying care. In fact, the plan strives to give you the care you are entitled to.

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PREGNANT? A NEW MOM?

There's a new FREE service of the National Healthy Mothers, Healthy Babies Coalition called Text4baby. It provides totally free text messages three times a week with information timed to your due date or baby's birth. It is designed to help you through your pregnancy and baby's first year.

All you need to do is text the word BABY (or BEBE para Español) to 511411 or visit the Text4baby Web site at www.text4baby.org to sign up! You will need to enter your ZIP code and due date or the date of your baby's birth. The program ends when the expectant or new mom texts STOP to 511411 or upon your baby's first birthday.

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YOU HAVE THE POWER TO MAKE HEALTH CARE DECISIONS

You have the right to control decisions relating to your health care. These rights include the decision to withhold or take away care that would prolong your life.

State law says adults can make an advance directive. This would let you name someone else to make a decision if you are unable to.

There are three parts to the advance directive document in Georgia:

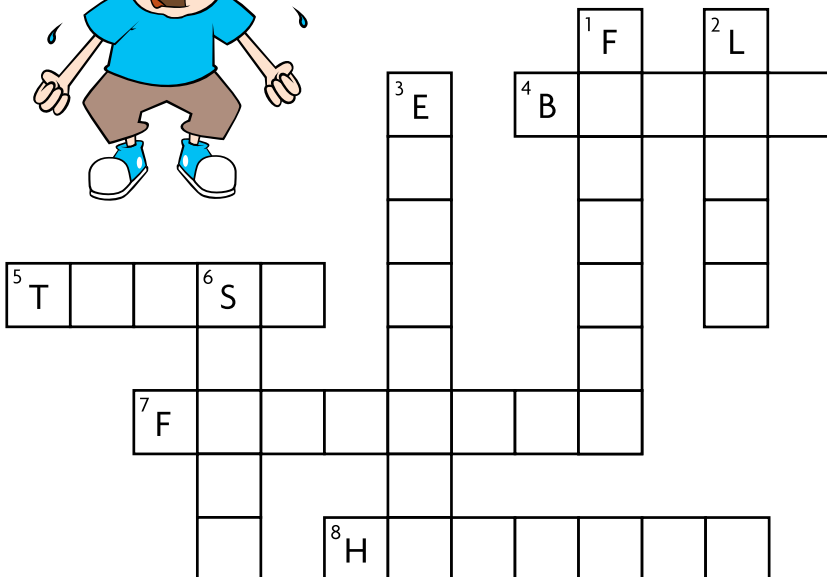
1. Healthcare Agent—the person you choose to make health care decisions for you when you cannot or do not want to make them
2. Treatment preferences—you may list how you would like to be treated medically in case you are no longer able to communicate your wishes
3. Guardianship—this allows you to choose a person to act as your guardian

Talk to your family and close friends about this. Also talk with your Primary Care Physician. You can find a copy of the Georgia Advance Directive for Health Care on the Web. Just go to www.aging.dhr.georgia.gov.

Para solicitar este documento en español, llame al Servicio al Cliente al 1-866-231-1821 (TTY/TDD 1-877-247-6272).



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Chill Out

These things can help if you're feeling stressed out.

ACROSS

4. Walk away. Take a ____.
5. Talk it out with someone you ____.
7. Write about your ____.
8. Eat snacks that are ____.

DOWN

1. Play with your ____.
2. Tell jokes. It can help you do this.
3. Running and jumping rope are examples.
6. Get plenty of this at night.

1. Friends, 2. Laugh, 3. Exercise, 4. Break, 5. Trust, 6. Sleep, 7. Feelings, 8. Healthy