

OUR CORE STRENGTHS

- **LOCAL MARKET FOCUS**—dedicated staff to service Hawaii providers
- **PROMPT PROVIDER PAYMENT**—receiving claims electronically, processing claims rapidly
- **QUALITY IMPROVEMENT PROGRAM**—patient-focused with preventive care emphasis
- **ACCREDITATIONS**—URAC Accreditation – Harmony Behavioral Health, Inc. (Florida); and National Committee for Quality Assurance (NCQA) New Health Plan Accreditation – WellCare of Georgia, Inc.



Toll-Free Telephone
Medicaid: 1-888-846-4262
Medicare: 1-888-505-1201
Web Site: www.ohanahealthplan.com

'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc.

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ALL ABOUT 'OHANA





WHO IS 'OHANA?

'Ohana is a health plan offered by WellCare Health Insurance of Arizona, Inc. 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 health plans for families, children, the aged, blind and disabled, as well as long-term care and prescription drug plans. WellCare is headquartered in Tampa, Florida. Our team of 3,800 associates serves more than 2.4 million members nationwide. Since 1985, it's been our mission to enhance our members' health and quality of life by partnering with health care providers and government organizations to provide quality, cost-effective health care solutions. Together, we build an environment of CARE to make it all possible:

- C**—Customer service through a locally-established and financially sound corporate infrastructure;
- A**—Affordable plans working to make the most of members' Medicare coverage;
- R**—Reliable and responsible partners, including a provider network of more than 22,000 physicians;
- E**—Education and preventive care programs for improving members' health and wellness.

FOCUS ON PROVIDER NETWORK

'Ohana's network of providers is the lifeline of its managed care business. Provider partners benefit from the company's solution-oriented and efficient approach to daily interaction. Most importantly, 'Ohana recognizes the vital relationship between a member and a Primary Care Physician. Their collaboration is critical to ensuring members make the most effective use of managed care. That is why 'Ohana is dedicated to selecting providers most suited to care for its members based on proximity, languages spoken and cultural similarities.

'OHANA'S MEDICAL MANAGEMENT APPROACH

We are committed to improving medical outcomes through:

PREVENTIVE CARE. 'Ohana provides clinical guidelines for adult preventive health services, immunizations, periodic checkups and mammogram screenings. Early detection and prevention of health issues promote a higher quality of care.

APPROPRIATE CARE IN THE APPROPRIATE SETTING.

'Ohana coordinates with providers to ensure that members receive the best care within the right health care setting.



THE BENEFITS OF PARTNERING WITH 'OHANA FINANCIALLY RESPONSIBLE AND RELIABLE

- Financially stable and established company
- Prompt claims payments
- Solid long-term growth for a diverse product line
- Continual upgrades of operational and technological platforms

EXCEPTIONAL SERVICE

- **PROVIDER HOTLINE**—offering prompt and knowledgeable response. Calls are consistently reviewed to enhance turnaround times, and the hotline is strategically staffed to handle peak time call volume.
- **WEB-BASED ACCESS**—provides eligibility information, claims submission and status, authorization submission and status, and many other functions to reduce your administrative burden.
- **PROVIDER RELATIONS REPRESENTATIVES**—Oahu and neighboring island offices near the provider community and act as liaisons between 'Ohana and providers, ensuring smooth operations.