



Important Updates

We have some important updates to share with you. These changes are to your Member Handbook, so please keep this as a reminder.

The changes are in the Added Services section on pages 23-28 and the Healthy Rewards section on pages 29-32. Please refer to this insert instead of what is in the Member Handbook as the details are no longer correct.

Added Services:

WellCare of North Carolina offers extra benefits at no cost to you. These are called added services. Some added services may only be available for members who qualify. WellCare of North Carolina offers the following added services:

Benefit	Description/Limits
4-H Club	Covers program costs for 4-H Club members ages 5-18. Up to \$10 per member per calendar year. Positive, hands-on kids' projects in science, health, and community.
Acupuncture	Members ages 21 and older can get unlimited acupuncture services. Must be medically necessary and have preauthorization.
Art Therapy	Ten (10) art therapy sessions per calendar year for members who are aged, blind, or disabled (ABD). Can be used for cancer treatment, emotional abuse, or post-traumatic stress disorders (PTSD). Must be medically necessary.
Baby Showers	Provides pregnant members and/or new parents with local community baby showers where they can get gifts and tips for staying healthy, plus a chance to win a prize.
Boy Scouts of America	Covers the cost of one (1) membership for members ages 5-18 per calendar year. Also includes a free annual subscription to <i>Boys' Life</i> magazine.
Boys & Girls Club	Provides a free annual membership and after-school programs for children ages 5-18 to participate in the local Boys & Girls Club. Does not include summer and program fees. Members who select the Boys & Girls Club benefit are not eligible for the YMCA benefit.
Breast Pump	Provides free electric breast pumps for members who are due to deliver a baby within six weeks or members who have delivered within the past 30 days. Also available to members who had a baby in the NICU in the last 90 days.

Benefit	Description/Limits
Caregiver Individual Therapy Sessions	Provides one-on-one counselling for burned-out, distressed, or depressed caregivers.
Caregiver Influenza Vaccine	Covers the cost of the yearly influenza (flu) shot for the caregivers of plan members who live in the same house and are not able to get the shot from another health plan.
Caregiver Pertussis (whooping cough) Vaccine	Covers the cost of the pertussis (whooping cough) vaccine for caregivers, ages 21 and older, who live with a pregnant member.
Carpet Cleaning	Covers the cost of two (2) carpet cleanings per calendar year for members with asthma.
Cell Phone Program	Provides one (1) free smartphone per household. Includes 350 minutes of talk time per month, unlimited text messaging, and 4.5 gigabytes of data per month.
Chiropractic Services	Members ages 21 and older can get unlimited chiropractic services. Must be medically necessary and have preauthorization.
Circumcision	Covers the cost of a routine circumcision for members up to six months of age.
Criminal Record Expungement	WellCare of North Carolina will pay the \$175 expungement certification fee. This benefit lets members file a request to see if they are eligible to have a past felony or misdemeanor removed from their criminal record.
CVS Discount Card	Member will get a 20 percent discount on CVS-branded health items. One (1) discount card per household.
Diabetes Camp	Covers the cost of an approved diabetes camp, education, and resources to help members manage their diabetes.
Diabetic Foot Care	Provides routine foot care for members with diabetes. Includes trimming of nails, corns, and calluses at no cost.
Diabetic Management System	A program for members with type 1 or type 2 diabetes. This program provides help with weight loss, healthy eating tips, personal coaches, and an online app to track blood sugar levels.
Doula Program for Pregnant Teens	Provides doula services for pregnant members who have high-risk pregnancies to help improve birth outcomes, reduce pre-term births, and improve prenatal care.
Enhanced Hearing Aid Benefit	Covers the cost of one (1) hearing aid every two (2) years for members ages 21 and older, if medically necessary.

Benefit	Description/Limits
Equine (Horse) Therapy	Provides members ages 6 and older who have cerebral palsy or autism with ten (10) horse therapy sessions per calendar year.
Fitness Benefit	WellCare of North Carolina will cover annual gym memberships for members ages 18 and older. Members must complete a My Health Pays® program activity to qualify for the benefit. The gym benefit is through ASH Fitness. ASH allows members to visit any gym in its network.
Girl Scouts	Covers the cost of one (1) membership for members ages 5-18 per calendar year. Also covers the cost of a yearly adult membership, which allows a parent or caregiver to be a troop leader and/or participate in other activities.
Healthy Kids Club	Provides health tips and tools to kids ages 4-11 to encourage immunizations and checkups.
My Health Pays® Program	Provides rewards to members who get health screenings and do other healthy activities.
HEPA Filter Vacuum Cleaner	Provides a HEPA vacuum cleaner at no cost to members with asthma.
Home-Delivered Meals	Provides ten (10) meals to members within 14 days of leaving a hospital, rehab center, or skilled nursing facility. Must be pre-approved.
Housing Allowance	Qualified members can get an allowance of up to \$250 annually to help with housing costs. This benefit can be used for rental deposits or for utility payments or deposits. Members must meet benefit qualifications.
Hypoallergenic Bedding (mattress & pillow casings)	Members with asthma can get mattress and pillow casings. These covers are known as <i>hypoallergenic</i> bedding.
MyStrength	Provides members with confidential online behavioral self-management tools. Can be used for things like depression, anxiety, stress, sleep problems, and substance use.
Over-the-Counter (OTC)	Provides each head of household with \$10 worth of OTC items each month. Members can choose from more than 500 items, mailed directly to their home. No prescription needed.
Parent Support and Training	Provides training and support to parents, ages 21 and older, who have a child or children with serious emotional disturbance (SED) and are at risk of out-of-home placement.
Peak Flow Meter	Provides qualified members with peak flow meters to track their asthma symptoms. Preauthorization not required.

Benefit	Description/Limits
Pest Control	WellCare of North Carolina will offer pest control services for members with a history of asthma or other pest-related issues that could affect the member's health. Qualified members can get up to four (4) pest-control services per household per year.
Respite (Relief Camps)	Provides caregivers, ages 21 and older, with temporary rest and relief. Caregivers can participate in events and get educational information at our Welcome Rooms.
School Supplies	Provides a catalog of school supplies for members ages 5-18.
Sports Physical	Covers the cost of one (1) sports physical per calendar year for children ages 6-18. Physical must be given by a PCP or pediatrician (children's doctor).
Steps2Success	<p>GED Program: Covers the cost of one (1) GED exam per calendar year for members ages 16 and older.</p> <p>Reading Scholarships: Provides a reading scholarship to members in pre-K to 12th grade who want to improve their reading skills. Space is limited.</p>
Stroller/Playpen Program	Provides a free stroller, playpen, car seat or six (6) packs of diapers to pregnant members, ages 12 and older. Members must complete the prenatal care activity in the My Health Pays [®] program.
Supplemental Transportation	Provides transportation for members to pick up their prescriptions or get to many kinds of medical appointments. Also covers the cost for non-medical transportation for things like educational classes and value-added services, such as WW (WeightWatchers).
Tutoring	Provides tutoring for children ages 8-18. Members can get six one-hour tutoring sessions.
Virtual Communities	Provides an online forum for members to discuss local events, community resources, and how they can get involved.
WW (Weight Watchers reimagined)	Covers the cost of a six-month membership for members ages 18 and older.
YMCA	WellCare of North Carolina will cover the cost of either a YMCA family membership or a single membership. Members who select the YMCA benefit are not eligible for the Boys & Girls Club benefit.

Healthy Rewards Program

Our Healthy Rewards program is no longer active. We have a great new program called My Health Pays® Program. Please see the below details about My Health Pays®.

My Health Pays® Program

WellCare of North Carolina rewards members who take steps toward good health. It's part of our My Health Pays® program. You can earn up to \$75 each year just for doing things like getting your checkups and screenings as shown in the following chart:

Program	Focus Area	Activity Criteria	Incentive Type	Incentive Value
Children's Health	Ages 0-24 months	Requires completion of all of the following vaccines: <ul style="list-style-type: none"> • Four (4) diphtheria, tetanus and acellular pertussis (DTaP) • Three (3) polio (IPV) • One (1) measles, mumps and rubella (MMR) • Three (3) haemophilus influenza type B (HiB) • Three (3) hepatitis B (HepB) • One (1) chicken pox (VZV) • Four (4) pneumococcal conjugate (PCV) • One (1) hepatitis A (HepA) • Two (2) or three (3) rotavirus (RV) • Two (2) influenza (flu) 	Prepaid	\$25
	Ages 0–30 months	Complete well-child visits per well-child checkup schedule. Members may complete up to six (6) visits between 0-15 months and two (2) visits between 15-30 months.	Prepaid	\$15 per visit
	Ages 0-13 years	Must complete all vaccines by 13 th birthday: <ul style="list-style-type: none"> • One (1) dose of meningococcal • One (1) tetanus shot • Diphtheria toxoids and acellular pertussis (Tdap) • Human papillomavirus (HPV) vaccine series 	Prepaid	\$25
	Ages 3-21 years	Complete annual well-care visit (each year).	Prepaid	\$25

Program	Focus Area	Activity Criteria	Incentive Type	Incentive Value
Healthy Pregnancy	Prenatal Care Visits (Ages 12 and older)	Attend a prenatal visit during first trimester (or within 42 days of enrollment).	Prepaid	\$25
	Completion of Prenatal Visit	Members who complete a prenatal visit can choose one (1) of the rewards listed.	Bonus Reward	Choice of a stroller, portable playpen, car seat or six (6) packs of diapers. Please call Member Services to redeem reward.
	Postpartum Care Visit 1 (Ages 12 and older)	Attend a postpartum visit 21 days or less after the birth of the baby.	Prepaid	\$25
	Postpartum Care Visit 2 (Ages 12 and older)	Attend a second postpartum visit 22 to 84 days after the birth of the baby.	Prepaid	\$25
Chronic Care Management	Diabetes (Ages 18-75 years)	Members with diabetes complete an annual eye exam.	Prepaid	\$25
		Members with diabetes complete an annual HbA1c lab test.	Prepaid	\$25
Well Women	Cervical Cancer Screening (Ages 21-64 years)	Complete office visit for an annual cervical cancer screening (pap smear).	Prepaid	\$25
Adult Health	Annual Adult Health Screening (Ages 20 and older)	Complete annual adult health screening (wellness visit).	Prepaid	\$25
Behavioral Health	Behavioral Health (Ages 6 and older)	Go to a behavioral health provider within 30 days after a behavioral health hospital stay.	Prepaid	\$25
	Behavioral Health (Ages 1-17)	Go to a counseling appointment within 30 days after anti-psychotic prescription.	Prepaid	\$25
Tobacco Cessation	Tobacco Cessation Counseling (Ages 18 and older)	To start, members must call the Quit Line at 1-866-QUIT-4-LIFE (1-866-784-8454) . Members will be rewarded through the My Health Pays® program for completing five (5) coaching sessions.	Prepaid	\$25
Flu Shot	Ages 18 and older	Get a flu shot once per flu season: September through April.	Prepaid	\$10

If you have any questions about any of the information above, please call Member Services at **1-866-799-5318** (TTY: **711**) or visit our website at **www.WellCareNC.com**.