



GEORGIA | 2011 | ISSUE II

# MEMBER Focus



## NEW BENEFITS FOR MEMBERS

We are excited to let you know about these new benefits!



- Free family fitness membership with access to fitness programs for **qualifying** members
- Stay Connected program that allows certain **qualified** members to get a free cell phone to stay in touch with their case manager, doctor and family members

- Quality Reward Program that lets **qualified** members earn a free gift card for getting preventive care and taking care of themselves and their families

### DENTAL

- Free oral exams every six months for members age 21 and older, with no co-pay
- Free X-rays — annual bitewing X-ray for members age 21 and older, with no co-pay

### VISION

- Free eye exam — one per year for members age 21 and older, with no co-pay
- \$40 toward glasses for members age 21 and older

Please call Customer Service for details.

## MEMBER VOICE MAIL BENEFIT CHANGE

As of July 1, 2011, we will not offer the voice mail benefit. If your doctor or family members now use this to leave you messages, please let them know of the change.

Call Customer Service with any questions.

## MEMBER MATERIALS UPDATE

Check our website for new information. You will find the following at [georgia.wellcare.com](http://georgia.wellcare.com). Just click on *For Members*.

- Information about Georgia Families
- Fraud and abuse information
- How to find a pharmacy
- How to find a dental provider
- Member resources
  - Member handbook
  - Member newsletters
  - 2011 personal care items
  - Provider directory
  - Member portal user guide
- Member educational guidelines
  - Pediatric Preventive Health
  - Adult Preventive Health
  - Childhood Obesity
  - Asthma
  - Diabetes
  - Pregnancy Health
  - Chronic Kidney Disease
  - Lead Poisoning

Members can also request hard copies of the handbook, member educational guidelines, preventive health guidelines or any of the above documents by contacting Customer Service. You can call us at 1-866-231-1821 (TTY 1-877-247-6272). Representatives can help you Monday–Friday, 7 a.m.–7 p.m. Eastern. Please listen carefully to the options before making a selection.

Remember, you can also leave a voice mail message for Customer Service after hours. Calls are returned within three business days.

Language services are offered. You may call to ask for materials in a different format. This includes other languages, large print and audio tapes. There is no charge for this.

# PREVENT MEDICATION POISONINGS IN YOUR HOME

Medication poisonings in children happen often, even with the use of childproof containers. In 2009, more than half of poisonings happened in children less than 6 years old. Adults can also be victims of accidental medication poisoning. There are many things you can do to prevent this in your home.

## DRUGS AND MEDICINES

- Follow the directions on the bottle whenever you give or take medicines. Read all of the warning labels. Some medicines cannot be taken with others or with alcohol.
- Turn on a light when you give or take medicines at night. That way you will know you have the right amount of the right medicine.
- Keep medicines in their original bottles or containers.
- Never share or sell your prescription drugs.
- Keep pain medications in a safe place that can be reached only by people who take or give them.

## KEEPING CHILDREN SAFE

- Put the Poison Control number on or near every home telephone and save it on your cell phone. The toll-free number is **1-800-222-1222**.
- Keep all drugs in medicine cabinets or locked cabinets that young children cannot reach.
- Don't take medicine in front of children. They like to copy adults.
- Don't call medicine "candy."
- Don't let guests leave drugs where children can find them, such as in a purse, backpack, coat pocket or unlocked suitcase.
- When you take medicines, do not put your next dose on the counter where children can reach them.
- Never leave children alone with your medications. If you are taking medicine and you have to do something else, such as answer the phone, take young children with you.
- Don't leave your medications out after use. Put them in a childproof cabinet as soon as you are done with them.
- Don't throw away medication patches or pills where children can find them.
  - Used medication patches should be folded in half (so the sticky side sticks together) before discarding. There may still be enough medication in a used patch to harm a child or pet if chewed. Check with your pharmacist about what to do with medications you no longer need.

## WHAT TO DO IF A POISONING HAPPENS

- Stay calm.
- Call **911** if you have a poison emergency and the victim has passed out or is not breathing. If the victim is awake, call Poison Control. Try to have the following information:
  - The victim's age and weight
  - When the poisoning happened
  - What the victim took
  - Where the poisoning happened
- Stay on the phone and follow the instructions you are given.

Sources: Therapeutic Research Center, Centers for Disease Control and Prevention (CDC)



## NOTICE OF PRIVACY PRACTICES

The law says we must protect your health information. Our Notice of Privacy Practices states how we may use this data. It also tells you how you may use your rights to:

- Access your health information
- Control your health information

You can see our Notice of Privacy Practices at [georgia.wellcare.com](http://georgia.wellcare.com). You may also ask us for a copy. To do this, call Customer Service at **1-866-231-1821**. Hours are Monday–Friday, 7 a.m. to 7 p.m. Eastern. TTY users, call **1-877-247-6272**.

If we change our PHI policies, we will post a new notice on our website. We will also mail a notice of the changes to you when the law says we must.

## WHAT IS MY CHILD'S BMI?

Your child's body mass index (BMI) is a number calculated from his/her weight and height. It can help show body fatness in most children and teens. BMI is an easy, inexpensive way to screen for weight issues that may lead to health problems.

### HOW IS BMI USED WITH CHILDREN AND TEENS?

BMI can help spot possible weight problems for children. Health experts recommend using it for children beginning at 2 years old.

For children, BMI is used as a first screen. It might help detect obesity, overweight, healthy weight or underweight. A health care provider would need to look further if a child has a high BMI.

### HOW CAN I TELL IF MY CHILD IS OVERWEIGHT OR OBESE?

To find out your child's BMI, talk to your child's doctor. You can also use the online calculator at [www.cdc.gov](http://www.cdc.gov). Once there, type "BMI Calculator" in the search box.

For more information and tips on helping your child reach and stay at a healthy weight, visit [www.cdc.gov/healthyweight/children/index.html](http://www.cdc.gov/healthyweight/children/index.html).

Source: Centers for Disease Control and Prevention (CDC)



To find out your child's BMI, talk to your child's doctor.



## KEEP YOUR MEMBER ID CARD HANDY

Your member ID card is very important. When you need care, you will give your card to your doctor. Your card has important information about your health plan. Keep this card with you at all times. If your personal information changes, please call Customer Service at 1-866-231-1821. TTY users, call 1-877-247-6272.

Also remember that sometimes a provider can bill a member. These times include:

- When a member agrees to be seen as a self-pay patient before he or she gets services. Such a patient will have to pay for the services. He or she will likely get a bill in the mail.
- When there are applicable co-pays



## KEEPING AN EYE ON WEIGHT

The number of overweight and obese people continues to increase. Children and adults who are overweight are at higher risk for:

- Heart disease
- Diabetes
- Arthritis-related conditions
- High blood pressure
- Some cancers

What can you do to control your weight and your child's weight? Follow a healthy diet and exercise at least 30 minutes a day, 5 days a week. Here are some suggestions.

### Exercise

- Walking
- Pushing a baby stroller for 1 mile
- Washing and waxing a car
- Raking leaves
- Riding a bike
- Swimming
- Running or jogging
- Jumping rope
- Volleyball
- Basketball
- Touch football
- Climbing steps for 10 minutes

### Healthy Eating

- Eat breakfast
- Limit fast food and junk food
- Drink 8 cups of water daily
- Snack on fruits and vegetables
- Eat low-fat and reduced-fat foods

## MEDICAID MEMBER FORMULARY UPDATE Q2 (SPRING) 2011

The generic drugs listed below are now available to WellCare of Georgia members at the lowest co-payment. The brand-name drugs have been removed from our Preferred Drug List.

BRAND NAME	GENERIC NAME	THERAPEUTIC CLASS
Accolate® 10mg, 20mg tablets	<i>zafirlukast</i> 10mg, 20mg tablets	Leukotriene Receptor Antagonists
Hydromet® 1.5mg-5mg/5ml syrup	<i>hydrocodone bitartrate/homatropine methylbromide</i> 5mg-1.5mg/5ml syrup (AL = max: 20yo)	Opiate Antitussives
Lotrel® 5/40mg, 10/40mg capsules	<i>amlodipine/benazepril</i> 5/40mg, 10/40mg capsules	Angiotensin-Converting Enzyme Inhibitor (ACE Inhibitor)/Calcium-Channel Blocker Combinations
Nardil® 15mg tablet	<i>phenelzine sulfate</i> 15mg tablet	Non-selective MAO Inhibitors

AL = Age Limit

The following changes have been made to the WellCare of Georgia Medicaid Preferred Drug List:

### ADDITIONS

Colcrys® 0.6mg tablet	Fortical® nasal spray
Denavir® 1% cream	Sprycel® 80mg, 140mg tablet (PA)
Ed-A-Hist tablet	<i>tamsulosin</i> 0.4mg capsule

PA = Prior Authorization

### REMOVALS

Ak-Poly-Bac™ ophthalmic ointment	Naphcon-A® ophthalmic drops
<i>albuterol</i> ER 4mg, 8mg tablets	Opcon-A® ophthalmic drops
Ceron-DM syrup	Ortho-Evra® Transdermal Patch
Cimzia® kit	Polycin B ointment
De-Chlor DR syrup	<i>potassium chloride</i> 0.15%/nacl 0.9%
EpiPen Jr® 0.15mg/0.15mL Auto-injector	<i>potassium chloride</i> 0.15%/nacl 0.9%/viaflex
Eurax® 10% cream, lotion	<i>potassium chloride</i> 0.3%/nacl 0.9%/viaflex
<i>Lansoprazole</i> 15mg, 30mg capsules	<i>potassium phosphate</i> solution
<i>Meperidine</i> 50mg, 100mg tablets & 50mg/5mL solution	<i>pramoxine HCl</i> 1% foam
Micardis® 20mg, 40mg, 80mg tablets	Vasoclear® 0.02% ophthalmic solution
Micardis® HCT 40/12.5mg, 80/12.5mg, 80/25mg tablets	Zegerid® 20mg, 40mg capsules
Naphcon® 0.012% ophthalmic drops	

Continued

We have changed the utilization management criteria for the following medications on the WellCare of Georgia Medicaid Preferred Drug List:

DRUG NAME	CHANGE
Actos®, Actoplus® Met, Avandia®, Avandamet®, Avandaryl®, Prandin®, Prandimet® tablets	ST added
Advair® Diskus	QL updated; #60/30 days
Advair® HFA	QL updated; #12/30 days
<i>amphetamine/dextroamphetamine</i> salts extended-release caps	QL updated; #62/31 days
Arixtra® 2.5mg/0.5mL injection	QL updated; #16/31 days
Januvia®, Janumet® tablets	PA removed, ST added
<i>losartan, losartan/HCTZ</i> tablets	ST removed, QL remains #31/31 days
<i>methotrexate sodium</i> solution	PA removed
<i>ondansetron</i> tablets, ODT tablets, solution	QL removed
<i>venlafaxine HCl</i> 37.5mg, 75mg, 150mg extended-release tablets	ST added

QL = Quantity Limit ST = Step Therapy PA = Prior Authorization

#### PLANNED MARKET DRUG WITHDRAWALS

COMPANY NAME	DRUG NAME	DATE OF REMOVAL	ADDITIONAL INFORMATION
Endo Pharmaceuticals	Opana® ER 7.5mg, 15mg Extended-Release Tablets	On or about May 1, 2011	Please be advised that Endo Pharmaceuticals will discontinue the sale and distribution of two strengths of Opana® ER (oxymorphone HCl) Extended-Release Tablets CII. Endo estimates these two strengths will no longer be on retail shelves on or about May 1, 2011. Due to increased demand for Opana ER, Endo is streamlining operations to focus on the most commonly prescribed dosages, enabling us to serve the needs of our customers while continuing to supply a wide range of dose strengths. Opana® ER dose strengths of 5mg, 10mg, 20mg, 30mg and 40mg will continue to be available at your local pharmacy.
Allergan, Inc.	ZYMAR®	February 28, 2011	The anti-infective activity of fluoroquinolones, such as gatifloxacin, is concentration dependent. ZYMAXID™ (gatifloxacin ophthalmic solution) 0.5% has a greater concentration of the active agent gatifloxacin when compared with ZYMAR® (gatifloxacin ophthalmic solution) 0.3% formulation. Therefore, effective February 28, 2011, Allergan, Inc. will discontinue ZYMAR® (gatifloxacin ophthalmic solution) 0.3%. Allergan will continue to manufacture ZYMAXID™ (gatifloxacin ophthalmic solution) 0.5%.

Please visit [georgia.wellcare.com](http://georgia.wellcare.com) to view the current Preferred Drug List and pharmacy updates.

## SOME MEDICATIONS MAY BE INAPPROPRIATE FOR PEOPLE OVER 65

Over time, our bodies change the way we process medicine. As we age, we may become more sensitive to certain medications. Researchers at the University of Georgia, Athens updated a list of drugs that may not be good for patients 65 and older.

This list is named after Dr. Mark Beers. The Beers List contains some common drugs that could put the elderly at risk for serious side effects.

### What are some of the side effects?

Some common side effects are confusion, depression and falling.

### Examples of potentially inappropriate medications in the elderly:

- Premarin®, Estrace® (oral estrogens)
- Soma® (carisoprodol)
- Flexeril® (cyclobenzaprine)
- Robaxin® (methocarbamol)
- Valium® (diazepam)
- Atarax® (hydroxyzine)

### What can I do if I am taking any of these medications?

Since the risks may outweigh the benefits, talk with your provider. A different drug may be better for you based on your age. But do not stop taking any drug without talking with your doctor first. Describe any side effects that you may have.

### Are there any over-the-counter drugs on this list?

Yes, Benadryl® (diphenhydramine) and Tagamet® (cimetidine) are on the Beers List.

### When discussing with your doctor the medicine you are currently taking, always remember to ask:

- Why am I taking it?
- What time should I take it?
- How often do I take it?
- How many pills do I take?
- What side effects should I expect?
- What should I do if I experience these side effects?

*Names and trademarks are the property of their respective trademark owners.*

#### Sources:

Fick DM, Cooper JW, Wade WE, Waller JL, Maclean JR, Beers MH. Updating the Beers criteria for potentially inappropriate medication use in older adults: results of a US consensus panel of experts. *Arch Intern Med.* 2003 Dec 8-22;163(22):2716-24.

National Committee for Quality Assurance (NCQA). *Use of High-Risk Medications in the Elderly. HEDIS 2011. Healthcare Effectiveness and Data Information Set.* Washington DC. Available at <http://web.ncqa.org/tabid/210/Default.aspx>.

The Agency for Healthcare Research and Quality (AHRQ). *Quick Tips: When Talking with Your Doctor.* AHRQ Pub. No. 01-0040a. <http://www.ahrq.gov/consumer/quicktips/doctalk.pdf> [www.ahrq.gov](http://www.ahrq.gov)

## OUR QUALITY IMPROVEMENT (QI) PROGRAM WORKS FOR YOU

Our QI Program is complete and ongoing. It looks at the care and services our members receive. Key areas of focus include:

- Member and provider satisfaction
- Quality of care and service
- Customer service
- Confidentiality
- Network adequacy
- Preventive health
- Service utilization
- Disease and case management
- Coordination and continuity of care
- Cultural competency
- Credentialing
- Appeals and grievances
- Components of operational service
- Reporting requirements
- Quantitative member and organizational outcomes

WellCare works hard to improve these areas. If you would like a copy of our QI Program, please fax a request to the QI department at 1-877-277-1810.

## WELLCARE'S iCARE ETHICS AND COMPLIANCE PROGRAM

Honesty and integrity are very important values at WellCare. The iCare Program is our ethics and compliance system. It helps us find, fix and prevent actions that violate the law or our high standard of ethics.

The iCare Program applies to our associates, providers and members. As a member, you agree to follow this program. That includes obeying:

- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- All state and federal laws
- All state and federal rules and regulations

We also work to prevent fraud, waste and abuse. As a member, you may not take part in any scheme or plan that could be fraud or abuse. You must also report all suspected fraud or abuse.

To learn more or to make a report, call our 24-hour hotline. The toll-free number is 1-866-678-8355.

## HAVE YOUR CHILD CHECKED FOR LEAD

Lead is a metal found in lead-based paints, soil, dust, food, drinking water and air. Exposure to lead can be harmful, especially to infants and young children.

### Does lead affect your health?

Lead can be harmful to anyone. But children under the age of 6 are at the greatest risk of being harmed. Their bodies easily absorb lead, which can be bad for their developing brains and other organs and systems.

Certain childhood activities, such as chewing on or eating non-food items like paint chips or dirt, can lead to lead poisoning. This can cause:

- Speech, language and behavioral problems
- Learning disabilities and attention deficit disorder (ADD)
- Mental retardation
- Death

There is no safe level of lead.

### Your child should be screened for lead risk if:

- You live in or often visit a dwelling that may have been built before 1978
- They live in or often visit a house or apartment that is being remodeled or is having paint removed
- They have a sibling or playmate who has or has had lead poisoning
- They live with anyone who works at a job where lead may be found or has a hobby that uses lead

- They live near an active lead smelter, battery recycling plant or other industry likely to release lead
- You use home remedies such as greta, azarcon or pay-loo-ah, or cosmetics with kohl in them
- They chew on or eat non-food items like paint chips or dirt

### Your primary care provider (PCP) should:

- Do a lead blood test on children 12 and 24 months of age
- Screen children between the ages of 2 and 6
- Ask you questions about your child's risk for lead poisoning at each visit from ages 3 to 6



## ARE YOU AT RISK FOR TUBERCULOSIS?

Tuberculosis, often called TB, is an infectious disease that usually attacks the lungs. But it can attack almost any part of the body. TB is spread from person to person through the air.

When people with TB in their lungs or throat cough, laugh, sneeze, sing or even talk, the germs that cause TB may be spread into the air. If another person breathes in these germs, there is a chance that they will become infected. Repeated contact is usually required for infection.

There's a difference between being infected with TB and having active TB.

- People who are infected with TB do not feel sick. They do not have any symptoms and cannot spread TB. But they may develop it at some time in the future.
- People with active TB will be sick and need to see a doctor for treatment. They can be cured if they get medical help.

### WHO SHOULD GET THE TUBERCULOSIS (TB) TEST?

Anyone who has a high risk of TB should see their primary care provider (PCP) to get tested. You can be at high risk from coming into contact with people who:

- Have active TB
- Have been diagnosed with HIV or who are at risk for HIV infection
- Have or are being treated for a medical condition that suppresses the immune system
- Came from foreign countries with high TB rates
- Work or live in long-term care facilities (nursing homes, prisons, hospitals)
- Have certain jobs, such as health care workers or prison guards
- Use illegal drugs
- Are homeless

If you think you are at risk, contact your PCP's office today.



WellCare of Georgia, Inc.  
211 Perimeter Center Parkway  
Suite 800  
Atlanta, GA 30346

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



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## CASE AND DISEASE MANAGEMENT SERVICES ARE AVAILABLE

Our Case Management Program helps members with special health situations. Case managers are registered nurses. They help:

- Members with complex medical needs
- Members with solid organ and tissue transplants
- Members with chronic illness such as asthma, diabetes, hypertension and heart disease
- Children with special health care needs
- Members with lead poisoning

Our Disease Management Program provides support to members with conditions such as:

- Asthma
- Diabetes
- HIV/AIDS
- Heart diseases
- Hypertension

We're here to help you! Please contact us to learn more about these programs at 1-866-635-7045. Call Monday–Friday, 7 a.m. to 5 p.m. Eastern.

