



WellCare Health Plans, Inc.

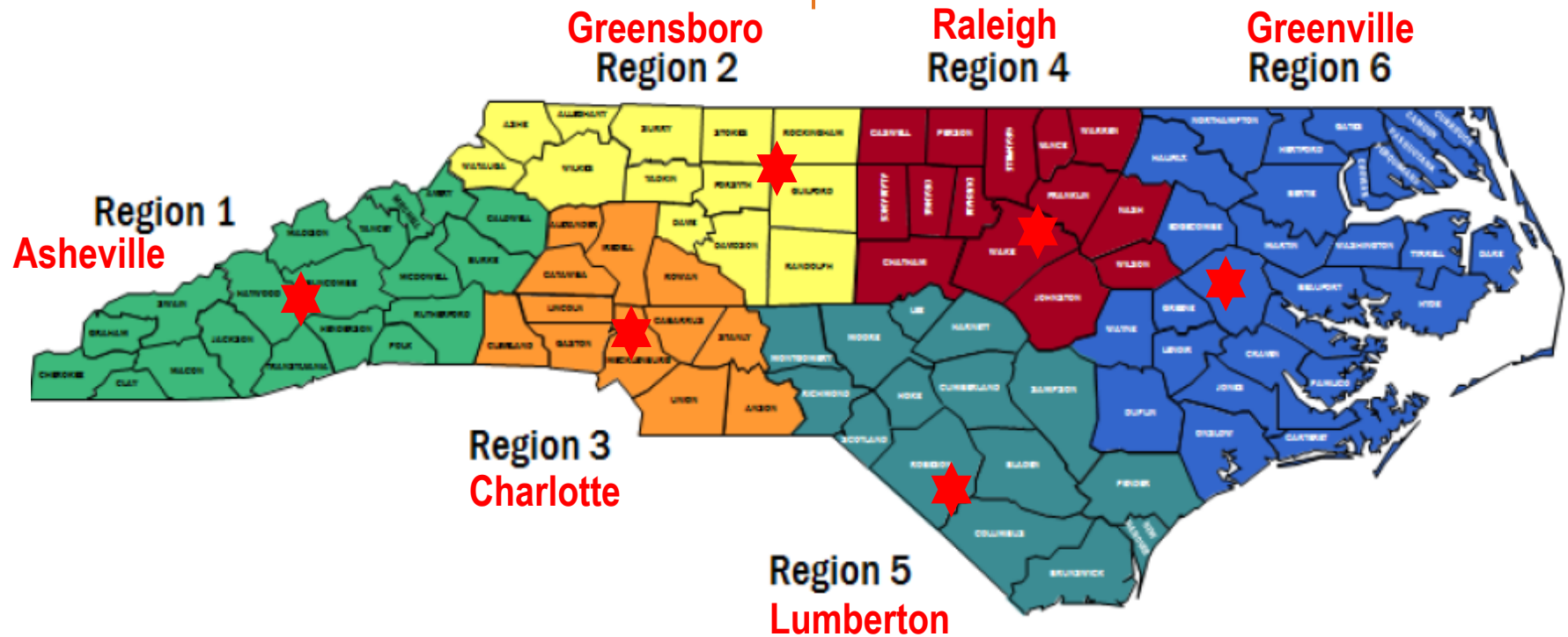
NC Get Covered
August 16, 2019

WellCare of NC Office Locations

- Raleigh
- Greensboro
- Asheville
- Greenville
- Lumberton
- Charlotte


Staffing across NC

- Regional Leadership
- Provider Relations
- Care management support staff
- Community engagement




The WellCare Story

- WellCare was founded in 1985 by a small group of physicians in Tampa, Florida.
- WellCare provides government-sponsored healthcare programs, including Medicaid, Medicare Advantage and Medicare Prescription Drug Plans, to families, children, seniors and individuals with complex medical needs.
- WellCare serves 5.5 million members and partners with more than 68,000 pharmacies and 649,000 healthcare providers across the country.

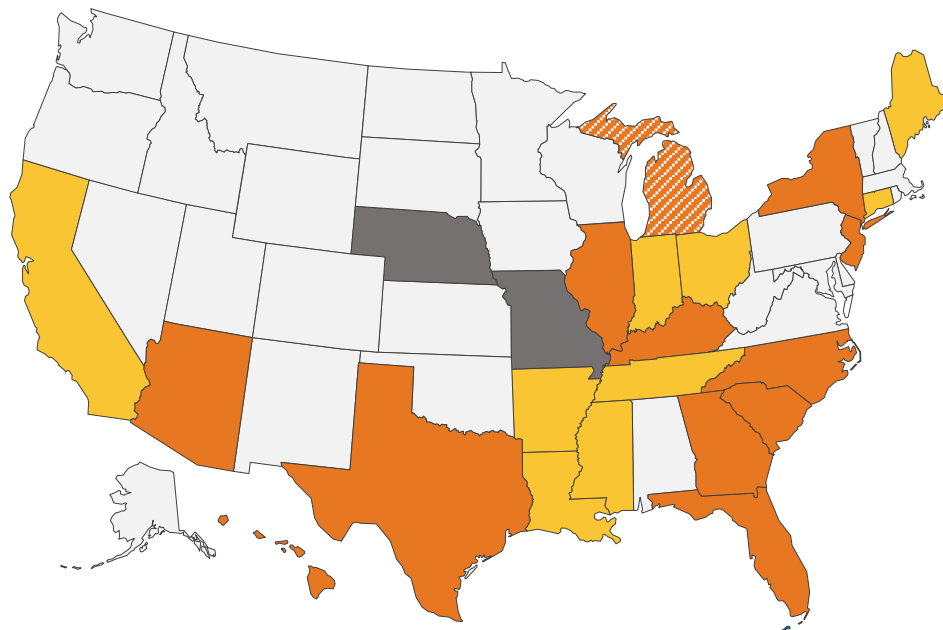
A large, fluffy orange mascot character with large blue eyes is holding a black umbrella with an orange top. The mascot is positioned on the left side of a solid orange background.






We've got you covered.



WellCare
Beyond Healthcare. A Better You.

WellCare's Presence



-  Medicaid
-  Medicare Advantage
-  Medicaid & Medicare Advantage*
-  Medicare Prescription Drug Plans (50 U.S. states & D.C.)
-  Health Insurance Marketplace

5.5M
MEMBERS

649K
PROVIDERS

68K
PHARMACIES

13K
ASSOCIATES

#170
FORTUNE 500

FORTUNE
WORLD'S MOST
ADMIRABLE
COMPANIES 2018



*Includes states where the company receives Medicaid and Medicare revenues associated with Dual Eligible Special Needs Plans (D-SNPs)

Four Pillars to WellCare's Approach to Managed Medicaid

WELLCARE'S APPROACH



Provider Partnerships

Fostering strong partnerships with select providers



Integrated Care Model

Integrating medical, behavioral, social and pharmacy operations



Government Partnerships

Establishing trust with our state and federal partners



Community Connections

Empowering members to reach optimal social health and independence

“Effective collaboration with our key providers is vital to our success. We actively engage our providers and respond quickly to their issues and concerns resulting in a partnership that ultimately helps our members lead healthier lives.” Ken Burdick, CEO

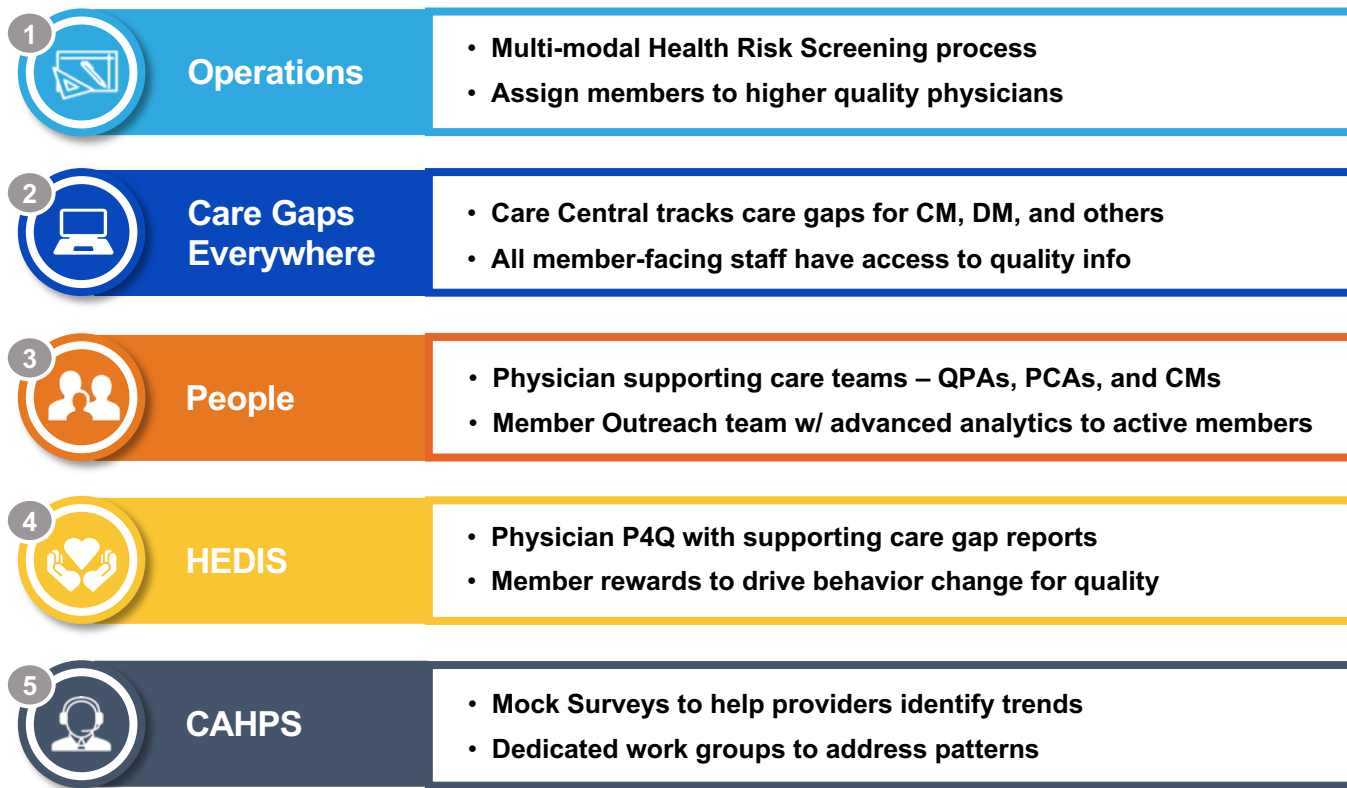


RFP Results

- 1st overall
- 1st on nearly 70% of all scored components

Quality is The Cornerstone of Overall Performance

Key Quality Programs & Activities



78%
of Medicaid health plans
ranked 1st or 2nd
in their states

Percentile rankings improved 14%
driven by improved
Customer Satisfaction
scores.

Over 50%
of our plans have achieved
“**commendable**”
status



Quality Monitoring & Reporting is Key

Integrated technologies, data sharing, and reporting create proven system-wide monitoring and quality activities and improvement.

Partnership For Quality (P4Q) Reports



Care Gap Heat Maps



Member Care Compass



Opioid Program Overview

The clinical team partners with Pharmacy to implement elements addressing overutilization and potential overutilization of opioids by providing monitoring, education, communication and collaboration, and opioid alternatives to improve member's health outcomes by reducing the risk of opioid abuse and overdose.

Elements

1

Lock-in Program

Designed for above normal users of prescription pain medications who get "locked-in" to one prescriber and one pharmacy

2

Increased MAT Access

Improve timely access to medications

3

Opioid Related Pharmacy Edits

Implement new requirements and strengthen oversight of utilization review criteria

4

Low Back Pain CM

Care management outreach for members with low back pain who have been prescribed opiates

5

Predictive Analytics

Proactive early identification of members prescribed opioids who are at risk of dependency

Highlight: The Lock-in program was implemented in 2018.



WellCare Benefits

- WellCare **focuses on government programs** and does not provide commercial insurance. Serving only this population pervades everything we do from our culture, our partnerships and the services we provide.
- This focus led WellCare to begin **working on social determinants of health over 10 years ago**. We focus on improving the health and well-being of our members through the benefits we provide and the partnerships we have with providers and social services organizations.
- WellCare uses a **fully integrated approach to managed care**, which includes physical health, behavioral health, pharmacy and social services. This approach better serves members' whole healthcare needs.

WellCare Benefits

- WellCare has intentionally hired **leadership with North Carolina Medicaid experience and expertise**, helping to ensure we truly understand and address the unique needs of North Carolinians.
- While all health plans are required to cover a core set of benefits (similar to those covered today), WellCare also offers many **unique Value-Added Benefits** to further assist patients/beneficiaries (over 40 benefits).
- WellCare has **welcome rooms** across six regions where we hold classes, meetings, and can otherwise interact with our members.

CHOICE



For you and your patients....

We know you have one....

- We appreciate your attendance
- We appreciate your participation with us

THANK YOU!

For a contract, email: **networkexpansion@wellcare.com**

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