

Important Updates

We have some important updates to share with you. These changes are to your Member Handbook.



Please keep this paper handy, so you don't forget!

- The changes are in the "Added Services" section on pages 20 to 23.
- Please **look at this paper** *instead of what is in the Member Handbook*.
- **The Member Handbook has details that 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 for members who qualify. **Please see these added services below:**

Benefit	Description / Limits
4-H Club	Covers program costs for members ages 5 to 18 to join a local 4-H Club. 4-H has positive, hands-on kids' projects in science, health, and community. Up to \$10 per member per calendar year.
Active and Fit Gym Membership	Covers yearly gym memberships for members ages 18 and older. Members must do two My Health Pays® program activities to qualify. The gym benefit is through ASH Fitness. ASH lets members visit any gym in its network.
Baby Showers	Provides pregnant members and/or new parents local baby showers. Members can get gifts and tips for staying healthy, plus a chance to win a prize.
Boy Scouts of America	Covers the cost of one membership per calendar year for members ages 5 to 18. Also includes a free yearly subscription to <i>Scout Life</i> magazine.
Boys & Girls Club	Provides a free yearly membership for children ages 5 to 18 to join in after-school programs with a local Boys & Girls Club. Does not include summer and program fees. Members who use the Boys & Girls Club benefit cannot use the YMCA benefit.
Breast Pump	Provides free electric breast pumps to members who are due to deliver a baby within six weeks, or who have delivered within the past 30 days. Also available to members who had a baby in the neonatal intensive care unit (NICU) in the last 90 days.

Benefit	Description / Limits
Caregiver Flu Vaccine	Covers cost of a yearly <i>influenza</i> (flu) shot for the member's caregiver who lives in the same house and is not able to get the shot from another health plan.
Caregiver Pertussis (Whooping Cough) Vaccine	Covers the cost of the <i>pertussis</i> (whooping cough) shot for caregivers, ages 21 and older, who live with a pregnant member.
Carpet Cleaning	Covers the cost of two carpet cleanings per calendar year for members with asthma. Cleaning covers a max of two bedrooms, one living room, and one hallway.
Doula Program	<p>If you are pregnant, a <i>doula</i> can help you during pregnancy and delivery. Doula services are for pregnant members who have high-risk pregnancies. Working with a doula can help:</p> <ul style="list-style-type: none"> • Improve your baby's health. • Reduce <i>pre-term</i> (early) births. • Improve the care you get <i>before</i> giving birth.
Enhanced Hearing Aid Benefit	Covers the cost of one hearing aid every two years. This benefit is for members ages 21 and older, if medically necessary.
Girl Scouts	Covers the cost of one membership per calendar year for members ages 5 to 18. Also covers the cost of a yearly adult membership. This allows a parent or caregiver to be a troop leader. They can also join in other activities.
High-Efficiency Particulate Air (HEPA) Filter Vacuum Cleaner	Provides a vacuum cleaner with a special air filter at no cost to members with asthma.
Home-Delivered Meals	Provides 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 up to \$250 each year to help with housing costs. This benefit can be used for rental deposits or for utility payments or deposits. Members must learn if they qualify.
Hypoallergenic Bedding (Mattress and Pillow Casings)	Members with asthma can get special mattress and pillow casings. These are known as <i>hypoallergenic</i> bedding.
Over-the-Counter (OTC)	Each head of household can get \$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 <i>serious emotional disturbance</i> (SED) and who are at risk of out-of-home placement.
Peak Flow Meter	Provides a <i>peak flow meter</i> to qualified members with asthma. This meter is used to track asthma symptoms. <i>No</i> preauthorization.
Pest Control / Extermination	Pest control services for qualified members with a history of asthma or other pest-related issues that could affect the member's health. Up to four pest service visits per household per year.

Benefit	Description / Limits
School Supplies	Provides a catalog of school supplies for members ages 5 to 18.
Sports Physical	Covers the cost of one sports physical per calendar year for children ages 6 to 18. Physical must be given by a primary care provider (PCP; doctor) or <i>pediatrician</i> (children's doctor).
Steps2Success	<p>General Educational Development (GED) program: Covers the cost of one GED exam per calendar year for members ages 16 and older.</p> <p>Reading scholarships: Provides reading scholarships to members in grades pre-K through 12 who want to improve their reading skills.</p> <p>Space is limited.</p>
Stroller / Play Yard Program	Provides a free stroller, play yard, car seat, or packs of diapers to pregnant members, ages 12 and older. Members must do the prenatal care activity in the My Health Pays [®] program.
Supplemental Transportation	<p>Provides rides to members for certain services and programs that are not part of their regular non-emergency medical transportation (NEMT) benefits. These include:</p> <ul style="list-style-type: none"> • Rides to and from WellCare Value-Added-Benefit programs. • Rides to activities that help with housing or utilities, Department of Social Services (DSS), member education, or other health plan events that improve their quality of life.
Mental Health Support by Teladoc [®] Health	Provides members with confidential online behavioral self-management tools. Can be used for things like depression, anxiety, stress, sleep problems, and substance use.
Tutoring	Provides tutoring for children ages 8 to 18. Members can get six one-hour tutoring sessions.
WeightWatchers [®]	Covers cost of a six-month membership for members ages 18 and older.



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