

Q&As Related to HCA Network Change

WellCare Health Plans, Inc.
The WellCare Group of Companies

May 4, 2009

Dear WellCare Provider:

As you may know, the contract between WellCare of Georgia and HCA expired on Thursday, April 30th. Based on questions and feedback we've received from many of our participating providers, this set of questions and answers will provide additional clarification of what this means to you and your WellCare patients.

Q. Why did WellCare terminate their contract with HCA?

A. Neither WellCare nor HCA "terminated" the contract. Our contract became effective on May 1, 2008 and was for an agreed one-year time period, which ended on April 30, 2009.

Q. What happens to patients who have services scheduled at an HCA facility beginning on May 1st or beyond?

A. If your WellCare patients have an existing authorization for services scheduled after May 1st, the service can proceed at the HCA facility as authorized. HCA has agreed to honor those authorizations and allow the member to access care in the HCA facility. This applies to HCA ambulatory surgery centers as well as hospitals. Per our continuity of care agreement with HCA, this policy will remain in effect for 90 days.

Q. What about pregnant members who will deliver after May 1?

A. Any WellCare member who is in her 2nd or 3rd trimester as of May 1st will be able to continue receiving OB-related care at an HCA hospital through delivery and post-partum care.

Q. I have patients who have been in active treatment for an acute or chronic condition at an HCA facility for several months. (Examples include, but are not limited to: chemotherapy, radiation therapy, physical therapy, wound care). What happens to them after May 1st?

A. WellCare and HCA have agreed to allow those patients to continue receiving their active treatment at the HCA facility for an additional 90 days. (Note that some treatments may be allowed beyond 90 days, such as burn care.)

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Q. What happens if my patient is admitted through an HCA emergency room without an authorization?

A. If it is an emergent admission, no authorization is required at the point of admission, but the facility will need to obtain a post-stabilization authorization on the next business day. This is true for par as well as non-par facilities.

Q. I only have admitting privileges at an HCA facility. Since WellCare requires that I have privileges at a participating facility, what does that mean to my provider status with WellCare?

A. Your participation status as a WellCare provider will not be affected at this time. If you are a primary care provider, your members will not be moved to another PCP unless the member specifically requests to be moved.

Q. What about basic labs and radiology?

A. Prior authorization is not required for basic labs and radiology services.

Q. What if I have a patient who was not under active treatment at an HCA facility prior to May 1st, who requires an elective admission or procedure that was not previously authorized or scheduled but will need to be admitted to an HCA facility at some point in the future?

A. WellCare and HCA have agreed to establish individual, case-by-case letters of agreement in these instances where there is no alternative provider who currently participates in the WellCare network.

Q. Will there be a new agreement between HCA and WellCare in the future?

A. Both entities are continuing our discussions to come to a mutually acceptable agreement.

If you have other questions or wish to receive additional clarification, please call our Provider Hotline at 866-231-1821, or contact your Provider Relations representative.

Sincerely,
WellCare of Georgia

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