



GEORGIA | SPRING 2009

MEMBER FOCUS

MAKE USE OF OUR WEB SITE

Most members are probably familiar with the fact that you can use the WellCare Web site to find a physician. However, the Web site offers many other services members can make use of.

The first time you visit the Web site, you will need to register. That means you will create a user name and password. Once you do that, you can log in to the secured site. Now you can:

1. Request a change of your PCP
2. Request a change of your address
3. Print a temporary ID card
4. Submit an appeal or grievance

If you have not registered, just navigate to the Web site (georgia.wellcare.com) and click on the words "Sign Up Here". This brings you to the registration page. Just answer a few simple questions and you are ready to go!

Of course, if you have any questions at all about the site, you can call Customer Service. The telephone number is located on the back of your ID card. Our representatives will be pleased to answer any questions you may have.

You can make use of the Web site 24 hours a day, 7 days a week—no more worries about Customer Service being closed. It is a time saver and easy to use. Try it, you'll like it!



[Click here to register](#)

MEMBER MATERIALS UPDATE

Remember to check the WellCare Web site on a regular basis. It has new and updated information. Just go to georgia.wellcare.com. Click on the "For Members" tab. The following information is available:

- Member handbook
- Information about Georgia Families
- Fraud and abuse
- How to find a pharmacy
- How to find a dental provider
- Pregnancy health guidelines
- Quick Reference Guide

You can also call us to ask for a member handbook. You can call us at 1-866-231-1821 (TTY/TDD: 1-877-247-6272), Monday–Friday, from 7am to 7pm Eastern.

APPOINTMENTS

It is very important to keep your appointments for doctor visits. This includes lab tests or X-rays. Not showing up means you don't get the care you need. Plus it disrupts the doctor's schedule. When you get there late, it makes it hard for your doctor to give you all of the time you might want and deserve. Please call your doctor at least one day ahead of time if you can't keep a scheduled appointment. If you have trouble making an appointment, call Customer Service at 1-866-231-1821 (TTY/TDD: 1-877-247-6272).

OVER-THE-COUNTER ITEMS

Did you know that your family can get up to \$10 worth of approved over-the-counter (OTC) items every month? What's more, you can get these items without a prescription.

For your convenience, the 2009 OTC list can be found on pages 6 and 7 of this newsletter. It lists all the items you can choose from.

You can pick from items like vitamins, medicines and health supplies. Make your selections, and then call 1-866-231-1821 (TTY/TDD: 1-877-247-6272). You can call weekdays from 7am to 7pm Eastern. Your order will be mailed to your home.

If you have any questions, call Customer Service.

See OTC chart on pages 6 and 7.

YOUR PERSONAL HEALTH ADVISOR IS JUST A CALL AWAY

Personal Health Advisor is our nurse advice line. It is offered at no cost to you. You can call the line 24 hours a day, 7 days a week. It is available every day of the year. Call 1-800-919-8807 anytime someone in your family is sick or hurt or needs medical advice. You will get friendly, helpful advice. The nurse will ask you some questions about your problem. Tell the nurse where it hurts, what it looks like, and what it feels like. The nurse can help you decide if you need to:

- Go to the hospital
- Go to the doctor
- Care for yourself at home

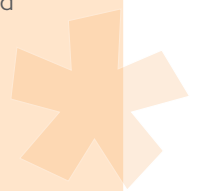
It is offered at no cost to you. You can call the line 24 hours a day, 7 days a week.

PREVENTIVE HEALTH GUIDELINES FOR MEMBERS: NEWBORN TO 21 YEARS OLD

AGE	WELL-BABY CHECKUPS AND SHOT GUIDE
Newborn	Well-Baby Checkup* at birth. Hearing test. Newborn Screening blood tests and Hepatitis B (HepB) vaccine.
3–5 Days	Well-Baby Checkup* as recommended by your doctor, including Newborn Screening blood tests and Hepatitis B (HepB) vaccine if not done at birth. This visit is especially important if your baby was sent home within 48 hours of birth.
1 Month	Well-Baby Checkup*. Second dose of HepB vaccine. Newborn Screening blood test if not already completed.
2 Months	Well-Baby Checkup*. Diphtheria, Tetanus, and Pertussis (DTaP), Rotavirus (RV), Polio (IPV), Pneumococcal conjugate (PCV), and Haemophilus influenzae type b, (Hib) vaccines. Newborn Screening blood test if not already completed. Newborn screening blood test if not already done.
4 Months	Well-Baby Checkup*. DTaP, Hib, IPV, PCV, and RV vaccines.
6 Months	Well-Baby Checkup*. DTaP, HepB, Hib, IPV, PCV, RV, influenza yearly.
9 Months	Well-Baby Checkup*. Blood Lead test.
12 Months	Well-Baby Checkup*. Blood Lead, hemoglobin or hematocrit; Hib, Measles, Mumps, Rubella (MMR), Hepatitis A (HepA), Varicella (Chickenpox), PCV and Influenza vaccines. Dental visit as need identified**.
15 Months	Well-Baby Checkup*. DTaP vaccine, Urine test and blood lead if not done at 9 months or 12 months.
18 Months	Well-Baby Checkup*. Second dose of HepA vaccine (6 months after the first dose), Dental Visit.
24 Months	Well-Baby Checkup*. Blood Lead test, Influenza vaccine, Dental Visit.
30 Months	Well-Baby Checkup*.



AGE	WELL-CHILD CHECKUPS AND SHOT GUIDE
3 Years	Well-Child Checkup*. Eye Screening, Dental Visit twice a year; Influenza vaccine.
4–6 Years	Well-Child Checkup* every year. Eye Screening between 4-5 yrs., Dental Visit twice a year. Urine Test at age 5 years. DTap, IPV, MMR, Varicella and Influenza vaccines.
6–10 Years	Well-Child Checkup* every year. Dental Visit twice a year, Influenza vaccine every year.
11–12 Years	Well-Child Checkup* every year. Meningococcal conjugate vaccine (MCV), Tetanus, diphtheria and pertussis vaccine (Tdap), Human papillomavirus vaccine (HPV) series, Influenza vaccine every year, Dental Visit twice a year.
13 –21 Years	Well-Adolescent Checkup* every year. HPV series (if not administered previously), Influenza vaccine every year for ages 13-18, Dental Visit twice a year. Urine Test by age 16. Females should have a pelvic exam and Pap smear between 18 and 21 years. High-risk members ages 19-21 should have influenza vaccine each year.
Notes:	<p>* Well-Baby, Child and Adolescent Checkups/Physical Exam with infant totally unclothed or older child undressed and suitably covered, Health History, Developmental and Behavioral Assessment, Health Education (Sleep Position counseling from 0-9 months, Injury/Violence Prevention and Nutrition Counseling), Height, Weight, Test for Obesity (known as BMI), Vision and Hearing Screening, Head Circumference at 0–24 months, and Blood Pressure at least every year beginning at age 3.</p> <p>Your doctor will also perform the following services as needed:</p> <ol style="list-style-type: none"> 1. Hemoglobin or hematocrit at ages 4, 18, 24 months and 3 years through 21 years old 2. Lead risk assessments and/or testing from 3 to 6 years old 3. Tuberculosis risk assessments and/or testing from age 12 months through 21 years old 4. Cardiovascular disease risk assessments and cholesterol screening from age 2 years through 21 years old 5. Sexually transmitted infections testing from age 11 years through 21 years old 6. “Catch up” on any shots that have been missed at an earlier age <p>**Dental visits may be recommended beginning at 6 months.</p>



This is just a guide. It does not replace your doctor’s advice. Talk with your doctor to make sure you and your family gets the right tests and care.

REFERENCES:

- 2008 Bright Futures/American Academy of Pediatrics (www.aap.org)
- Committee on Practice and Ambulatory Medicine Recommendations for Preventive Pediatric Health Care, PEDIATRICS, Vol. 105 (3), March 2000, pages 645-646, Copyright © 2000 by the AAP.
- Recommended Immunization Schedules for Persons Aged 0-18 Years—United States, 2009 approved by the Advisory Committee on Immunization Practices (ACIP) www.cdc.gov/vaccines/recs/schedules/child-schedule.htm#printable,
- the American Academy of Pediatrics (AAP), and the American Academy of Family Physicians (AAFP).
- Catch-up Immunization Schedule for Persons Aged 4 Months Through 18 years Who Start Late or Who Are More Than 1 Month Behind, United States-2009, approved by the Advisory Committee on Immunization Practices (www.cdc.gov/nip/acip/), 2008 Bright Futures/American Academy of Pediatrics (www.aap.org) and the American Academy of Family Physicians (www.aafp.org).
- American Dental Association (www.ada.org/)

Legal Disclaimer: Preventive health guidelines are based on information and recommendations of independent third parties available before printing. These guidelines are not a replacement for your doctor’s medical advice. Your doctor may have more up-to-date information. Members should always talk with their doctor(s) about what care and treatment is right for them. The fact that a service or item is in these guidelines is not a guarantee of coverage or payment. Members should look at their own plan coverage papers to see what is or is not a covered benefit. WellCare does not offer medical advice or provide medical care, and does not guarantee any results or outcomes. WellCare does not warrant or guarantee, and shall not be liable for any information that is in these guidelines or that is not in these guidelines or for any recommendations made by independent third parties from whom any of the information was obtained.

Version: 01/2009 (revised)

WELLCARE NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

1. Why WellCare Provides This Notice

The law requires us to keep your Protected Health Information (“PHI”) private. It also says we must tell you how we keep your PHI private. PHI includes information that can be used to identify you. We may have created it or it may have been sent to us. It describes your past, present, and future health. It also includes details about the payment for this health care. This notice tells you about our privacy practices that affect you. You are a valued member of WellCare. Your privacy is very important to us. We take this duty seriously.

WellCare follows the privacy practices in this notice. However, we have the right to change the terms of this notice at any time. And we can change our privacy practices at any time. Any changes to our policies will apply to the PHI we already have in our control. We will update this notice if we make changes. We will post a new notice on our Web site at www.wellcare.com. And we will mail a notice of the changes to you as the law requires.

2. The Types of PHI WellCare Collects

The types of PHI we collect on each of our members will include, but is not be limited to:

A. The information that you provide to us. It also includes what we get from:

- Government agencies
- Your employer
- Your benefits plan sponsor
- On an application or any other form

This information may be collected in writing. Or it could be gathered in person, electronically or by phone. Examples may be things like:

- Your name
- Address
- Social Security number
- Date of birth
- Dependent information
- Marital status
- Health or medical history
- Employment information
- Other insurance carrier history

B. Your contact with any of our agents, business partners or any other party. (This could include Customer Service or Case Management.)

3. Treatment, Payment, and Health Care Process

We use and disclose your PHI for your treatment, payment and our health care process. The following list describes the most common uses of your PHI that the law allows WellCare and our business partners:

- A. To a doctor, hospital or other provider. This is so they can give you care.
- B. To pay claims for covered care from doctors, hospitals or other health care providers.
- C. For the daily operations of WellCare. This includes how we sign you up for the plan. It also includes how we do the following:
 - Respond to your questions and requests for services
 - Coordinate your care
 - Resolve disputes
 - Conduct medical management
 - Improve quality
 - Review the competence of health care professionals
 - Determine premiums
- D. To your plan sponsor. This lets them do plan administration functions.
- E. To contact you. We can let you know of health-related benefits and services, appointment reminders, or treatment alternatives that may be of interest to you.

4. Other Uses and Disclosures of PHI

WellCare may use or disclose PHI about you:

- A. To your family. We would do this if you are not able to communicate, such as in an emergency.
- B. When it is required by legal proceedings or law enforcement officials. For example, we may make disclosures to government agencies when a law requires it. We may also disclose PHI because of a subpoena.
- C. To agencies who run public health programs. This includes things like Medicare and Medicaid.
- D. To report cases of abuse, neglect or domestic violence.
- E. To the military.
- F. For research purposes in limited cases.
- G. For handling of organs or tissue.
- H. To a coroner, medical examiner or funeral director.

**You are a valued member of WellCare.
Your privacy is very important to us.
We take this duty seriously.**



5. Uses and Disclosure Requiring Your Consent

There are times when we must ask you before we use or disclose your PHI. For example, WellCare will ask you if we can use your PHI to make sales offers to you. These offers may not be related to your health coverage. You have the right to cancel this consent at any time. Just let us know in writing.

6. Your Individual Rights

- A. Access—You have the right to get a copy of your PHI. This includes things like claims and medical records. You also may receive a summary of this PHI. We may charge a fee to find, copy and mail your PHI.
- B. Confidential Communications—You have the right to get PHI in a different format or at a different place. This would be to avoid a life-threatening situation. We will allow your request if it is reasonable.
- C. Amendment—You have the right to ask us to fix your PHI if you feel it is wrong. We may turn down your request if we did not create the PHI. Or we may turn down your request if the PHI is correct and complete. If we deny your request, we will send you a letter to let you know why.
- D. Accounting—You have the right to get a list of cases when we shared your PHI for purposes other than treatment, payment, health care operations and certain other activities. If you request this PHI more than once in a 12-month period, we may charge you a fair fee for these additional requests.
- E. Notice—All WellCare members can ask to get a written copy of this notice at any time. Prospective members can do this too.
- F. Restrictions—You have the right to ask to restrict uses or disclosures of your PHI. We do not have to agree to these restrictions. If we do, we will abide by our agreement. You also have the right to agree to or to end a previous restriction.
- G. Contact—You can exercise your privacy rights contacting WellCare. If you wish to write to us, please write to the Chief Privacy Officer. Or call the toll-free phone number on your membership card. A Customer Service associate will help you. You may also call the number below.

WellCare Health Plans, Inc.
Attention: Chief Privacy Officer
8735 Henderson Road, Ren. 2
Tampa, FL 33634
Phone: 813-290-6200

7. Complaints

If you believe this policy has been violated, with respect to PHI about you or your covered dependents, you may file a complaint. You may do this verbally or in writing. You may also file a complaint with the U.S. Department of Health and Human Services, Office of Civil Rights (OCR). We will not react against you for filing a complaint.

Men's Health Issue

I HAVEN'T EXERCISED IN YEARS. HOW SHOULD I START?

Most importantly, start slowly. It's easy to be too enthusiastic on the first day and push yourself too hard. The next day, you can barely walk, and your brave new exercise scheme is put off for another year. Step up gradually to exercising on most days of the week for 30–60 minutes.

The choice of exercise doesn't matter. Start walking. Pick up a new sport or an old one that you liked back in high school. It might take a little while before you find something that you really enjoy.

If willpower is a problem, get other people involved. Join a group of guys who meet for pick-up games in the park. Having an obligation to someone else might be just what you need to push yourself out of your easy chair and away from the soothing glow of your television.

Women's Health Issue

GOOD HABITS NOW FOR REPRODUCTIVE HEALTH LATER

You may not be planning to get pregnant now. But what about later? It's never too early to protect your future fertility. *US News and World Report* says there are several health factors that lead to about one third of fertility issues in women. These include:

- Endometriosis
- Uterine fibroid tumors
- Ovarian cysts
- Blocked fallopian tubes

Other problems come from sexually transmitted diseases (STDs). These include gonorrhea and chlamydia. These STDs may go unnoticed. This may be because of few or no symptoms at first. But they can cause issues later in life when you want to start a family.

You've probably heard about safe sex to prevent HIV/AIDS. However, safe sex can prevent other STDs. That's why it's important to use a condom during sex. It can prevent STDs that could affect your future chance of conceiving.

Item	Brand Description	Generic Comparable	Qty./Size	Price
ALLERGY PREVENTION AND TREATMENT				
1	Claritin®	Loratadine 10mg Tablets	10	\$5.00
2	Zyrtec®	Allergy All Day 10mg	14	\$10.00
ANALGESICS/ANTIPYRETICS				
3	Bayer® Aspirin	Aspirin 325mg Tablets	100	\$3.00
4	Bayer® EC Aspirin (Adult Regimen)	Aspirin EC 81mg Tablets	120	\$5.00
5	Bengay®	Muscle Rub	3oz	\$4.00
6	Ecotrin® Maximum Strength Tablets	EC Aspirin Maximum Strength Tablets	60	\$5.00
7	Tylenol® Extra Strength Caplets	Acetaminophen Extra Strength Caplets	60	\$5.00
ANTACIDS AND ACID REDUCERS				
8	Mylanta® Gas 80mg	Anti-Gas 80mg	100	\$6.00
10	Tums® Tablets	Antacid Chewable Tablets	150	\$4.00
11	Zantac® Tablets	Ranitidine HCL 75mg Tablets	30	\$7.00
ANTIBIOTICS (TOPICAL)				
13	Neosporin® Ointment	Triple Antibiotic Ointment	1oz	\$5.00
ANTICANDIALS (YEAST)				
14	Gyne-Lotrimin® Cream	Clotrimazole Vaginal 1% Cream—1 Application	45gm	\$8.00
ANTIDIARRHEALS AND LAXATIVES				
15	Colace® Softgels	Dos 100mg SG Caplets	100	\$6.00
16	Dulcolax® Suppositories	Reliable Gentle Laxative Suppositories	12	\$6.00
17	Dulcolax® Tablets	Reliable Gentle Laxative Tablets	25	\$5.00
18	Imodium® Caplets	Anti-Diarrheal 2mg Caplets	12	\$4.00
19	Pepto-Bismol® Liquid	Pink Bismuth Liquid	8oz	\$3.00
ANTIFUNGALS				
20	Tinactin® Cream	Tolnaftate 1% Cream	1oz	\$6.00
ANTIHISTAMINES				
21	Benadryl® Elixir	Diphenhydramine Liquid—Alcohol Free	4oz	\$4.00
22	Benadryl® Tablets	Diphenhydramine 25mg Caplets	24	\$4.00
23	Sudafed® PE	Phenylephrine HCL 10mg Tablets	18	\$4.00
ANTI-ITCH LOTIONS AND CREAMS				
24	Calamine Lotion	Calamine Lotion	6oz	\$3.00
CALCIUM				
25	Caltrate® 600	Calcium 600 + D Tablets	90	\$5.00
COLD, FLU, DECONGESTANT AND SINUS REMEDIES				
26	Afrin® Nasal Spray	Nasal Decongestant Spray	30ml	\$5.00
27	Chloraseptic®	Throat Lozenges—Cherry	18	\$3.00
28	Robitussin® Syrup	Guiatuss Syrup	4oz	\$4.00
29	Vicks Vaporub®	Vicks Vaporub®	1.76oz	\$5.00
DENTAL/DENTURE CARE				
30	Anbesol®	Anbesol	0.33oz	\$9.00
EAR CARE				
31	Ear Syringe	Ear Syringe	3oz	\$4.00
32	Ear Wax Removal	Ear Wax Removal Drops	0.5oz	\$4.00
EYE CARE				
33	Dry Eye Drops	Artificial Tears	0.5oz	\$3.00
34	Visine® Drops	Sterile Eye Drops Irritation Relief	0.5oz	\$4.00
FIBER SUPPLEMENTS				
35	Metamucil®	Fiber Capsules	90	\$9.00
FIRST AID/MEDICAL SUPPLIES				
36	Ace® Bandage	Athletic Bandage	1	\$3.00

Item	Brand Description	Generic Comparable	Qty./Size	Price
37	Adhesive Tape	Adhesive Tape 1 Inch x 5 Yards	1	\$2.00
38	Alcohol Swabs	Alcohol Swabs	100	\$2.00
39	Band-Aids®	Band-Aids, Assorted	50	\$2.00
40	Butterfly® Closures	Butterfly Closures	10	\$2.00
41	Cotton Balls	Cotton Balls	100	\$2.00
42	Cotton Swabs	Cotton Swabs	170	\$2.00
43	Ice Bag	Ice Bag	1	\$5.00
44	Johnson & Johnson Gauze	Stretch Gauze Bandage 2 Inches x 5 Yards	1	\$2.00
45	Oral Thermometer	Oral Thermometer	1	\$4.00
HEALING OINTMENTS				
46	Aquaphor Skin Healing Ointment	Aquaphor Skin Healing Ointment	1.75oz	\$7.00
HEMORRHOIDAL PREPARATIONS				
47	Anusol® Ointment	Anusert HC-1 Ointment	0.7oz	\$7.00
48	Preparation H® Ointment	Prompt Relief Hemorrhoid Ointment	2oz	\$6.00
LACTOSE INTOLERANCE				
49	Lactaid®	Dairy Relief Capsule	120	\$10.00
MIGRAINE RELIEF				
50	Excedrin® Migraine	Pain Relief Extra Strength Headache Tablets	100	\$8.00
NSAIDS				
51	Advil® Tablets	Ibuprofen 200mg FC Tablets	50	\$5.00
52	Aleve® Caplets	Naproxen Sodium 220mg Caplets	50	\$5.00
PEDICULICIDES				
53	RID® Extra Strength Shampoo	Lice Treatment Maximum Strength Shampoo	4oz	\$9.00
SLEEPING AIDS				
54	Nytol®	Sleep Aid Nighttime	24	\$4.00
TOPICAL STEROIDS				
55	Cortaid® Cream	Hydrocortisone 1% Maximum Strength Cream	1oz	\$4.00
CHILDREN'S PRODUCTS				
56	Orajel® Baby	Orajel Baby	0.33oz	\$7.00
57	Balmex® Ointment	Diaper Rash Ointment	1oz	\$3.00
58	Mylicon® Drops	Gas Relief Drops	30ml	\$9.00
59	Poly-Vi-Sol® Drops	Baby Vitamin Drops	50ml	\$7.00
60	Motrin® Suspension for Children	Ibuprofen Suspension Children	4oz	\$5.00
61	Tylenol® Children's Grape Elixir	Acetaminophen Child's Grape Elixir	4oz	\$5.00
62	Tylenol® Child's Chew Grape Tablets	Acetaminophen Chewable Grape Tablets	24	\$4.00
63	Tylenol® Infant Drops	Acetaminophen Child's Grape Elixir	0.5oz	\$4.00
64	Glycerin Suppositories—Children	Glycerin Child's Suppositories	25	\$2.00
VITAMINS AND MINERALS				
65	B-Complex with B-12 Tablets	B-Complex/B-12 Tablets	100	\$5.00
66	Centrum® Tablets	Certagen Tablets	100	\$9.00
67	Flintstones®	Fruity Chewable Tablets (NF)	100	\$6.00
68	Stuart® Prenatal Tablets	Prenatal-S Tablets	100	\$6.00
69	Vitamin C Tablets	C Chewable 500mg Tablets	100	\$3.00
70	Vitamin E Softgels	E DL Alpha 400 IU SG Caplets	100	\$6.00
71	Vitamin A 10,000 IU	Vitamin A 10,000 IU	100	\$4.00
OTHER ITEMS				
74	Pill Box	Pill Box	1	\$2.00
75	Toothbrush	Toothbrush	1	\$2.00
76	Toothpaste	Toothpaste	6.4oz	\$2.00
77	Waxed Dental Floss	Waxed Dental Floss	100yd	\$1.00



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

PRSR STD
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PAID
 WELLCARE

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



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HOW DOES QUALITY IMPROVEMENT (QI) “RATE” OUR SERVICE?

WellCare of Georgia has a Quality Improvement (QI) program. It lets us make sure we have ways to rate our service to members and providers. We also track the care we give to our members.

Here are some highlights from the 2008 QI program.

- Achieved National Committee for Quality Assurance (NCQA) New Health Plan Accreditation
- Achieved full External Quality Review Organization (EQRO) compliance with an overall score of 99%
- Sent letters to members about how to use your primary care provider (PCP)
- Counseled members on why preventive health care is important
- Increased key Early and Periodic Screening, Diagnostic and Treatment (EPSDT) screening rates
- Created educational handouts for EPSDT services
- Checked family doctor's medical records to make sure they follow medical guidelines
- Checked for patient safety
- Reviewed our provider network to make sure we have enough doctors to give care
- Our Customer Service levels exceeded standards and benchmarks for 2008

Our goals for 2009

- Increase the number of members who get well-child visits
- Be ready for the annual EQRO
- Get ready for a successful NCQA re-accreditation in 2011
- Performing HEDIS data collection and rate analysis, initiating improvement activities, as warranted
- Become more aggressive in contacting members who need clinical care services, such as those who have asthma or diabetes or are pregnant, then making sure they get services they need
- Continue to educate members and providers about EPSDT/Health Check, lead screening and immunizations
- Monitor compliance with preventive health and clinical practice guidelines through medical record review
- Work with community agencies to improve the care of our members
- Make sure that Quality of Care and Quality of Service incidents are being reported
- Increase our watch over patient safety incidents
- Continue our efforts to decrease medication errors and increase the use of electronic medical records
- Continue to improve our process for auditing providers to make sure they are giving timely appointments
- Increase our focus on analyzing data, so we can develop methods to address opportunities to improve the level of health care we provide and the service we deliver

You can get a copy of our QI program. Just send a fax to the QI Department. Our fax number is at 1-877-277-1810. We want to give you even better health care and service in 2009.

