

---

**Introduction**

Harmony Health Plan (the Plan) is a plan offered by WellCare, a licensed managed care organization (MCO) with local operations to serve individuals and families who are eligible for Medicaid.

**Harmony's Commitment to Providers**

- Superior service to our members, physicians and hospitals;
- Designated staff to respond to your specific questions or inquiries;
- Your own provider relations representative to ensure responsiveness; and
- Local office to be near the provider community and act as liaison between Harmony and providers, ensuring smooth operations.

This provider manual is presented to Plan providers to assist with the administration of the Medicaid products, services, policies and procedures, and to supplement the provider agreement.

**About WellCare**

Harmony Health Plan of Missouri is a part of the WellCare Group of Companies. WellCare is a leading provider of managed care services dedicated to government-sponsored health care programs, focusing on Medicaid and Medicare. We operate a variety of Medicaid and Medicare plan types, including health plans designed for families, children, aged, blind and disabled as well as prescription drug plans. WellCare is headquartered in Tampa, Florida. Founded in 1985, our team of 3,200 associates serves more than 2.2 million members nationwide.

**Help Us Build An Environment of CARE**

WellCare understands that maintaining a healthy community starts with providing care to those who need it most. As the largest Medicaid and Medicare contractor in the nation, we offer affordable health

care plans to individuals eligible for government-sponsored programs.

Since 1985, it's been our mission to support the well-being of these community members. In partnership with local health care professionals and government organizations, we build an environment of **CARE** to make it all possible:

**C** — **C**ustomer service through a well-established and financially-sound corporate infrastructure;

**A** — **A**ffordable plans working to make the most of members' Medicaid or Medicare coverage;

**R** — **R**eliable and responsible partners, including a provider network of more than 22,000 physicians; and

**E** — **E**ducation and preventive care programs for members' ongoing good health.

### **C — Customer Service**

Managing care for Medicaid and Medicare populations is a tremendous responsibility. Our success depends on our ability to provide superior service to both our members and our provider partners.

Our associates strive to maintain a high level of customer service for our growing membership base. As an organization we continue to look at ways to improve the services we provide. We have offices in the markets we serve to help us meet the unique needs of each market.

Exclusively focusing on government health care programs enables us to develop core skills and build efficiencies unique to government programs.

We pay claims promptly to support the provider's practice. We minimize administrative burdens through a variety of convenient, Web-based functions and supply providers with valuable risk management data.

---

**A — Affordable Plans — Making the Most of Medicaid**

For Medicaid recipients, our programs promote greater access to the entire continuum of care. By providing the coordinated, holistic approach that managed care originally was envisioned to offer, we help keep our members healthy.

**R — Reliable and Responsible Partners**

Lack of good access to primary care can result in episodic, uncoordinated health care utilization. By forging strong relationships between our members and primary care providers, we ensure that beneficiaries enjoy better, more regular access to care.

**E — Education and Preventive Care for Members**

By promoting “well care” — from childhood immunizations to routine checkups, prenatal care, diabetes monitoring, asthma medication, mammograms and disease management programs — in addition to comprehensive medical services, we help to identify and address medical problems early. This, in turn, improves outcomes and promotes members’ ongoing health.

**Service Areas**

Harmony currently serves members in the counties of Franklin, Jefferson, Lincoln, Madison, Perry, Pike, St. Charles, St. Francois, Ste. Genevieve, Warren, Washington, St. Louis county and St. Louis City in Missouri.

