

Attachment M.2.b
Sample Emergency Preparedness Plan Notices

Attachment M.2.b – Sample Communications

Sample Public Letter

On Saturday, August 16, 2008, WellCare Health Plans, Inc. convened its Emergency Preparedness Committee, comprised of leadership from each of WellCare's key functional areas, to monitor activity related to Tropical Storm Fay. The team is meeting regularly to ensure appropriate measures are taken to make sure members have access to needed care and services.

On Monday, August 18, the Committee called for the temporary closure of two of WellCare's offices Florida offices – Miami Lakes and Palm Beach – to afford associates the opportunity to secure provisions and safety for their homes and families. At this time no other offices are closed. While we cannot anticipate with certainty if other offices will close due to the storm, we are taking significant efforts to safe-guard our members, associates and data.

Examples of contingency plans that are currently in place include:

- Duplicate backups of operating systems and data have been recorded and sent to our vendor, Sunguard.
- Critical staff is prepared to work remotely.
- Power Generators have been tested and are prepared to provide a minimum of 24 hours of power to run key operating systems at our Tampa corporate campus.
- A work-from-home policy for claims processors has been instituted, so there are enough resources with the ability to work remotely and provide uninterrupted support.
- A "turn off refill" edit has been activated and discussions have been initiated with vendors for prescription fulfillment.

Thank you for your patience and understanding as we work through this storm. Please be assured that we are fully committed to our members and the communities we serve, and our teams are working diligently so they are not inconvenienced.

If you have questions please don't hesitate to contact [insert name] at [insert number].

Sincerely,

[name], [title]

Sample Hotline Message

- Thank you for calling the WellCare Emergency Hotline. This is your update for DATE AND TIME (Eastern Standard Time). Due to name of storm WellCare's CITY/LOCATION office (s) will be closed on DATE.

—OR—

- There are currently no office closings to report due to severe weather activity. Your Emergency Preparedness and senior management teams will continue to closely monitor storm activity. In the event that weather conditions begin to deteriorate, these teams will decide if specific office closings are appropriate. Associates are advised to keep checking this hotline or WellCareLink for frequent updates, especially before leaving work and before coming in to work.

Thank you.

Sample WellCare Corporate Website Message

***Please Note:** All messages intended for WellCare's corporate website must go through an approval process before being posted on the site. Corporate Communications will oversee this approval process. In the event that Corporate Communications experiences a disruption in the ability to function, the approval process will jointly be managed by Legal Services, Regulatory Affairs, Health Services, Operations, Corporate Compliance and IT.*

Members experiencing a weather emergency or disaster situation can call the customer service number provided on their membership ID card for information about services. Members without membership ID cards can click on the "Contact Us" tab which is in the upper right hand corner of the page and select the designated customer service number for their plan.

Providers assisting WellCare members who are experiencing a weather emergency or disaster situation can call their designated provider help line or 1-866-530-9491.

Sample All Associate E-mail Message

Emergency Preparedness Communication – Please forward as appropriate

<http://www.nhc.noaa.gov/http://www.nhc.noaa.gov/http://www.nhc.noaa.gov/http://www.nhc.noaa.gov/http://www.nhc.noaa.gov/http://www.nhc.noaa.gov/http://www.nhc.noaa.gov/Hurricane Update:>

Friday, Sept. 5th, 4:30 p.m. EST

Please be aware that WellCare's Emergency Preparedness and Sr. Management Teams are closely monitoring Hurricane Ike activity and its potential impact on WellCare operations.

There are currently no office closings to report, but based on the possibility that Hurricane Ike may affect the Tampa Bay area early next week, the PR Leadership Summit that is scheduled for Monday, September 8th to Wednesday, September 10th has been cancelled. This Leadership Summit will be rescheduled in the near future.

The Emergency Preparedness Team will meet over the weekend and determine if it is appropriate to close any WellCare offices for Monday, September 8th.

An update will be posted on Sunday, September 7th by 7:00 p.m. (EST) regarding conditions and any relevant office closings on both WellCareLink and on the **Emergency Hotline (866-473-9135)**. Associates are advised to check one of these sources on Sunday evening or before leaving for work on Monday.

Thank you!

Sample Associate Voice Mail Script

This is a WellCare Emergency Update message for (date) . WellCare's city name office will be closing today at 1:00 p.m. (EST) to allow associates time to prepare their homes and families for name of storm . All associates are advised to consult with supervisors for instructions regarding preparedness and business continuity. Please advise your supervisor on how to contact you while you are out of the office. Also, please consult your department's business continuity plan for safeguarding property and setting out-of-office messages.

Thank you.