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**Introduction**

WellCare Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare.

Headquartered in Tampa, Florida, WellCare offers a variety of Medicaid and Medicare plans, including health plans for families, children, the aged, blind or disabled and prescription drug plans, currently serving more than 2.23 million members nationwide.

**Help Us Build An Environment of CARE**

WellCare knows that maintaining a healthy community starts with providing care to those who need it most. As the largest Medicaid- and Medicare-only contractor in the nation, we offer affordable health care plans to individuals eligible for government sponsored programs.

Since 1985, it has been our mission to support the well-being of these community members. In partnership with local health care professionals and government organizations, we build an environment of **CARE** to make it all possible:

**C** — **C**ustomer Service through a well-established and financially sound corporate infrastructure.

**A** — **A**ffordable plans working to make the most of members' Medicaid or Medicare coverage.

**R** — **R**eliable and responsible physician and provider partners.

**E** — **E**ducation and preventive care programs for members' ongoing good health.

**C — Customer Service**

Managing care for Medicaid and Medicare populations is a tremendous responsibility. Our success is measured by our ability to provide superior service to our members and partners.

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Our associates strive to maintain a high level of customer service for our growing membership base.

As an organization, we continue to look for ways to improve the services we provide and have established regional offices to help us meet the unique needs of each market.

By exclusively focusing on government health care programs, we are able to develop core skills and build efficiencies unique to them.

It is our objective to provide service to our health care practitioners in a way that allows them to focus on their patients' care. We pay claims promptly. We minimize administrative burdens through a variety of convenient, Web-based functions. We supply providers with valuable risk management data.

### **A — Affordable Plans — Making the Most of Medicaid**

For Medicaid recipients, our programs promote greater access to the entire continuum of care. By providing the coordinated, holistic approach that managed care was originally envisioned to offer, we help keep our members healthy.

### **R — Reliable and Responsible Partners**

Proper access to primary care can result in sustained, coordinated health care utilization. By forging strong relationships between our members and primary care providers, we ensure that beneficiaries enjoy better and timely access to care.

### **E — Education and Preventive Care for Members**

By promoting well care — from childhood immunizations to routine checkups, prenatal care, diabetes monitoring, asthma medication, mammograms and disease management programs — in addition to comprehensive medical services, we help to identify and address medical problems early. This, in turn, improves outcomes and promotes members' ongoing health.

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**Mission  
Statement and  
Core Values**

**Vision**

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

**Mission Statement**

WellCare will:

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

**Partnership**

Members are the reason we are in business; Providers are our partners in serving our members; and regulators are the stewards of the public's resources and trust. We will deliver excellent service to our partners.

**Integrity**

Our actions must consistently demonstrate a high level of integrity that earns the trust of those we serve.

**Accountability**

All associates must be responsible for the commitments we make and the results we deliver.

**Teamwork**

With our fellow associates, we can expect – and are expected to demonstrate – a collaborative approach in the way we work.

**Accreditation**

WellCare's health plans are accredited by the Accreditation Association for Ambulatory Health Care (AAAHC), one of the leading quality standard-setting organizations in the nation. AAAHC evaluates the structure and function of medical and quality management systems in health care organizations. The Plan's compliance with these standards reflects its commitment to principals of quality and continuous improvement of the service provided.