



Dear Member:

We would like to thank you for the opportunity to serve you and your family.

We want to tell you about two important benefit changes. **Please read this entire letter.** Once you're done, you may have questions. We have included an FAQ (Frequently Asked Questions) on the back that may answer them. If you still have more questions, our Member Services team can help. Call them at 1-800-951-7719 (TTY 1-877-247-6272). They can be reached Monday through Friday, 7am to 7pm Eastern.

Starting May 1, 2010, these benefits will change:

- **OTC products**—we will no longer offer the \$10-per-month over-the-counter items (OTC) benefit.
- **Vision**—we will no longer offer a second pair of eyeglasses (without authorization) or a frame upgrade option. In addition, adult members (aged 21 to 59 years) can get one vision exam and one pair of eyeglasses every two years. (This benefit is changing from one exam and two pairs of eyeglasses every year.)

We will still cover services you and your family need to stay healthy. **The services below are not changing:**

- Dental services
- Diagnostic services (X-ray, lab)
- Emergency services
- Family planning services and supplies
- Inpatient and outpatient hospital services
- Mental health and substance abuse services
- Obstetrical (maternity care—prenatal and postpartum, including at-risk pregnancy services) and gynecological services
- Preventative mammogram (breast) and cervical cancer (Pap smear) exams
- Primary care provider and specialist services
- Shots (immunizations)
- Speech and hearing services, including hearing aids
- Well-child (*Healthchek*) exams for children under the age of 21
- Yearly well-adult exams

Again, we thank you for allowing us to serve your health care needs. We wish you and your family good health.

Sincerely,

WellCare of Ohio

Continued on the other side.



Question: When will these benefit changes take place?

Answer: The changes will go into effect on May 1, 2010.

Question: Why is WellCare making a change to the OTC benefit?

Answer: In February, the Ohio Department of Job and Family Services (ODJFS) is changing the way prescription drugs are covered for Ohio Medicaid consumers. This includes all WellCare members. Retail pharmacy services will no longer be provided or covered by WellCare or any other managed care plan (MCP). This change means that we will no longer be offering the monthly OTC benefit to our members. We will continue to offer an OTC incentive benefit for children who get all of their required *Healthchek* visits within a calendar year.

Question: Why is WellCare making changes to vision services?

Answer: As you know, the country is in a tough financial time. Everyone is looking at their finances. This includes the government (federal, state and local), businesses and families. We're doing the same.

We review our plan services every year. This includes standard Medicaid services and "extra" services. We have decided to make these changes this year. Even with these changes, you and your family will still be able to get the health care you need to stay healthy.

Question: Will I still be able to get vision services?

Answer: Yes. WellCare will continue to offer vision services. Covered services* for adults and children include:

- Eyeglasses/exams
 - Adults (21 to 59 years of age)—one pair of eyeglasses and one exam every two years
 - Children (under 21 years of age) and seniors (over 59 years of age)—one pair of eyeglasses and one exam every year
- Low-vision aids and prosthetic eyes
- Replacement frames and lenses (additional glasses as medically necessary)

* This is not a complete list of covered vision services. For more information, please see your handbook or call Member Services.

Question: How long will this change last? Could these services be brought back?

Answer: At the time of our next plan services review, we'll look at all of the services we offer to our members. We will let you know of any change(s) that we make. We'll do this at least three months before the change(s) takes place.

Question: What other services does WellCare offer that can help me and my family to live healthy lives?

Answer: With WellCare:

- You do not have any co-payments.
- *Personal Health Advisor*, our 24-hour nurse helpline, is always available to you.
- If you are pregnant, you can take part in our *Prenatal Rewards Program*.
- You get can get yearly well-adult checkups and children (aged 0 to 20 years) can get well-child checkups (through *Healthchek*). All at no cost to you!
- You may be eligible for case/disease management services.
- You can choose your own doctors and hospitals from our large network of providers.



Question: Will I need to do anything when this change takes place?

Answer: No. You can keep using the same WellCare ID card you have now. Your primary care provider (PCP) will not change.

Question: I'm scheduled to get one of the services that will no longer be offered after May 1, 2010. What should I do?

Answer: You will be able to get the service until April 30, 2010. For any service you have scheduled after May 1, 2010, you will need to work with your provider to decide which steps you should take to get the service.

Comuníquese con Servicios a Miembros para obtener esta información en español u otro idioma. Llame al 1-800-951-7719 (TTY 1-877-247-6272) de lunes a viernes, de 7 am a 7 pm, hora del este.