



Our Core Strengths

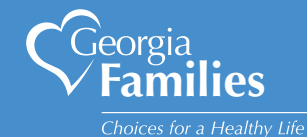
- **Accreditations**
Accreditation Association for Ambulatory Health Care (AAAHC) and Utilization Review Accreditation Commission (URAC);
- **Centralized Operations**
allows for accurate and efficient processing of data;
- **Diversified Health Care Programs**
enables product expansion within government programs;
- **Experienced Management Team**
effective leaders in operating managed care plans;
- **Prompt Provider Payment**
receiving claims electronically, processing claims rapidly.
- **Quality Improvement Program**
patient-focused with preventive care emphasis;
- **Single Technology Platform**
streamlined and scalable technology to accommodate growth;
- **Solid Financial Performance**
revenues of \$3.8 billion in 2006;
- **Trusted Government Relationships**
collaborative cost savings for government partners;
- **Targeted Sales and Marketing**
tailored marketing for diverse member groups;



Provider Handbook

For additional information on these and other topics, please refer to WellCare's Provider Handbook. This handbook should be used as a reference source as it describes requirements and processes for administering our plan as outlined in our provider agreement. For a copy, log onto <http://georgia.wellcare.com> or contact a Provider Relations Representative.

All About WellCare





Who is WellCare?

Since its inception in 1985, WellCare has continued to exhibit stability, strength and unwavering vision. For a company with such a common sense approach to health care, it is yielding very uncommon results. Today, WellCare is the second-largest Medicare/Medicaid health provider in the nation, delivering affordable, quality care to those who receive their health benefits through governmental programs such as Medicaid and Medicare.

Proactive communication with providers and a heavy emphasis on preventive care for members are some key elements contributing to the success of WellCare's multi-tier approach to medical management.

Focus on Provider Network

WellCare's network of providers is the lifeline of its managed care business. The company strives to form mutually-beneficial relationships with its providers by helping them develop and grow their practices. Provider partners benefit from the company's solution-oriented and efficient approach. Most importantly, WellCare recognizes the vital relationship between a member and a Primary Care Physician. It is critical to ensuring members make the most effective use of managed care. That is why WellCare is dedicated to selecting providers most suited to care for its members based on proximity, languages spoken and cultural similarities.

Management Team Experience

With more than 85 years of combined experience in the health care industry, WellCare's management team possesses the understanding and knowledge to successfully implement managed care programs. Many are board certified in a variety of health care

disciplines, which allows them to manage a broad range of health care issues more efficiently. The team brings a professional, disciplined approach to the operation of government-sponsored health care plans and fosters a culture that emphasizes open communication and input from provider partners. The result is efficient management of provider practices and exceptional care for their patients.

WellCare's Medical Management Approach

Reducing costs. Improving medical outcomes.

Preventive Care—WellCare provides financial incentives for preventive health services, such as childhood immunizations, well-child checkups (Health Checks) and mammogram screenings. Early detection results in higher quality of care and reduced costs.

Outpatient/Inpatient Care—Providers are encouraged to work with members to ensure that they receive the best care in the appropriate health care setting, thus reducing emergency room visits.

The Benefits of Partnering with WellCare

Financially Responsible and Reliable

- An established company proven to be financially stable
- Prompt claims payments
- Diverse product line for solid long term growth
- Continual upgrades of operational and technological platforms

Exceptional Service

- Provider Hotline — offers prompt and knowledgeable response to operational inquiries; consistently tracks calls to enhance turnaround times; and staffs accordingly for peak times to handle volume.
- Web-based Access — offers eligibility information, claims payment, and other functions to reduce administrative burden.
- Provider Relations Representatives — located in a central office with regional field offices near the provider community to act as liaisons between WellCare and providers to ensure smooth operations.

Promotes and Helps to Grow Practices

- Sponsors marketing events designed to increase awareness and member base;
- Constantly introduces innovative plans into the market;
- Supplies risk management data, allowing providers to service members more efficiently;
- Directly consults with providers for input on the design of benefit packages to fit the members they serve.

