



WELLCARE PARTNERS WITH TELEPERFORMANCE TO BRING APPROXIMATELY 120 JOBS TO FLORIDA



WellCare Health Plans, Inc. and Teleperformance, USA company executives are joined by Florida Senator Chris Smith and North Lauderdale Mayor Jack Brady during a ribbon cutting event, Friday, July 27, 2012, in North Lauderdale, Florida. The event celebrated the opening of WellCare's newest call center and the onshoring of approximately 120 jobs to Florida.

TAMPA, Fla. (July 30, 2012) — WellCare Health Plans, Inc. (NYSE: WCG), a leading provider of managed care services for government-sponsored health care programs, and Teleperformance, the world's leading provider of outsourced customer experience management services, today announced a partnership that expands WellCare's call center operations and brings approximately 120 jobs, which were previously staffed overseas, to the United States. English- and bilingual Spanish-speaking representatives continue to be recruited to staff a new call center in North Lauderdale, Florida. These representatives will be responsible for responding to WellCare member and provider calls.

"The launch of our new North Lauderdale call center is one of many planned efforts to maximize the quality of our services for our members," said Walt Cooper, WellCare's chief administrative officer. "This initiative also

enables WellCare to deliver cost-effective health care solutions on behalf of our government customers, and create jobs in our home state of Florida."

Serving WellCare's health and drug plan members through local resources and professionals who reside within their state is an important element of the company's service delivery. The new North Lauderdale call center affords WellCare the ability to improve quality and reduce cost of service. It is a change that comes as a result of the company's careful analysis of business impact, growth opportunities, compliance and financial feasibility. The results of this analysis are also driving additional expansion and job creation efforts.

"We are pleased for the opportunity to expand our partnership with WellCare for the purpose of bringing jobs to Florida," said Jeff Balagna, chief operations officer of Teleperformance USA. "We look forward to helping Florida residents take advantage of excellent career opportunities and promoting the state's economic growth initiatives."

Gray Swoope, president and CEO of Enterprise Florida Inc., the state's primary economic development organization, acknowledged WellCare's efforts and contributions. "This expansion project demonstrates WellCare's commitment to investing in Florida, and it shows that we are succeeding in producing jobs across diverse business sectors," Swoope said.

In April, WellCare consolidated its pharmacy operations by moving staff to a newly leased space in Tampa, Florida—a move that offers room for future growth. WellCare is also continuing to grow its Information Technologies team in the United States and has already secured additional office space in the Carrollwood area of Tampa, which is expected to house approximately 300 existing and new information technology professionals.

The new North Lauderdale call center began taking WellCare member and provider calls on May 29, and is expected to be fully operational by the beginning of August. The center is still in the process of recruiting staff for available positions.

To explore employment opportunities offered by WellCare and Teleperformance, applicants are encouraged to visit each organization's website at www.wellcare.com and www.teleperformance.com.

CONTACTS:

WellCare Media Relations:

Denise Malecki
813-206-2747

WellCare Investor Relations:

Gregg Haddad
813-206-3916

Teleperformance Media Relations:

Mark Pfeiffer
801-257-5811

About WellCare Health Plans, Inc.

WellCare Health Plans, Inc. provides managed care services targeted to government-sponsored health care programs, focusing on Medicaid and Medicare. Headquartered in Tampa, Florida, WellCare offers a variety of health plans for families, children, and the aged, blind, and disabled, as well as prescription drug plans. The company served more than 2.5 million members nationwide as of March 31, 2012. For more information about WellCare, please visit the company's website at <http://www.wellcare.com>.

About Teleperformance

Teleperformance, the world's leading provider of outsourced CRM and contact center services, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. Teleperformance USA was established in 1993 and currently employs approximately 19,500 people in 39 facilities across the United States. In Florida, the company employs approximately 4,500 people with locations in North Lauderdale, Boca Raton and Miami Beach which serves as the Americas and Asia Pacific headquarters location of Teleperformance Group. Teleperformance USA works with some of the world's largest and most successful US companies in all major industries both domestically and around the world.

WellCare and Teleperformance USA have partnered together since 2007.