

HOW DOES QUALITY IMPROVEMENT (QI) "RATE" OUR SERVICE?

The WellCare of Georgia, Inc., Quality Improvement (QI) program allows us to make sure we have ways to rate our service to members and providers. We also track the care we give to our members on an ongoing basis.

Some highlights from the 2007 QI program include:

- Sent letters to members telling them how to use their PCP
- Counseled members on why to get preventive health care
 - ♦ Sent more than 1 million letters reminding members when services are due.
- Contacted the parents of more than 45,000 children with asthma and helped them get the care they need
- Held 167 classes on well-child topics at community agencies
- Surveyed members at local events to get input about the health plan
- Created educational handouts such as:
 - ♦ Child Lead Poisoning
 - ♦ Ear Care Tips
 - ♦ Why It Is Important to Get Your Child Immunized
 - ♦ Dental Care
 - ♦ Eye Care
- Created educational resources for doctors such as:
 - ♦ Lead assessment questions
 - ♦ Tuberculin assessment questions
 - ♦ Consultant notes
 - ♦ Advance directives
- Increased our lead testing rates
- Checked the family doctors medical records for following medical guidelines:
 - ♦ 98% of the doctors scored 80% or better on the review
 - Last year the doctors scored 86%
 - ♦ Checking for asthma went up from 98% to 100%
 - ♦ Well-child visits:
 - Health education and counseling went up from 98% to 100%
 - Received all baby shots by 36 months went up from 96% to 98%
 - 91% of doctors scored 80% or better on well-child visits

- ♦ 35.6% more doctors ordered blood tests on members on certain medications
- Checked for patient safety:
 - ♦ 91% of doctors asked members about their allergies
 - ♦ Asked hospitals about their patient safety programs
 - ♦ Educated doctors on not ordering 2 or more of the same type of drugs for the same illness
- Checked the number of doctors available to give care:
 - ♦ In Georgia 96.2% of our area had primary care doctors available close to members' homes
 - ♦ In Georgia 100% of our area had OB/GYN doctors available close to members' homes
 - ♦ 97.35% of members needing well-child visits were able to see their doctors in 90 days or less

Our goals for 2008

- Pass national review as a great health plan
- Increase the number of members who get their well-child visit
- Increase the number of members who get their well-child shots
- Continue outreach and education to members about well-child and adult health visits
- Get members more involved in their medical care
- Form a group of members who will help us plan better care for our members
- Add more doctors to the network
- Have more health fairs
- More health education

You can get a copy of our QI program. Just send a fax to the QI Department. Our fax number is 1-877-277-1810. We want to give you even better health care and service this year.

WE KEEP YOUR PHI PRIVATE

WellCare follows the law that says your Protected Health Information (PHI) must be kept private. Also by law, we tell you how we keep your PHI safe. PHI includes oral, written, and electronic information that can be used to identify you. It may have details about your health and what care you get or have had.

We appreciate your trust and have made policies to keep your PHI safe. These include:

- Setting rules about who can use and see your PHI
- Defining how you can get access to your PHI, get a list of prior disclosures, ask for changes, and tell WellCare who can and cannot see your PHI
- Training our staff on how to keep your PHI safe within and outside of WellCare

You can see our policies on our Web site, www.wellcare.com. You can also call Customer Service at 1-866-231-1821 (TTY/TDD: 1-877-247-6272).

If we change our PHI policies, we will post a new notice on our Web site at www.wellcare.com. We will also mail a notice of the changes to you when the law requires it.



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



SPRING 2008

MEMBER Focus



KNOW THE RISKS AND HOW TO FIGHT MRSA

Methicillin-resistant Staphylococcal aureus (MRSA) has been in the news. There is a community-associated (CA) type. This is now found in schools. Kids who play sports may be at risk. CA-MRSA can be spread by touching a person who has it or something that person has touched.

Here are some situations that increase the risk:

- Physical contact
- "Turf burns" among football players
- Contact with uncovered skin lesions
- Sharing protective and sports equipment, clothing, or towels
- Sharing personal hygiene items such as razors and soap
- Inadequate supplies of dispensable soap for hand washing or showering
- Poor personal hygiene practices
- Poor environmental cleaning of locker rooms/sports rooms

Do you have a sore with pus? Keep the wound covered with a clean bandage. Remember to wash with soap and water. Or you can clean your hands with a hand sanitizer. Anything that someone with MRSA has touched needs to be cleaned with a disinfectant.

To prevent the spread of this infection it is important to seek medical attention promptly if you have an open or weeping wound or if pus is present. Please see your primary care physician (PCP) if you have a wound with these symptoms.

Source: Georgia Department of Education's "Methicillin-Resistant Staphylococcus aureus (MRSA) in Schools: Prevention and Control Recommendations" 2007

WHO IS CUSTOMER SERVICE AT WELLCARE?

Our Customer Service team members get a great deal of training before they can take your calls. They work hard to answer your questions. They want to give you the information you need.

We have always thought we offer excellent customer service. Now we know our members think so too. Our call centers recently earned recognition in the J.D. Power and Associates Certified Call Center Program™. This lets us know our hard work to give you good service is paying off. The program is based upon your feedback.

When you call us, you may be asked to take part in a very brief survey after your call. We would like to hear what you think. Your comments help us make our service even better.



*An Outstanding Customer Service Experience. For J.D. Power and Associates Certified Call Center Program™ information, visit www.jdpower.com or call 1-800-274-5372.

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PREVENTIVE HEALTH GUIDELINES FOR MEMBERS

NEWBORN UP TO 21 YEARS OLD



AGE	WELL-BABY CHECKUPS AND SHOT GUIDE
Newborn	Well-Baby Checkup* at birth. Hearing test. Newborn Screening blood tests and Hepatitis B (HepB) shot.
2-4 Days	Well-Baby Checkup* when your doctor advises. This includes Newborn Screening blood tests and Hepatitis B (HepB) shot. This visit is very important for babies sent home within 48 hours of birth.
1 month	Well-Baby Checkup*, second HepB. Newborn Screening blood test for babies who have not had them.
2 Months	Well-Baby Checkup*. Diphtheria, Tetanus, and Pertussis (DTaP), Polio (IPV), Pneumococcal (PCV), Haemophilus influenzae type b, (Hib) shots.
4 Months	Well-Baby Checkup*. DTaP, Hib, IPV, PCV.
6 Months	Well-Baby Checkup*. DTaP, HepB, Hib, IPV, PCV.
9 Months	Well-Baby Checkup*. Blood Lead test, hemoglobin or hematocrit.
12 Months	Well-Baby Checkup*. Blood Lead, hemoglobin or hematocrit. Hib, Measles, Mumps, Rubella (MMR), Hepatitis A (HepA), Varicella (Chicken Pox), PCV. For babies who haven't had this at 9 months. Dental visit as needed.
15 Months	Well-Baby Checkup*, DTaP, Hib, Urine test and Blood Lead test. When not done at 9 months or 12 months.
18 Months	Well-Baby Checkup*, second HepA (6 months after the first dose).
24 Months	Well-Baby Checkup*, Blood Lead test.
Flu Shots	Each year for kids age 6 months or older who have certain high-risk diseases like asthma and diabetes.

AGE	WELL-CHILD CHECKUPS AND SHOT GUIDE
3 Years	Well-Child Checkup*. Eye Screening. Annual Dental Visit**.
4-5 Years	Well-Child Checkup* each year. Eye Screening. MMR, DTaP and IPV sometime between ages 4 and 6. Annual Dental Visit. Urine test at age 5 years.
6-10 Years	Well-Child Checkup* every other year. Annual Dental Visit, Urine test at age 6 years if not done at age 5 years.
11-12 Years	Well-Child Checkup* once, Meningococcal Shot, Tetanus, diphtheria and pertussis shot (Tdap), (HPV, 3 doses). Annual Dental Visit.
13-21 Years	Well-Teen Checkup* each year. Hemoglobin or hematocrit by age 14. HPV shot when not done by age of 11 or 12. Annual Dental Visit. Urine Test by age 16. Females should have a pelvic exam and Pap smear between 18 and 21 years.

NOTES:

* This includes:

- Well-Baby, Child and Teen Checkups
- Physical Exam with infant totally unclothed or older child undressed and suitably covered
- Health History
- Development and Behavior Test
- Health Education
- Height, Weight, Test for Obesity (known as BMI)
- Vision and Hearing Test
- Head Size Measurement at 0-24 months
- Blood Pressure



Your doctor will also perform the following services as needed:

- Hemoglobin or hematocrit between ages 15 months through 6 years and between age 11 years through 21 years old
- Urine testing from age 11 years to 21 years old
- Lead risk assessments and/or testing from 3 to 6 years old
- Tuberculosis risk assessments and/or testing from age 12 months through 21 years old
- Cardiovascular disease risk assessments and cholesterol screening from age 2 years through 21 years old
- Sexually transmitted disease testing from age 11 years through 21 years old
- "Catch up" on any shots that have been missed at an earlier age

**Dental visits may be recommended beginning at 1 year of age.

This is just a guide. It does not replace your doctor's advice. Talk with your doctor to make sure you and your family get the right tests and care.

HAVE YOU MOVED? DO YOU HAVE A NEW TELEPHONE NUMBER?

Has your address or telephone number changed recently? Please call WellCare Customer Service toll-free at 1-866-231-1821, weekdays, 7am to 7pm to let us know how we can reach you. It is important that we have your correct address and phone number. This lets us keep you up-to-date about your health care coverage.



CHECK YOUR ID CARD

Is the primary care physician (PCP) listed on your ID card correct? Please call Customer Service toll-free at 1-866-231-1821 weekdays, 7am to 7pm to change to the correct PCP. TTY/TDD users, call 1-877-247-6272.

MEMBER MATERIALS UPDATE

Check the WellCare Web site often. It has new information. You can find the following online at georgia.wellcare.com. Just click on "MEMBERS."

- Member handbook
- Information about Georgia Families
- Fraud and abuse information
- How to find a pharmacy
- How to find a dental provider
- Quick reference guide

Call us to ask for a handbook. You can call us at 1-866-231-1821 (TTY/TDD: 1-877-247-6272) Monday to Friday, from 7am to 7pm.

References:

- Committee on Practice and Ambulatory Medicine Recommendations for Preventive Pediatric Health Care, PEDIATRICS, Vol. 105 (3), March 2000, pages 645-646, Copyright © 2000 by the AAP.
- Recommended Childhood and Adolescent Immunization Schedule United States-2006, approved by the Advisory Committee on Immunization Practices (www.cdc.gov/nip/acip/), the American Academy of Pediatrics (www.aap.org) and the American Academy of Family Physicians (www.aafp.org).
- Recommended Immunization Schedule for Child and Adolescents Who Start Late or Who Are More Than 1 Month Behind, United States-2006, approved by the Advisory Committee on Immunization Practices (www.cdc.gov/nip/acip/), the American Academy of Pediatrics (www.aap.org) and the American Academy of Family Physicians (www.aafp.org).
- American Dental Association (www.ada.org)

Legal Disclaimer: Clinical practice guidelines made available by WellCare are informational in nature and are not a substitute for the professional medical judgment of treating physicians or other health care practitioners. These guidelines are based on information available at the time and may not be updated with the most current information available at subsequent times. Individuals should consult with their physician(s) regarding the appropriateness of care or treatment options to meet their specific needs or medical condition. Disclosure of clinical practice guidelines is not a guarantee of coverage. Members of WellCare health plans should consult their individual coverage documents for information regarding covered benefits. WellCare does not offer medical advice or provide medical care, and therefore cannot guarantee any results or outcomes. WellCare does not warrant or guarantee, and shall not be liable for any deficiencies in the information contained herein or for any inaccuracies or recommendations made by independent third parties from whom any of the information contained herein was obtained.

