



GEORGIA | 2011 | ISSUE III

MEMBER Focus



WHAT'S NEW?

Read up on new and updated information at georgia.wellcare.com. Just click on *For Members*. Visit often and be in the know about Georgia families, how to find a pharmacy or dental provider and fraud and abuse. You'll also find handbooks and newsletters; our mommy and baby booklet; personal care items; our provider directory; portal user guide and these guidelines:

- Adult Preventative Health
- Asthma Education
- Childhood Obesity
- Chronic Kidney Disease
- Diabetes Education
- Lead Poisoning
- Pediatric Preventive Health
- Pregnancy Health

Call us if you need hard copies. Customer Service's phone number is located right on this cover. We're here Monday–Friday, 7 a.m.–7 p.m. Eastern. Listen to the menu before choosing an option.

If you call after hours, leave a voicemail. We'll call you back within 24 business hours.

Language services are offered. You may also call to ask for materials in different formats. This includes other languages, large print and audio tapes. There is no charge for this.



NUMBERS TO KNOW

Customer Service

Phone: 1-866-231-1821

Hours: Monday–Friday, 7 a.m.–7 p.m. Eastern

TTY/TDD 1-877-247-6272



IN THIS ISSUE

Hi, there!

We hope you'll take a minute from your day to read through this issue. Think of it as a little "hello" from us, full of information and articles that'll help you and your family not only get the most from your plan, but also live better. This quarter features:

Flu 101

How to talk to your dentist

BMI

Weighing in on weight

Lead basics

And more

Take care!



FLU 101

It's that time of year! Every November through May, the flu goes around — with most cases in January or February. Because it's more dangerous than the common cold for children (and can cause serious problems in the elderly and people with certain health conditions), we want to share some flu and prevention basics.

KNOW THE DANGER

It's not uncommon for little ones to need to see their doctors about the flu. Each year, an average of 20,000 kids under age 5 have to go to the hospital because of flu complications. The most severe problems happen in children under age 2. Even if your child is older than 5, risks are still there — especially if they have a chronic health condition like asthma or diabetes.

CONSIDER A FLU SHOT

A yearly flu vaccine (shot or nasal spray) is the best way to lower the chance that you and your family will get the flu and pass it to others. As a general rule, all children age 6 months and older need a vaccine yearly. You may need one too.

TALK WITH YOUR DOCTOR

Ask about your entire family's flu risk and discuss who should be vaccinated.

GET YOUR FLU SHOT FREE

Once your doctor gives you the green light, go to any of our network physicians or pharmacies who offer flu shots. Show them your WellCare ID card. You'll pay nothing! Need help finding a network provider? Call Customer Service (number is on the cover of this newsletter) or visit georgia.wellcare.com. Hurry, though. It takes about two weeks after getting a flu shot for you to be protected.

FOLLOW THESE RULES

Along with getting a flu vaccine, there are simple things you can do to lower your risk and stop germs from spreading. Cover your mouth when you cough or sneeze and avoid touching your eyes, nose and mouth. Wash your hands with soap and water, especially after you cough or sneeze. Also, keep your distance from others who are sick and stay home if you're ill. If your child has the flu, don't send him or her to school.

Source: Centers for Disease Control and Prevention



**WellCare offers
FREE flu vaccinations.
Read to find out how.**



COLD? OR THE FLU?

There's a difference!

A cold usually starts with a sore throat. Then other symptoms, like a stuffy or runny nose, congestion or even a cough, come on slowly and last for about a week. With the flu, symptoms usually hit you fast. You might have a fever, headache, muscle aches, a cough or congestion. Unsure? Check in with your doctor to be safe.



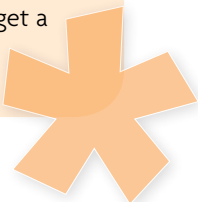
Source: WebMD

KEEP YOUR MEMBER ID CARD HANDY

It lets your doctor know the ins and outs of your plan. Be sure you have it on you and it is up to date at all times. Call Customer Service to make personal changes.

DID YOU KNOW?

Sometimes it's okay for a provider to bill you. One reason is relevant co-pays. Also, when you agree to be seen as a self-pay patient before getting services, you're responsible for the costs. Know you may get a bill in the mail.



COULD LEAD AFFECT YOUR CHILD?

You may have heard talk about lead poisoning. But how do you know what's true and what's not? Rest assured we're here to help.

Lead is a metal that can be found in soil, dust, food, drinking water, air and even some paints. Because even small amounts can harm growing minds and cause serious illnesses and problems, it's important children be tested.

ASSESS THEIR RISK

Take a minute to think about your family's environment. Some factors can up your child's risk of lead poisoning. Do any of these apply to your family? Chat with a doctor if they do.

Spending a lot of time in homes or buildings built before 1978 — especially with peeling paint or remodeling — can increase risk. So can chewing on paint chips or dirt and being around someone who works with lead or who has lead poisoning. Eating candies imported from other countries (including Mexico) can be dangerous too, as they have shown to be contaminated with lead. More risk factors are:

- Being a minority, immigrant or refugee
- Living near a lead smelter, battery recycling plant or other industry that releases lead
- Using home remedies with greta, azarcon or pay-loo-ah, as well as cosmetics with kohl

SHOULD YOUR CHILD BE TESTED?

The answer is yes. All children under age 6 should be tested for lead poisoning, and so should anyone who works with lead or lives in a home built before 1978. The best time to test kids is at 12 and 24 months. Between 36 and 72 months, all kids should get a blood lead test if they haven't already been screened. At any point, if your child is exposed to high levels of lead, they should be tested then too.

FOLLOW UP

If your child's doctor wants to run a test, be sure to ask about the results. They'll help you decide if any action is needed.

MEDICAID MEMBER FORMULARY UPDATE Q3 (FALL) 2011

These generic drugs 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
Antabuse® 250mg tablet	Disulfiram 250mg tablet	Alcohol Deterrents
Carbatrol® Extended-Release 100mg, 200mg, 300mg capsules	Carbamazepine ER 100mg (QL: 310 capsules/31 days), 200mg (QL: 248 capsules/31 days), 300mg capsules	Anticonvulsant
Concerta® ER 18mg, 27mg, and 36mg tablets	Methylphenidate HCl ER 18mg, 27mg, 36mg tablets (QL: 62 tablets/31 days)	ADHD Agent
Concerta® ER 54mg tablet	Methylphenidate HCl 54mg tablet (QL: 31 tablets/31 days)	ADHD Agent
Gemzara® 200mg and 1gm vials	Gemcitabine 200mg, 1gm vials (PA)	Antineoplastic Agent
Levaquin® 250mg, 500mg, 750mg tablets	Levofloxacin 250mg, 500mg, 750mg tablets (QL: 14 tablets/31 days)	Anti-infective Agent
Methergine® 0.2mg/mL solution	Methylergonovine Maleate 0.2mg/mL solution	Oxytocics
Neurontin® 250mg/5mL oral solution	Gabapentin 250mg/5mL oral solution (QL: 2500mL/31 days)	Anticonvulsant
Xalatan® 0.005% ophthalmic solution	Latanoprost 0.005% eye drops (QL: 5mL/31days)	Antiglaucoma Agent

PA = Prior Authorization QL = Quantity Limit

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

ADDITIONS		
Altavera™ 0.15mg/0.03mg tablet	Emoquette™ 28-Day tablet	Matzim™ LA 180mg, 240mg, 300mg, 360mg, 420mg extended-release tablet
Bacitracin/polymyxin b 500unit/gm, 10000unit/gm ophthalmic ointment	EpiPen Jr® 0.15mg/0.15mL auto-injector (QL: 2/31 days)	Nature-Throid™ 48.75mg tablet
Briellyn™ 28-Day tablet	EpiPen® 0.3mg/0.3mL auto-injector (QL: 2/31 days)	Oticin ear drops
Capacet 50mg-325mg-40mg capsule	Gengraf® 25mg, 100mg capsule	Pantoprazole 20mg, 40mg tablets
Capsaicin 0.025% cream	Gengraf® 100mg/mL solution	Remeven™ 50% cream
Caziant™ 28-Day tablet	Intelence® 200mg tablets	Simponi™ 50mg/0.5mL syringe (PA)
Ciprodex® otic suspension (AL – max 8 years old; ST)	Lavoclen™-4 Creamy Wash	Suboxone® Sublingual Film (PA)
Cytomel® 5mcg and 25 mcg tablets	Lavoclen™-8 Creamy Wash	Syeda™ tablet
Diclofenac Sodium 0.1% ophthalmic solution	Levonorgestrel 0.75mg tablet (QL: 4 tablets/31days)	
Edurant™ 25mg tablet (QL: 31 tablets/31 days)	Loryna™ tablet	

PA = Prior Authorization QL = Quantity Limit

Continued

REMOVALS

AK-Pentolate™ 1% Ophthalmic Solution	LoHist-12D tablets	Zegerid® 20mg, 40mg Powder for Suspension packets
Amlodipine/benazepril 2.5mg/10mg, 5mg/10mg, 5mg/20mg, 10mg/20mg, 5mg/40mg, 10mg/40mg capsules	Menest® 0.3mg, 0.625mg, 1.25mg, 2.5mg tablets	<p>The following OTC products have been removed from the PDL:</p> <ul style="list-style-type: none"> • Aluminum acetate solution • Auro eardrops 6.5% solution • Bacitracin 500unit/gm ointment • Bacitracin-zinc 500unit/gm ointment • Cankaid 10% solution • Ear drops earwax removal aid 6.5% solution • Ear wax drops 6.5% solution • E-R-O ear drops 6.5% solution • Lipase concentrate-hp 600unit capsule • Metamucil wafer • Metamucil 0.52gm capsule • Multi-purpose saline 0.9% solution • Murine ear 6.5% solution • Optics eye wash 0.9% solution • Oral peroxide 10% solution • Otix 6.5% otic solution • Thera-ear 6.5% solution
Androxy™ 10mg tablets	Polyethylene Glycol 8000 Base E ointment	
Benzoyl peroxide 4.5%/10%, 6.5%/10%, 8.5%/10% cleanser	Prednisolone Sodium Phosphate 1% Ophthalmic Solution	
Carisoprodol-aspirin 200mg/325mg tablets	PSE BPM liquid	
Chlorpheniramine/pseudoephedrine CR capsules	RE Chlorphenylcaine 0.25%-5%-5% Otic Solution	
Clonazepam 0.125mg, 0.25mg, 0.5mg, 1mg, 2mg orally disintegrating tablets	Reocyte Plus capsules	
Colchicine/probenecid 0.5mg-500mg tablets	Sildec-PE syrup	
Cylate® 1% Ophthalmic Solution	Sodium Sulfacetamide 10% and Sulfur 4% Wash with MeraTan cream kit	
Dehistine syrup	Suboxone® tablets	
Ketorolac Tromethamine 0.4%, 0.5% Ophthalmic Solution	SudaHist tablets	
Lidocaine 3% cream	Westhroid™ 32.5mg, 65mg, 130mg tablets	

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

DRUG NAME	CHANGE
Actanol tablet	AL (max 20 years old) removed
Allerfed tablet	
Allerfrim syrup	
Aller-time tablet	
Chlorpheniramine maleate tablet	
Genac tablet	
Histafed tablet	
Respahist capsule	
Silafed syrup	
Altafed syrup	
Antihistamine/decongestant tablet	
Aprodine tablet	
BPM PE liquid	
C-Phen syrup	
Tri-afed allergy/head cold tablet	
Tri-pseudaphed tablet	

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

Continued

DRUG NAME	CHANGE
Zolpidem Tartrate 5mg, 10mg tablets	Added AL (min 18 years old)
Triazolam 0.125mg, 0.25mg tablets	Added AL (min 18 years old)
Tri-vitamin/fluoride solution	Added AL (max 20 years old)
Travatan Z® 0.004% Ophthalmic Solution	QL Updated; #2.5mL/31 days
Clorazepate Dipotassium 3.75mg, 7.5mg, 15mg tablets	Added QL (min 9 years old)
Hydrocodone Bitartrate/Acetaminophen 7.5mg-500mg/15ml Solution	QL Updated; #3720mL/31 days
Multi-vitamin/fluoride chewables	Added AL (max 20 years old)
Cyclobenzaprine 5mg, 10mg tablets	Added QL; #93 tablets/31 days
Carisoprodol 350mg tablets	Added QL; #124 tablets/31 days
Butalbital/acetaminophen/caffeine/codeine capsule	Added QL; #186 capsules/31 days
Acetaminophen/codeine 300mg/15mg tablets	Added QL; #248 tablets/31 days
Acetaminophen/codeine #3 tablets	
Acetaminophen/codeine #4 tablets	
Codeine sulfate 30mg, 60mg tablets	
Hydromorphone 2mg, 4mg, 8mg tablets	
Methadone 5mg, 10mg tablets	
Methadose® 5mg, 10mg tablets	
Morphine Sulfate 15mg, 30mg tablets	
Morphine Sulfate ER 15mg, 30mg, 60mg, 100mg, 200mg tablets	
Tramadol HCl 50 mg tablets	

QL = Quantity Limit AL = Age Limit

Please visit georgia.wellcare.com to view the current preferred drug list and pharmacy updates.

BRUSH UP ON SPEAKING UP

Striking up a conversation with your dentist can seem like a tough task — but it doesn't have to be. Brush up on ways to share what's on your mind.

First, find a dentist who makes you smile. Then visit often! If you go once every 6 months like we recommend, the staff will get to know you and your family and you'll feel welcome there. In fact, we hope you'll come to think of it as your dental home.

Once you find your dental home and feel comfortable, it's easier to bring up questions. Ask these 3 (or more!) after every appointment:

- How does my child's mouth look?
- What treatments were done?
- How can I help my child improve?

Take note of the answers and work with your child on their routine.

Need help finding a smile-worthy dentist? Call us at 1-800-205-4715 or go to www.dentaquestgov.com for all-hours access to your options.





WHAT IS BMI?

Underweight. Average. Overweight. Obese. Body Mass Index (BMI) is a number calculated from a child's weight and height that corresponds to these categories. It can help show body fatness in most children and teens — which is important, because sometimes weight issues can lead to health problems.

HEALTH EXPERTS SAY...

BMI is a good tool for children and teens aged 2–19. An easy way to find out your child's BMI is to talk to their doctor. Or, visit www.cdc.gov/bmi and click *Child and Teen BMI Calculator* to get your little one's number. Keep in mind that, for children, BMI is used as a first screen. If your child has a high BMI, their health care provider would need to do more evaluations.

Source: Center for Disease Control and Prevention

AVAILABILITY OF SERVICES

We want to be sure you get the care you need. That's why you can see WellCare network providers outside of the area you live in. To view covered areas, check your member handbook and provider directory. Don't forget: If it's possible for you to see a doctor who is in-network, but you choose to see one who is not, you may have to pay for your care.

EMERGENCIES

We hope you never end up in an emergency. But, if you do, know we have emergency services available 24 hours a day, seven days a week. Here are some good-to-knows:

- We don't use a list of diagnoses or symptoms to determine what an emergency medical condition is
- We pay for all emergency services that are medically needed until you are stable
- You do not have to pay for any added screenings or treatments needed to diagnose or stabilize you
- If you get services after an emergency from an out-of-network doctor, we will not charge you any more than an in-network doctor, provided those services were needed to help stabilize you

WEIGHING IN ON WEIGHT

Was your child's BMI too high? Weighing more than what's ideal can have some serious consequences, putting children at increased risk for heart disease, diabetes, arthritis-related conditions, high blood pressure and some cancers. Use these tips to dial up activity levels and scale back on calories. Both can help with weight control.

BE ACTIVE

The gym isn't the only place for exercise. When it comes to being active, challenge your family to think outside the box. Incorporate tasks like washing and waxing the car or raking leaves. Get playful too. Organize a game of basketball, volleyball or touch football. Grab a jump rope. Swim, ride a bike or play tag. These things may not sound like much but they add up — and that matters. Make time for 30 minutes a day, 5 days a week and you're doing great.

WAKE UP TO BREAKFAST

Here's a reason to fill up their cereal bowl: Studies show that people who skip breakfast are more likely to be overweight than those who eat it. Without that morning meal, kids may overeat at lunch or snack more often.

Setting the alarm a few minutes earlier is a great way to sneak breakfast time into your day. Take the chance to sit down with your child. Ask them how they're feeling or what they expect to happen at school during the day. Simply no time? Pack a "breakfast bag" the night before. Put together peanut butter on whole-grain bread; yogurt; fresh fruit or trail mix. They all travel easily.

SLOW DOWN ON FAST FOOD

Hitting the drive-through may be quick, but it's not good for your little one. Fast food is usually high in calories and fat — two things that are bad for weight loss. Try to limit the number of these meals you serve up every week. Instead, look for options that are lower in fat and offer up fruits and veggies as snacks rather than junk food.

FIND OUT MORE

Visit www.cdc.gov/healthyweight/children/index.html for more ideas on how to help your child maintain a healthy weight.

Source: WebMD, Kidshealth.org



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

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NOTICE OF PRIVACY PRACTICES

We keep your health information private, just like the law says we should. Find out how we can use your health info, along with what your control and access rights are, by checking out our Notice of Privacy Practices.

If we change anything about these practices, we'll post a new one on our website, georgia.wellcare.com. If there are a lot of changes, we'll mail you a copy. But, we also want you to know that you can ask for a hard copy at any time. Just give Customer Service a call. The number and hours are on the cover of this newsletter.

