

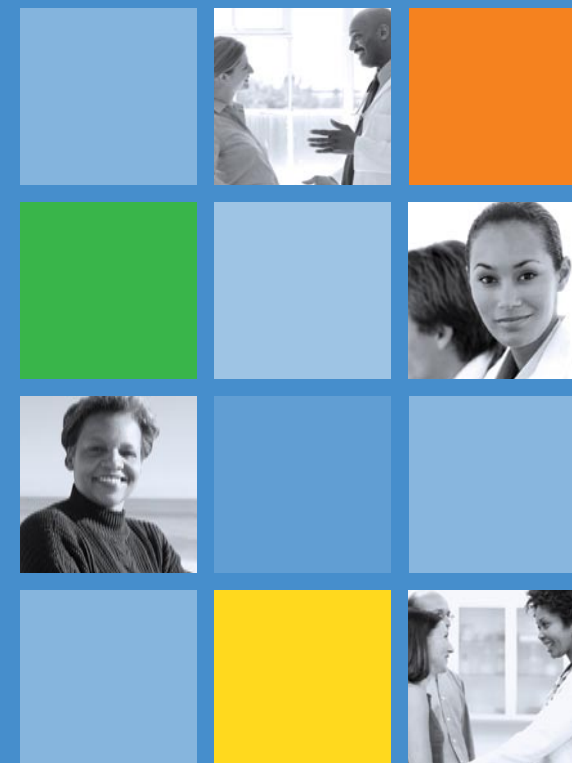


## Our Core Strengths

- **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;
- **Solid Financial Performance**  
revenues of \$3.7 billion in 2006;
- **Targeted Sales and Marketing**  
tailored marketing for diverse member groups;
- **Trusted Government Relationships**  
collaborative cost savings for government partners;

## Provider & Hospital Manuals

For additional information on these and other topics, please refer to the WellCare of Ohio Provider or Hospital Manuals. Each manual 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 in to <http://ohio.wellcare.com> or contact a Provider Relations Representative.



# All About WellCare





## Who is WellCare?

WellCare provides affordable, quality managed care services to those who receive their health benefits through governmental programs such as Medicaid and Medicare. 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.

Headquartered in Tampa, Florida, WellCare operates nationwide, offering a diverse group of multi-state plans under several local brands such as WellCare, Staywell, HealthEase, Harmony and PreferredOne. Proactive communication with providers and a heavy emphasis on preventive care for members are some of the key elements contributing to the success of WellCare's multi-tier approach to medical management.

## Focus on Our Provider Network

WellCare's network of providers is the lifeline of its managed care business. Providers 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. That's why WellCare is dedicated to selecting providers most suited to care for 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 of our leaders 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 strives to keep its providers abreast of the latest guidelines for preventive health services such as childhood immunizations, well-child checkups (Healthchek) and mammogram screenings. Our goal is to maximize disease prevention and early detection resulting in higher quality of care and reduced costs.

**Inpatient/Outpatient Care** — Providers are encouraged to proactively work with members to ensure they receive comprehensive and timely care in the appropriate health care delivery setting thereby 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 inquiries, consistently tracks calls to enhance turnaround times and ensures adequate staffing during peak times.
- Web-based Access — offers eligibility information, claims payment status and other functions to reduce administrative burden.
- Provider Relations Representatives — based locally to be near the provider community and act as liaisons between WellCare and providers, ensuring 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

