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**Introduction**

WellCare Health Plans Inc. is a leading provider of managed care services dedicated to government-sponsored health care programs, focusing on Medicaid and Medicare. We operate a variety of plans, including health plans for families and children, as well as prescription drug plans.

Founded in 1985, our team of associates serves more than 2.3 million members nationwide. The WellCare Group of Companies operates plans under the WellCare, Staywell, HealthEase, Harmony, and PreferredOne brands.

Our company headquarters is in Tampa, Florida. Regional offices include: Miami, Florida; Manhattan, New York; North Haven, Connecticut; Baton Rouge, Louisiana; Atlanta, Georgia; Cleveland, Ohio; and Chicago, Illinois, which is also the headquarters for Harmony Health Plan.

This Hospital Services Manual is presented to all WellCare of Ohio participating providers to assist with the administration of the Plan's products, services, policies and procedures, as well as to supplement your Provider Agreement.

**Mission**

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

**Core Values****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**

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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.