



## 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 20–23. Please refer to this insert instead of what is in the Member Handbook, as those 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 for members who qualify. WellCare of North Carolina has the following added services:

Benefit	Description / Limits
<b>4-H Club</b>	Covers program costs for members ages 5–18 to join a local 4-H Club. 4-H provides positive, hands-on kids’ projects in science, health, and community. Up to \$10 per member per calendar year.
<b>Active and Fit Gym Membership</b>	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.
<b>Baby Showers</b>	Provides pregnant members and/or new parents with local baby showers. Members can get gifts and tips for staying healthy, plus a chance to win a prize.
<b>Boy Scouts of America</b>	Covers the cost of one membership per calendar year for members ages 5-18. Also includes a free yearly subscription to <i>Scout Life</i> magazine.
<b>Boys &amp; Girls Club</b>	Provides a free yearly membership for children ages 5–18 to participate 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.
<b>Caregiver Flu Vaccine</b>	Covers the cost of a yearly influenza (flu) shot for the caregivers of plan members who live in the same house and who are not able to get the shot from another health plan.
<b>Caregiver Pertussis (Whooping Cough) Vaccine</b>	Covers the cost of the pertussis (whooping cough) vaccine for caregivers, ages 21 and older, who live with a pregnant member.
<b>Carpet Cleaning</b>	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.

Benefit	Description / Limits
<b>Doula Program</b>	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 improve the health of your baby, reduce pre-term (early) births, and improve the care you get before you give birth.
<b>Enhanced Hearing Aid Benefit</b>	Covers the cost of one hearing aid every two years. This benefit is for members ages 21 and older, if medically necessary.
<b>Girl Scouts</b>	Covers the cost of one membership per calendar year for members ages 5-18. 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.
<b>HEPA Filter Vacuum Cleaner</b>	Provides a vacuum cleaner with a special filter at no cost to members with asthma.
<b>Home-Delivered Meals</b>	Provides 10 meals to members within 14 days of leaving a hospital, rehab center, or skilled nursing facility. Must be pre-approved.
<b>Housing Allowance</b>	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 meet benefit qualifications.
<b>Hypoallergenic Bedding (Mattress &amp; Pillow Casings)</b>	Members with asthma can get special mattress and pillow casings. These are known as <i>hypoallergenic</i> bedding.
<b>Over-The-Counter (OTC)</b>	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.
<b>Parent Support and Training</b>	Provides training and support to parents, ages 21 and older, who have a child or children with serious emotional disturbance (SED) and who are at risk of out-of-home placement.
<b>Peak Flow Meter</b>	Provides a peak flow meter to qualified members with asthma. This meter is used to track asthma symptoms. Preauthorization not required.
<b>Pest Control / Extermination</b>	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 pest-control, or <i>pest extermination</i> , services per household per year.
<b>School Supplies</b>	Provides a catalog of school supplies for members ages 5-18.
<b>Sports Physical</b>	Covers the cost of one sports physical per calendar year for children ages 6-18. Physical must be given by a PCP or pediatrician (children's doctor).
<b>Steps2Success</b>	<b>GED program:</b> Covers the cost of one GED exam per calendar year for members ages 16 and older. <b>Reading scholarships:</b> Provides reading scholarships to members in grades pre-K through 12 who want to improve their reading skills. Space is limited.

Benefit	Description / Limits
<b>Stroller / Playpen Program</b>	Provides a free stroller, playpen, 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.
<b>Supplemental Transportation</b>	Provides rides for members to pick up their prescriptions or get to many kinds of medical appointments. Also covers the cost of rides for non-medical things like classes and other added services, such as WeightWatchers®.
<b>MyStrength® by Teladoc® Health</b>	Provides members with confidential online behavioral self-management tools. Can be used for things like depression, anxiety, stress, sleep problems, and substance use.
<b>Tutoring</b>	Provides tutoring for children ages 8–18. Members can get six one-hour tutoring sessions.
<b>WeightWatchers®</b>	Covers the cost of a six-month membership for members ages 18 and older.

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

