

# Anthem Blue Preferred – Northeast Network

1-800-843-6447

[anthem.com](http://anthem.com)



Overall Performance Rating

## What's New for 2015

Now available for you and your family: LiveHealth Online! When you're not feeling well, LiveHealth Online is faster and more convenient than a visit to the urgent care center. You don't have to make an appointment, sit in traffic or wait in a waiting room. You just need the LiveHealth Online app or a computer with a webcam. Best of all, LiveHealth Online is part of your health plan. So your visit costs the same as a regular office visit.

With LiveHealth Online, you get:

- Immediate access to doctors 24 hours a day, 365 days a year.
- Secure and private two-way video chats with board-certified doctors.
- Prescriptions sent to your drugstore, if needed.

LiveHealth Online can help with colds, the flu, allergies, fevers, infections and more! But don't wait until you or your family members get sick. Just download the app or go to [LiveHealthOnline.com](http://LiveHealthOnline.com) on your computer and sign up.

We are excited to offer the uniform dental coverage to enrolled WPE plan employees and their families in 2015! Please refer to your Uniform Benefits Reference Guide for the specific benefits available under the plan.

## Provider Directory

Go to [anthem.com/stateofwisconsin](http://anthem.com/stateofwisconsin) to access a provider directory.

To request a printed directory be mailed to you, call 1-800-843-6447.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers except for non-emergency hospital stays. Prior authorization is required for some medical procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test

or procedure requires prior authorization or a referral contact 1-800-843-6447 prior to the appointment.

## Service Area

Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara and Winnebago counties.



## Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, contact Anthem at 1-800-843-6447 within 24 hours of receiving care. Follow-up care must be received by an in-network provider.

For urgent care contact our 24/7 Nurseline at 1-866-647-6120 for determining the appropriate level of care.

## Mental, Behavioral Health and Substance Abuse

No referral is required for outpatient services from an in-network mental health provider. Prior authorization is required for inpatient services. For other services, contact 1-800-843-6447.

## Dental Benefits

Dental services are provided through Anthem's 100/200/300 network. The dental provider network directory is located within the medical provider directory at [anthem.com/stateofwisconsin](http://anthem.com/stateofwisconsin) or you may call 1-800-843-6447 for a provider directory. Services performed by out-of-network providers will not be covered.

## 24-Hour Nurseline

1-866-647-6120



# Anthem Blue Preferred – Southeast Network

1-800-843-6447

[anthem.com](http://anthem.com)



Overall Performance Rating

## What's New for 2015

Now available for you and your family: LiveHealth Online! When you're not feeling well, LiveHealth Online is faster and more convenient than a visit to the urgent care center. You don't have to make an appointment, sit in traffic or wait in a waiting room. You just need the LiveHealth Online app or a computer with a webcam. Best of all, LiveHealth Online is part of your health plan. So your visit costs the same as a regular office visit.

With LiveHealth Online, you get:

- Immediate access to doctors 24 hours a day, 365 days a year.
- Secure and private two-way video chats with board-certified doctors.
- Prescriptions sent to your drugstore, if needed.

LiveHealth Online can help with colds, the flu, allergies, fevers, infections and more! But don't wait until you or your family members get sick. Just download the app or go to [LiveHealthOnline.com](http://LiveHealthOnline.com) on your computer and sign up.

We are excited to offer the uniform dental coverage to enrolled WPE plan employees and their families in 2015! Please refer to your Uniform Benefits Reference Guide for the specific benefits available under the plan.

## Provider Directory

Go to [anthem.com/stateofwisconsin](http://anthem.com/stateofwisconsin) to access a provider directory.

To request a printed directory be mailed to you, call 1-800-843-6447.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers except for non-emergency hospital stays. Prior authorization is required for some medical procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test

or procedure requires prior authorization or a referral contact 1-800-843-6447 prior to the appointment.

## Service Area

Dodge, Jefferson, Kenosha, Milwaukee, Ozaukee, Racine, Rock, Walworth, Washington and Waukesha counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, contact Anthem at 1-800-843-6447 within 24 hours of receiving care. Follow-up care must be received by an in-network provider.

For urgent care contact our 24/7 Nurseline at 1-866-647-6120 for determining the appropriate level of care.

## Mental, Behavioral Health and Substance Abuse

No referral is required for outpatient services from an in-network mental health provider. Prior authorization is required for inpatient services. For other services, contact 1-800-843-6447.

## Dental Benefits

Dental services are provided through Anthem's 100/200/300 network. The dental provider network directory is located within the medical provider directory at [anthem.com/stateofwisconsin](http://anthem.com/stateofwisconsin) or you may call 1-800-843-6447 for a provider directory. Services performed by out-of-network providers will not be covered.

## 24-Hour Nurseline

1-866-647-6120



## Arise Health Plan Northern

1-888-711-1444 toll free or 920-490-6900

[wecareforwisconsin.com](http://wecareforwisconsin.com)



Overall Performance Rating

### What's New for 2015

Arise Health Plan has expanded its service area with coverage in Green Lake, Marquette and Waushara counties with the addition of Community Health Network (CHN). CHN brings Arise members access to 35 providers, providing services at 2 hospitals, Berlin Memorial Hospital and Wild Rose Community Hospital.

### Provider Directory

Go to [WeCareForWisconsin.com](http://WeCareForWisconsin.com) to access a provider directory. Select "Members" or "Visitors" and then "Find A Doctor." To print a provider directory, scroll to the bottom of the Find a Doctor page and select the link below the search options. To request a printed directory be mailed to you, call 1-888-711-1444.

### Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required before the services are rendered for certain services, all non-participating providers, and tertiary-care specialists and facilities. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-888-711-1444 before the appointment or visit [WeCareForWisconsin.com](http://WeCareForWisconsin.com) for complete list.

### Service Area

Brown, Calumet, Clark, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Jefferson, Kewaunee, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Marquette, Oconto, Oneida, Outagamie, Portage, Shawano, Sheboygan, Taylor, Vilas, Waupaca, Waushara, Winnebago and Wood counties.

### Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Arise Health Plan at 1-888-711-1444 within 48 hours of receiving care. Follow-up care must be received by an in-network provider.

### Mental, Behavioral Health and Substance Abuse

Outpatient mental health and alcohol and drug abuse (AODA) services do not require a pre-service authorization, but a participating provider is required. Inpatient and transitional mental health and AODA services require a pre-service authorization and use of a participating provider.

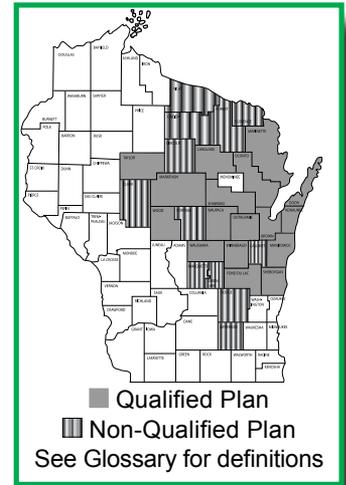
### Dental Benefits

Dental services are provided through Delta Dental of Wisconsin. Go to [deltadentalwi.com](http://deltadentalwi.com) or call 1-800-236-3712 for a provider directory.

To find in-network dentists, click the "Provider Search" tab, then "Find A Network Dentist" in the drop-down box. Enter your address, city, and state or ZIP code. You can then narrow your search to the Delta Dental Premier or Delta Dental PPO network. You can download a complete provider directory under the "Provider Search" tab. Services performed by out-of-network providers will not be covered.

### 24-Hour Nurseline

Not available.



# Arise Health Plan Southeast

1-888-711-1444 toll free or 920-490-6900

[wecareforwisconsin.com](http://wecareforwisconsin.com)



Overall Performance Rating

## What's New for 2015

Arise Health Plan offers members in southeast Wisconsin access to a robust provider network that includes Aurora HealthCare and United Hospital Services, as well many independent practitioners. Our quality network offers access to 20 hospitals and hundreds of primary and specialty care practitioners

## Provider Directory

Go to [WeCareForWisconsin.com](http://WeCareForWisconsin.com) to access a provider directory. Select "Members" or "Visitors" and then "Find A Doctor." To print a provider directory, scroll to the bottom of the Find a Doctor page and select the link below the search options. To request a printed directory be mailed to you, call 1-888-711-1444.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required before the services are rendered for certain services, all non-participating providers, and tertiary-care specialists and facilities. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-888-711-1444 before the appointment or visit [WeCareForWisconsin.com](http://WeCareForWisconsin.com) for a complete list.

## Service Area

Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington and Waukesha counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Arise Health Plan at 1-888-711-1444 within 48 hours of receiving care. Follow-up care must be received by an in-network provider.

## Mental, Behavioral Health and Substance Abuse

Outpatient mental health and alcohol and drug abuse (AODA) services do not require a pre-service authorization, but a participating provider is required. Inpatient and transitional mental health and AODA services require a pre-service authorization and use of a participating provider.

## Dental Benefits

Dental services are provided through Delta Dental of Wisconsin. Go to [deltadentalwi.com](http://deltadentalwi.com) or call 1-800-236-3712 for a provider directory.

To find an in-network dentist, click the "Provider Search" tab, then "Find A Network Dentist" in the drop-down box. Enter your address, city, and state or ZIP code. You can then narrow your search to the Delta Dental Premier or Delta Dental PPO network. You can download a complete provider directory under the "Provider Search" tab. Services performed by out-of-network providers will not be covered.

## 24-Hour Nurseline

Not available.



## Dean Health Insurance

1-800-279-1301

[deancare.com/wi-employees](http://deancare.com/wi-employees)



Overall Performance Rating

### What's New for 2015

Our medical network has expanded to include ProHealth Care's network of physicians, clinics and hospitals throughout Waukesha County. ProHealth Care is a fully integrated system consisting of Waukesha Memorial and Oconomowoc Memorial hospitals, 16 clinics and more than 460 primary care and specialty physicians in Waukesha County.

We've also updated a couple of search features on our website to make it easier than ever to find a provider near you. The online provider directory now displays the in-network provider or location that is closest to you when you search by ZIP code. A new interactive map, supported by Google Maps, shows at a glance all the types of locations available—and where to find them.

### Provider Directory

Go to [deancare.com/wi-employees](http://deancare.com/wi-employees) to access a provider directory. Select "Online Provider Directory" or "Printable Provider Directory." To request a printed directory be mailed to you, call 1-800-279-1301.

### Referrals, Prior Authorizations, Out-of-Network Care

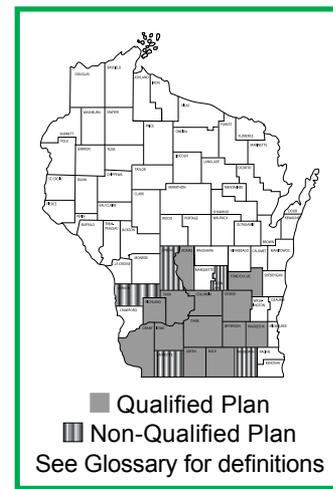
Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. You may check the status of your request at DeanConnect. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-800-279-1301 prior to the appointment.

### Service Area

Adams, Columbia, Dane, Dodge, Fond du Lac, Grant, Green, Green Lake, Iowa, Jefferson, Juneau, Lafayette, Richland, Rock, Sauk, Vernon, Walworth and Waukesha counties.

### Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Dean Health Insurance at 1-800-279-1301 within 48 hours or as soon as reasonably possible of receiving care. Follow-up care must be received by an in-network provider.



### Mental, Behavioral Health and Substance Abuse

Prior authorization and/or referrals are not required for Outpatient Mental Health Services when seeking services from an in-network provider. Inpatient Mental Health must be prior authorized.

### Dental Benefits

No dental coverage is provided under this plan.

### 24-Hour Nurseline

Dean On Call 1-800-576-8773



**Dean**  
HEALTH PLAN

# Dean Health Insurance - Prevea360 Health Plan

1-877-230-7555

[prevea360.com/wi-employees](http://prevea360.com/wi-employees)



Overall Performance Rating

## What's New for 2015

Prevea360 Health Plan is underwritten by Dean Health Insurance, so you know it's a plan Wisconsinites have come to know and trust.

What makes Prevea360 so special is its proprietary network of hospitals, physicians and ancillary providers that is based on Prevea Health's multi-specialty physician group and HSHS partner hospitals, including St. Mary's and St. Vincent's Hospitals in Green Bay and St. Nicholas Hospital in Sheboygan, as well as other in-network hospitals in Oconto, Manitowoc and Door counties. This collaboration between health care experts, hospital partners, and insurance provider as an integrated health system leads to a better, more affordable experience for our members and patients—one that is centered around you.

Our goal as a health care system is to keep our members happy and healthy. Preventive care and wellness are integral parts of our care philosophy. Prevea360—a better kind of health care.

## Provider Directory

Go to [prevea360.com/wi-employees](http://prevea360.com/wi-employees) to access a provider directory. Select "Online Provider Directory" to search for providers online, or Select "Printable Provider Directory" for a static directory. To request a printed directory be mailed to you, call 1-877-230-7555.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. You may check the status of your request at MyPrevea. If you are unsure if a service, test or procedure requires prior authorization or a referral, call 1-877-230-7555 prior to the appointment.

## Service Area

Brown, Door, Kewaunee, Manitowoc, Marinette, Oconto, Outagamie and Sheboygan counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Prevea360 at 1-877-230-7555 within 48 hours or as soon as reasonably possible of receiving care. Follow-up care must be received by an in-network provider.

## Mental, Behavioral Health and Substance Abuse

Prior authorization and referrals are not required for Outpatient Mental Health Services when seeking services with an in-network provider. Inpatient Mental Health must be prior authorized.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

Prevea Care After Hours 1-888-277-3832



# Group Health Cooperative of Eau Claire

1-888-203-7770 or 715-552-4300

[group-health.com](http://group-health.com)



Overall Performance Rating

## What's New for 2015

The Cooperative is pleased to announce that we have expanded our service area to include Clark, Iron, Langlade, Lincoln, Marathon, Oneida, Price, Taylor and Vilas counties.

The Cooperative has enhanced our online Wellness library to include fitness and nutrition tools, and an eNewsletter which provides wellness tips via e-mail. The Cooperative is now on Facebook, which allows us to stay connected and inform our followers of local events, healthy recipes and much more.

## Provider Directory

Go to [group-health.com](http://group-health.com) to access a provider directory. Use [www.group-health.com/State/Default.aspx](http://www.group-health.com/State/Default.aspx) as a direct path or visit [www.group-health.com/default.aspx](http://www.group-health.com/default.aspx), choose "Members," then "My Plan" and "State of WI Employees." To request a printed directory be mailed to you, call Member Services at 1-888-203-7770.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. You must get a prior authorization before receiving care from an out-of-network provider, for all admissions and for select outpatient services. You will receive written notification of the approval or denial for the prior authorization. Members with low back pain are required to participate in a shared decision making tool to review information on options, outcomes and to clarify personal values. For further information regarding authorization guidelines, please visit [group-health.com](http://group-health.com) or call 1-888-203-7770 to speak with Member Services.

## Service Area

Ashland, Bayfield, Burnett, Clark, Douglas, Iron, Langlade, Lincoln, Marathon, Oneida, Price, Sawyer, Taylor, Vilas and Washburn counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care services while outside the network, please contact the Cooperative at 1-888-203-7770 within 48 hours of receiving services for care coordination purposes. Use the FirstCare Nurseline listed on your ID card if you need help determining the appropriate level of care. Follow-up care must be received from an in-network provider unless otherwise authorized by the Cooperative.

## Mental, Behavioral Health and Substance Abuse

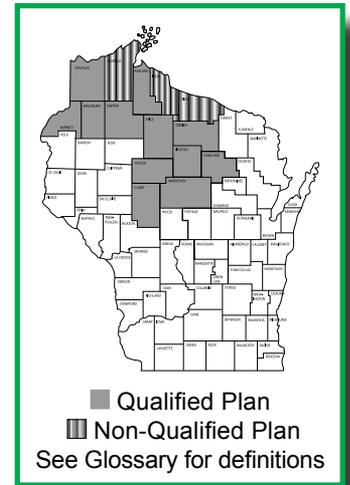
No referral is needed to see a provider in the Cooperative's network. Prior authorization guidelines may apply for certain services; please contact Member Services at 1-888-203-7770 for additional information. Please refer to the provider directory for a listing of mental health providers in the Cooperative's network.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

FirstCare Nurseline  
1-800-586-5473



# Group Health Cooperative of South Central Wisconsin

608-828-4853 or 1-800-605-4327, ext. 4504

[ghcscw.com](http://ghcscw.com)



Overall Performance Rating

## What's New for 2015

- Virtuwel. You can get a diagnosis and prescription in just a few minutes at virtuwel, your 24/7 online clinic.
- GHC-SCW has now expanded to offer services into Sauk County and Columbia County.
- GHC-SCW has changed the way Complementary Medicine Services are offered to our members. Please see the GHC-SCW website or call Member Services for additional information.

## Provider Directory

Go to [ghcscw.com](http://ghcscw.com), click on "Find a Provider," select "Primary Care," and click on the "State and WPEG Employee Provider Directory" on the right hand navigation bar. To request a printed directory be mailed to you, call Member Services at 1-800-605-4327, ext. 4504.

## Referrals, Prior Authorizations, Out-of-Network Care

Your primary care provider will submit a referral request to GHC-SCW Care Management Department when you need to receive services outside of a GHC-SCW clinic or through a specialty care area. Certain procedures or tests also require a prior authorization for medical necessity review. You will receive a letter from GHC-SCW, as well as notification in your GHCMYChart<sup>SM</sup> account, letting you know if the referral/prior authorization has been approved.

## Service Area

Columbia, Dane, Marquette and Sauk counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact GHC-SCW Member Services at 1-800-605-4327, ext. 4504 after receiving care. Follow-up care must be received from an in-network provider.

## Mental, Behavioral Health and Substance Abuse

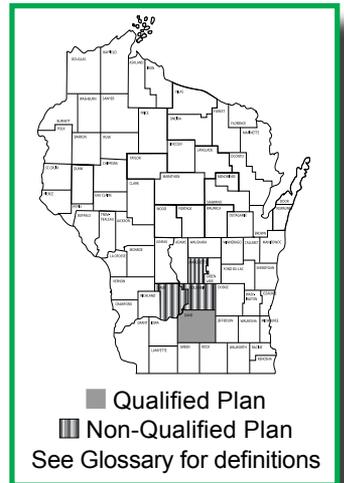
When you need mental health services, contact GHC-SCW mental health triage at 608-441-3290. Please refer to the GHC-SCW Provider Directory. A referral is not required for services provided in a GHC-SCW clinic. A referral is needed for transitional, outpatient and/or inpatient care.

## Dental Benefits

Dental services are provided through Dental Health Associates. Go to [dhamadison.com](http://dhamadison.com) or call 608-661-6410 for a dental provider network directory. Services performed by out-of-network providers will not be covered.

## 24-Hour Nurseline

GHCNurseConnect 608-661-7350 or 1-855-661-7350



# Gundersen Health Plan

1-800-897-1923 or 608-775-8007

[gundersenhealthplan.org](http://gundersenhealthplan.org)



Overall Performance Rating

## What's New for 2015

Gundersen Health Plan (GHP) has partnered with Delta Dental of Wisconsin and we are pleased to offer dental benefits to WRS members through Delta Dental. Due to the change in dental networks, members should verify if their current dentist is an in-network dentist. Please see *Dental Benefits* for more details.

Don't forget to visit our new and improved website at [gundersenhealthplan.org](http://gundersenhealthplan.org).

## Provider Directory

Go to [gundersenhealthplan.org/etf](http://gundersenhealthplan.org/etf) to access a printable or searchable provider directory.

To request a printed directory be mailed to you, call 1-800-897-1923.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-800-897-1923 prior to the appointment.

## Service Area

Barron, Chippewa, Clark, Crawford, Eau Claire, Grant, Jackson, Juneau, La Crosse, Monroe, Richland, Sauk, Sawyer, Trempealeau, Vernon and Washburn counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Gundersen Health Plan at 1-800-897-1923 within 24 hours of receiving care. Follow-up care must be received from an in-network provider.

## Mental, Behavioral Health and Substance Abuse

No prior authorization or referral is required for inpatient or outpatient services from an in-network provider. Prior authorization is required for transitional care. For other services, contact 1-800-897-1923 between the hours of 8 a.m. and 5 p.m.

## Dental Benefits

Dental services are provided through Delta Dental of Wisconsin. Go to [deltadentalwi.com](http://deltadentalwi.com) or call 1-800-236-3712 for a provider directory.

To find an in-network dentist, click the "Provider Search" tab, then "Find A Network Dentist" in the drop-down box. Enter your address, city, and state or ZIP code. You can then narrow your search to the Delta Dental Premier or Delta Dental PPO network. You can download a complete provider directory under the "Provider Search" tab. Services performed by out-of-network providers will not be covered.

## 24-Hour Nurseline

Telephone Nurse Advisor 1-800-858-1050 or 608-775-4454



**GUNDERSEN**  
HEALTH PLAN

# Health Tradition Health Plan

1-877-832-1823 or 1-888-459-3020

[healthtradition.com](http://healthtradition.com)



Overall Performance Rating

## What's New for 2015

There are no significant plan-specific changes to the Health Tradition Health Plan (HTHP) offering from last year. Please check the website periodically for additional details regarding health and wellness initiatives through HTHP. Refer to the online provider directory to make sure your provider/facility will be in the 2015 HTHP network for the State of Wisconsin plan.

## Provider Directory

Go to [healthtradition.com](http://healthtradition.com) to access a provider directory. Click on "Provider Search" towards the top of the screen. To review the directory in a PDF format, go to [healthtradition.com](http://healthtradition.com), click on "Already have Health Tradition," click on the blue "State of WI Employees" button and select "State of WI Employees Medical Provider Directory." To request a printed directory be mailed to you, call 1-888-459-3020.

## Referrals, Prior Authorizations, Out-of-Network Care

You must get a referral approved by HTHP before you see providers outside the HTHP network, including Mayo Clinic–Rochester. Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-877-832-1823 prior to the appointment.

## Service Area

Buffalo, Crawford, Grant, Jackson, Juneau, La Crosse, Monroe, Richland, Sauk, Trempealeau and Vernon counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact the Health Tradition Utilization Management Department at 1-888-459-3020 within 48 hours of receiving care. Follow-up care must be received from an in-network provider.

## Mental, Behavioral Health and Substance Abuse

No prior authorization is required for outpatient services from an in-network mental health/substance abuse provider. Prior authorization is required for inpatient services, group therapy and psychiatric testing.

## Dental Benefits

Dental services are provided through HTHP. Go to [healthtradition.com](http://healthtradition.com) or call 1-888-459-3020 for a provider directory. Click on "Provider Search" to access our online searchable directory. Click on "Already have Health Tradition," select the blue "State of WI Employees" button and then choose "WI Dental Provider Directory." Services performed by out-of-network providers will be covered at a lower benefit level.

## 24-Hour Nurseline

1-855-392-4050



Health Tradition Health Plan  
*A Mayo Clinic Health System Choice in Wisconsin*

# HealthPartners Health Plan

1-800-883-2177 or 952-883-5000

[healthpartners.com/stateofwis](http://healthpartners.com/stateofwis)



Overall Performance Rating

## What's New for 2015

HealthPartners network has expanded to include new care systems including Park Nicollet, HealthEast and Fairview.

Whether you're at home or on the go, your myHealthPartners plan information is right at your fingertips. From your smartphone, you can:

- Check your plan balances
- Search for doctors near your location
- View your HealthPartners Member ID card and fax it to your doctor's office

## Provider Directory

Go to [healthpartners.com/stateofwis](http://healthpartners.com/stateofwis) and click on the "Find a doctor or specialist" link. Click on the PDF listing or search our online directory for providers. To request a printed directory be mailed to you, call 1-800-883-2177.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-800-883-2177 prior to the appointment or visit [healthpartners.com/stateofwis](http://healthpartners.com/stateofwis) for a complete list.

## Service Area

Ashland, Barron, Burnett, Chippewa, Clark, Crawford, Douglas, Eau Claire, Grant, Jackson, La Crosse, Langlade, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Polk, Portage, Price, Rusk, Sawyer, St. Croix, Taylor, Vernon, Vilas, Washburn and Wood counties.



## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, you do not need to contact us unless you are admitted into the hospital. If you are admitted, contact HealthPartners at 1-800-316-9807 as soon as reasonably possible. Follow-up care must be received from an in-network provider.

## Mental, Behavioral Health and Substance Abuse

No referrals are necessary to see in-network behavioral health providers.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

Careline 1-800-551-0859

## Humana – Eastern

1-855-STOFWIH or 1-855-786-3944

[humana.com](http://humana.com)



Overall Performance Rating

### What's New for 2015

Humana continues to offer HumanaVitality, a health and wellness program that rewards healthy lifestyle choices for members and their families. Visit [humana.com/Vitality](http://humana.com/Vitality) for more information.

Humana's robust online tools help you choose a provider, see claim status and more. For additional information, go to [our.humana.com/stateofwi](http://our.humana.com/stateofwi).

Humana continues to offer a dedicated team trained specifically on the State of Wisconsin health insurance program.

### For Members on Medicare: Medicare Advantage

If you are retired and enrolled in Medicare Parts A and B, Humana will automatically enroll you in a Humana Medicare Advantage PPO plan.

Coverage will be Uniform Benefits coverage, plus more. You may see any medical provider in the country that accepts payments from the plan. For enrollment questions or to request an enrollment kit with area PPO directory, call Humana Group Medicare Enrollment at 1-855-STOFWIH or 1-855-786-3944.

### Provider Directory for Non-Medicare Members

You are required to have a Wisconsin based primary care provider. Go to [our.humana.com/stateofwi](http://our.humana.com/stateofwi) to request a provider directory.

To request a printed directory be mailed to you, call 1-855-786-3944.

### Referrals, Prior Authorizations, Out-of-Network Care

Referrals are needed when receiving care from in-network providers for certain circumstances. Please call 1-855-STOFWIH for more details. Prior authorization is required for some services and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-855-STOFWIH prior to the appointment.

### Service Area for Non-Medicare Members

Brown, Calumet, Dodge, Door, Fond du Lac, Green, Green Lake, Jefferson, Kenosha, Kewaunee, Manitowoc, Marinette, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Rock, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara and Winnebago counties.



### Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, contact Humana at 1-800-523-0023 within 48 hours of receiving care. Follow-up care must be received from an in-network provider. For urgent care contact 1-855-STOFWIH for determining the appropriate level of care.

### Mental, Behavioral Health and Substance Abuse

Prior to seeking mental, behavioral health or substance abuse services, contact 1-855-STOFWIH or 1-855-786-3944 between 8 a.m. and 5:30 p.m. for assistance from a behavioral health specialist.

### Dental Benefits

Dental services are provided through HumanaDental. Go to [humanadental.com](http://humanadental.com) and choose "Find a Dentist" for a dental provider directory, or call 1-855-STOFWIH. Services performed by out-of-network providers will not be covered. This restriction applies to both Medicare Advantage and non-Medicare members.

### 24-Hour Nurseline

HumanaFirst Nurse Advice 1-800-622-9529

## Humana – Western

1-855-STOFWIH or 1-855-786-3944

[humana.com](http://humana.com)



Overall Performance Rating

### What's New for 2015

Humana continues to offer HumanaVitality, a health and wellness program that rewards healthy lifestyle choices for members and their families. Visit [humana.com/Vitality](http://humana.com/Vitality) for more information.

Humana's robust online tools help you choose a provider, see claim status and more. For additional information, go to [our.humana.com/stateofwi](http://our.humana.com/stateofwi).

Humana continues to offer a dedicated team trained specifically on the State of Wisconsin health insurance program.

### For Members on Medicare: Medicare Advantage

If you are retired and enrolled in Medicare Parts A and B, Humana will automatically enroll you in a Humana Medicare Advantage PPO plan.

Coverage will be Uniform Benefits coverage, plus more. You may see any medical provider in the country that accepts payments from the plan. For enrollment questions or to request an enrollment kit with area PPO directory, call Humana Group Medicare Enrollment at 1-855-STOFWIH or 1-855-786-3944.

### Provider Directory for Non-Medicare Members

You are required to have a Wisconsin based primary care provider. Go to [our.humana.com/stateofwi](http://our.humana.com/stateofwi) to request a provider directory.

To request a printed directory be mailed to you, call 1-855-786-3944.

### Referrals, Prior Authorizations, Out-of-Network Care

Referrals are needed when receiving care from in-network providers for certain circumstances. Please call 1-855-STOFWIH for more details. Prior authorization is required for some services and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 855-STOFWIH prior to the appointment.

### Service Area for Non-Medicare Members

Barron, Chippewa, Douglas, Dunn, Eau Claire, Pepin, Pierce, Polk and St. Croix counties.

### Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, contact Humana at 1-800-523-0023 within 48 hours of receiving care.

Follow-up care must be received from an in-network provider. For urgent care contact 1-855-STOFWIH for determining the appropriate level of care.

### Mental, Behavioral Health and Substance Abuse

Prior to seeking mental, behavioral health or substance abuse services, contact 1-855-STOFWIH or 1-855-786-3944 between 8 a.m. and 5:30 p.m. for assistance from a behavioral health specialist.

### Dental Benefits

Dental services are provided through HumanaDental. Go to [humanadental.com](http://humanadental.com) and choose "Find a Dentist" for a dental provider directory. Services performed by out-of-network providers will not be covered. This restriction applies to both Medicare Advantage and non-Medicare members.

### 24-Hour Nurseline

HumanaFirst Nurse Advice 1-800-622-9529



# Medical Associates Health Plans

1-800-747-8900

[mahealthcare.com](http://mahealthcare.com)



## What's New for 2015

When you choose Medical Associates Health Plans, you are entrusting your health to expert practitioners who are committed to your wellbeing. We are grateful to all our dedicated physicians, providers and staff for delivering services that meet or exceed the nation's highest standards in healthcare. There are no significant changes to the MAHP network. Check out the [mahealthcare.com](http://mahealthcare.com) website to find plan information and many health-related topics or log into My e-Link for your personalized claims status/review, explanations of benefits and plan information.

## Provider Directory

Go to [mahealthcare.com/insurance-services](http://mahealthcare.com/insurance-services) to access a provider directory. Click on "Provider Directory" then enter the Employer Group Number found on your medical card. If you are not currently a MAHP member, simply type "wisesample" to view. To request a printed directory be mailed to you, call 1-800-747-8900.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-800-325-7442 prior to the appointment.

## Service Area

Crawford, Grant, Iowa and Lafayette counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact MAHP Health Care Service Department at 1-800-325-7442 prior to receiving care or as soon as possible. Follow-up care must be received from an in-network provider.

## Mental, Behavioral Health and Substance Abuse

No prior authorization or referral is required for outpatient services from a MAHP, in-network provider. Prior authorization may be required for inpatient services and transitional care. For additional details and services, contact 1-800-325-7442

## Dental Benefits

Dental services are provided. The MAHP dental network is open to the dental provider of your choice.

## 24-Hour Nurseline

24 Hour HELP Nurse 563-556-HELP (4357) or 1-800-325-7442



## Medicare Plus

Administered by WPS Health Insurance

1-800-634-6448 [wpsic.com/state](http://wpsic.com/state)

Not Available Overall  
Performance Rating

### What's New for 2015

Visit the Health Center at [wpsic.com/healthcenter](http://wpsic.com/healthcenter), a continually updated online resource designed to help you make good health decisions, whether you're looking for advice on treating a chronic condition or for tips on leading a healthy lifestyle.

### General Information

Medicare Plus will continue to be a Medicare supplement plan for eligible annuitants and their dependents who select the Standard Plan. Medicare Plus will pay your Medicare Part A and B deductibles and coinsurance. This group plan is superior to individual Medicare supplements as it provides protections from fees that exceed usual, customary and reasonable amounts if members use a provider who is not affiliated with Medicare. It also offers coverage during foreign travel. Note, however, in cases where Medicare excludes coverage for a service, this plan will also deny coverage.

The Medicare Plus plan is designed to supplement, not duplicate, the benefits available under Medicare for State of Wisconsin Group Health Insurance Program annuitants.

See the Comparison of Benefit Options section of this guide for benefit differences, and view the Health Care Benefit Plan booklet at [etf.wi.gov/publications/et4113.pdf](http://etf.wi.gov/publications/et4113.pdf).

### Provider Directory

None. This plan provides you with freedom of choice among hospitals and physicians in Wisconsin, nationwide and for travel abroad.

### Referrals, Prior Authorizations, Out-of-Network Care

Referrals and prior authorizations are not necessary under this plan as benefits only supplement approved Medicare benefits.

### Mental, Behavioral Health and Substance Abuse

Medically necessary services are available when performed by licensed mental health professionals practicing within the scope of their license. Inpatient services will be limited to 120 days.

### Dental Benefits

No dental coverage provided.

### 24-Hour Nurseline

Not available.

# MercyCare Health Plans

1-800-895-2421

[mercycahealthplans.com](http://mercycahealthplans.com)



## What's New for 2015

MercyCare's network of facilities was recently updated, to include new modern clinics in Elkhorn, Delavan and Edgerton.

Our website has also been revised to better manage your healthcare needs. Visit our newly enhanced, user friendly website at [mercycahealthplans.com](http://mercycahealthplans.com).

You can still hold your place in line at a Mercy emergency room or urgent care facility by using Mercy Health System's website at [mercyinquicker.org](http://mercyinquicker.org).

## Provider Directory

Go to [mercycahealthplans.com](http://mercycahealthplans.com) to access a provider directory. On the right side of the page, click "State of Wisconsin Members" then click "Provider Directory." To request a printed directory be mailed to you, call 1-800-895-2421.

## Referrals, Prior Authorizations, Out-of-Network Care

MercyCare requires referrals from the member's Primary Care Physician for all specialist visits, both in- and out-of-network.

## Service Area

Green, Jefferson, Rock and Walworth counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, contact MercyCare at 1-800-895-2421 within 48 hours of receiving care. Follow-up care must be received from an in-network provider. Both in- and out-of-network emergency and urgent care visits are covered without notification.

## Mental, Behavioral Health and Substance Abuse

No prior authorization or referral is required for outpatient services from an in-network provider. Prior authorization and referral is required for inpatient services and transitional care out-of-network. For other services, contact 1-800-895-2421.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

Healthline 608-758-5770 or 1-888-756-6060



## Network Health

1-800-826-0940

[networkhealth.com](http://networkhealth.com)



Overall Performance Rating

### What's New for 2015

Froedtert Hospital, Medical College of Wisconsin, Children's Hospital of Wisconsin and Children's Hospital of Wisconsin Fox Valley will be available to members in our current service area. By increasing your choices for great doctors and hospitals, Network Health gives you the options you need.

### Provider Directory

Go to [networkhealth.com](http://networkhealth.com) to access a provider directory. Click "Find a Doctor," choose "State of Wisconsin Employee" as your plan, enter your location and search for a provider, or click on "Printable Directory."

To request a printed directory be mailed to you, call 1-800-826-0940.

### Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. If you are unsure if a service, test or procedure requires prior authorization or a referral, call 1-800-826-0940 prior to the appointment.

### Service Area

Brown, Calumet, Dodge, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marquette, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara and Winnebago counties.

### Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Network Health within 48 hours of receiving care. Follow-up care must be received from an in-network provider.

### Mental, Behavioral Health and Substance Abuse

Prior authorization is required for all mental, behavioral health and substance abuse services. Contact 1-800-555-3616 for assistance. After hours, call your provider or NurseDirect at 1-800-362-9900.

### Dental Benefits

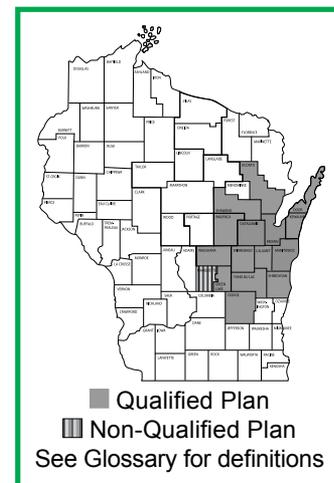
Dental services are provided through Delta Dental of Wisconsin. Go to [deltadentalwi.com](http://deltadentalwi.com) or call 1-800-236-3712 for a provider directory.

To find an in-network dentist, click the "Provider Search" tab, then "Find A Network Dentist" in the drop-down box. Enter your address, city, and state or ZIP code. You can then narrow your search to the Delta Dental Premier or Delta Dental PPO network. You can download a complete provider directory under the "Provider Search" tab.

Services performed by out-of-network providers will not be covered.

### 24-Hour Nurseline

Affinity NurseDirect 1-800-362-9900



## Physicians Plus

608-282-8900 or 1-800-545-5015

[pplusic.com](http://pplusic.com)



Overall Performance Rating

### What's New for 2015

Effective January 1, 2015, all UW Health providers and facilities are part of the Physicians Plus provider network, including UW Hospital & Clinics and American Family Children's Hospital.

Additionally, the following counties are added to the Physicians Plus service area in 2015: Dodge, Juneau, Vernon, Walworth, Waukesha and Wood.

### Provider Directory

Go to [directory.pplusic.com](http://directory.pplusic.com) to access a provider directory.

To search for a provider, select "State of Wisconsin/Wisconsin Public Employee (State/WPE)" under the network drop-down menu. To print the provider listing, select the "State PDF Directory" on the bottom of the page. To request a printed directory to be mailed to you, call 608-282-8900.

### Referrals, Prior Authorizations, Out-of-Network Care

Prior authorization is not required for most covered services delivered by Physicians Plus network providers. Prior authorization is required for out-of-network specialty services. Members must have their provider submit a prior authorization request to Physicians Plus before receiving care from out-of-network providers. Written decisions will be provided to members and providers. Visit [pplusic.com](http://pplusic.com) for a summary of prior authorization requirements.

### Service Area

Adams, Columbia, Dane, Dodge, Grant, Green Lake, Iowa, Jefferson, Juneau, Lafayette, Marquette, Richland, Rock, Sauk, Vernon, Walworth, Waukesha, Waushara and Wood counties.

### Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Physicians Plus at 1-800-545-5015 within 48 hours of receiving care. Follow-up care must be received from an in-network provider.

### Mental, Behavioral Health and Substance Abuse

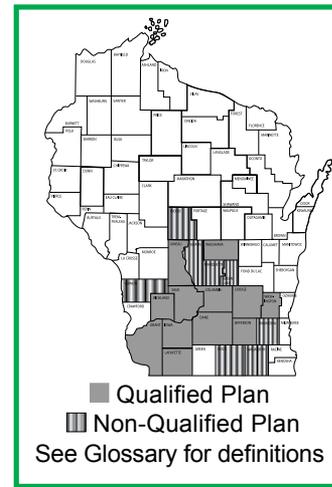
Contact UW Behavioral Health at 608-417-4709 for prior authorization or provider information, Monday through Friday, 8 a.m. to 5 p.m. A mental health professional will assess your situation and refer you to the appropriate provider. For emergencies, please contact your therapist directly or call 911.

### Dental Benefits

No dental coverage is provided under this plan.

### 24-Hour Nurseline

NursePlus 1-866-775-8776



# Security Health Plan

1-800-472-2363 or 715-221-9555

[securityhealth.org/state](http://securityhealth.org/state)



Overall Performance Rating

## What's New for 2015

New this year! Smart Cost Advisor lets Security Health Plan members compare common medical procedure costs before receiving services. Security Health Plan is offering a \$100 reimbursement annually towards a gym or health club membership.

Last year, we added a new service called Care My Way. We've enhanced this service recently by increasing the hours of operation to 7 a.m. to 9 p.m. Call our regular 24-Hour Nurse Line to participate. If you have one of the diagnoses that can be treated by Care My Way, they will treat you over the phone and even call in a prescription to your nearest pharmacy. Deductibles apply for members enrolled in the High Deductible Health Plan. For all other plans, there is no charge for the first three Care My Way treatments. Fees apply for additional treatments. See the SHP Customer Guide or website for more details.

## Provider Directory

Visit [securityhealth.org/state](http://securityhealth.org/state) and click on "Find a Doctor" to access a provider directory. Once you are there, select "State of Wisconsin Employer Sponsored Plan" from the drop-down menu. To request a printed directory be mailed to you, call customer service at 1-800-472-2363.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are needed when receiving care from in-network providers for certain specialties. View a complete list on our website or call our customer service team at 1-800-472-2363.

Prior authorization is required for knee replacement, hip replacement, back surgery, hysterectomy, knee arthroscopy and carpal tunnel surgery; and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization.

If you are unsure if a service, test or

procedure requires prior authorization or a referral, contact 1-800-472-2363 prior to the appointment, or visit [securityhealth.org/authorization](http://securityhealth.org/authorization) for a complete listing of services that require prior authorization.

## Service Area

Adams, Ashland, Barron, Bayfield, Burnett, Chippewa, Clark, Douglas, Eau Claire, Forest, Iron, Jackson, Juneau, Langlade, Lincoln, Marathon, Oneida, Pepin, Portage, Price, Rusk, Sawyer, Taylor, Vilas, Washburn, Waupaca, Waushara and Wood counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact Security Health Plan at 1-800-472-2363 by the next business day or as soon as possible to ensure appropriate claim benefit. Follow-up care must be received from an in-network provider unless otherwise approved by Security Health Plan.

## Mental, Behavioral Health and Substance Abuse

You may see any provider in the network for mental/behavioral health care. You do not need a referral or authorization.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

1-800-549-3174



## Standard Plan

Administered by WPS Health Insurance

1-800-634-6448 [wpsic.com/state](http://wpsic.com/state)

Not Available  
Overall Performance  
Rating

### What's New for 2015

Visit the Health Center at [wpsic.com/healthcenter](http://wpsic.com/healthcenter), a continually updated online resource designed to help you make good health decisions, whether you're looking for advice on treating a chronic condition or for tips on leading a healthy lifestyle.

### General Information

The Standard Plan is a comprehensive health plan that provides you with freedom of choice among hospitals and physicians in Wisconsin and nationwide. A higher level of benefits is available by using preferred or in-network providers, which are available nationwide. See the Comparison of Benefit Options section of this guide for benefit differences and view the Health Care Benefit Plan booklet for more complete details at [etf.wi.gov/publications/et2112.pdf](http://etf.wi.gov/publications/et2112.pdf).

### Provider Directory

Go to [www.wpsic.com/state](http://www.wpsic.com/state) and click "Find a Doctor." Choose your plan to search for a provider in your network. To request a printed directory be mailed to you, call 1-800-634-6448.

### Pre-Certification

To avoid a \$100 inpatient benefit reduction, you, a family member or a provider must notify WPS of any inpatient hospitalization to request pre-certification.

### Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not required for this plan.

Members or providers may request prior authorization for services when concerned if WPS will pay and at what rate. Without an approved prior authorization, WPS may deny payment. Visit [wpsic.com/state](http://wpsic.com/state) and follow the "Member Materials" link to obtain a copy of a Medical Preauthorization Request Form or call member services. You will receive written notification of the approval or denial for the prior authorization.

Prior authorization is required for low back

surgery and high-tech radiology services

Bariatric surgery requires prior authorization, and members must meet the eligibility criteria as outlined in the *Standard Plan booklet* (ET-2112).

### Emergency and Urgent Care Outside Service Area

For emergency and urgent care, in-network hospital emergency rooms or urgent care facilities should be used if possible. If you are unable to reach an in-network provider, go to the nearest appropriate medical facility and contact WPS as soon as possible.

### Mental, Behavioral Health and Substance Abuse

Medically necessary services are available when performed by licensed mental health professionals practicing within the scope of their licenses and processed based on the provider's network status.

### Dental Benefits

No dental coverage provided.

### 24-Hour Nurseline

Not available.

## SMP – State Maintenance Plan

Administered by WPS Health Insurance

1-800-634-6448 [wpsic.com/state](http://wpsic.com/state)

Not Available  
Overall Performance  
Rating

### What's New for 2015

Visit the Health Center at [wpsic.com/healthcenter](http://wpsic.com/healthcenter), a continually updated online resource designed to help you make good health decisions, whether you're looking for advice on treating a chronic condition, or for tips on leading a healthy lifestyle.

### Provider Directory

Go to [www.wpsic.com/state](http://www.wpsic.com/state) and click "Find a Doctor." Choose your plan to search for a provider in your network. To request a printed directory be mailed to you, call 1-800-634-6448.

### Referrals, Prior Authorizations, Out-of-Network Care

You must get a referral approved by WPS before getting care outside the WPS SMP network.

**Your provider must request the referral.**

Retroactive referrals are not allowed. It is ultimately the member's responsibility to make sure the referral is submitted and approved prior to receiving services.

Members or providers may request prior authorization for services when concerned if WPS will pay and at what rate. Without an approved prior authorization, WPS may deny payment. Prior authorization is required for low back surgery and high-tech radiology services. Visit [wpsic.com/state](http://wpsic.com/state) and follow the "Member Materials" link to obtain a copy of a Medical Preauthorization Request Form or call member services. You will receive written notification of the approval or denial for the prior authorization.

Prior authorization is required for low back surgery and high-tech radiology services.

### Service Area

Bayfield, Buffalo, Florence, Forest, Iron, Menominee and Vilas counties.

### Emergency and Urgent Care Outside Service Area

For emergency and urgent care, in-network hospital emergency rooms or urgent care facilities should be used if possible. If you are unable to reach an in-network provider, go to the nearest appropriate medical facility and contact WPS as soon as possible.

### Mental, Behavioral Health and Substance Abuse

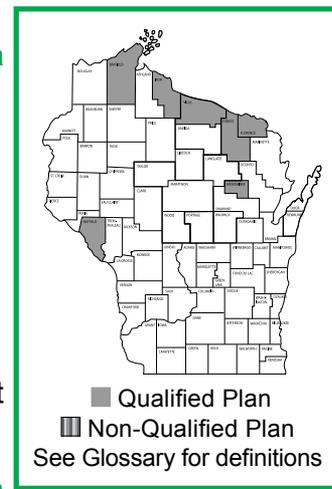
Medically necessary services are available when performed by licensed mental health professionals practicing within the scope of their licenses and processed based on the provider's network status.

### Dental Benefits

No dental coverage provided.

### 24-Hour Nurseline

Not available.



# UnitedHealthcare of Wisconsin

Open Enrollment Information: 1-866-873-3903 or [state.welcometouhc.com](http://state.welcometouhc.com)  
1-800-846-4678 [myuhc.com](http://myuhc.com)

  
Overall Performance Rating

## What's New for 2015

For members traveling out of the service area, including students, please contact customer service at 1-800-357-0974 (current members) or 1-866-873-3903 (non-current member) for our available national providers.

## Provider Directory

Go to [state.welcometouhc.com](http://state.welcometouhc.com), click on "Find a Doctor/Hospital" and then select the "State of WI employee Provider Directory" link. For a print version, call Customer Service at 1-800-357-0974 (current member) or 1-866-873-3903 (non-current member). A full directory or ZIP code search may be requested. If you are currently enrolled, you will be able to register on [myuhc.com](http://myuhc.com) for your personal search criteria.

## Referrals, Prior Authorizations, Out-of-Network Care

You do not need a referral to see a physician/hospital in the network. If a specific covered health service is not available from a network physician/hospital, your network physician must notify UnitedHealthcare (UHC) Care Coordination to request a "Network Gap Exception." You are responsible for notifying UHC's Care Coordination before obtaining services for dental/oral surgery or within 24 hours (or as soon as possible) of an emergency admission to a non-network hospital. Certain tests and procedures, including high tech radiology and low back surgery, require prior authorization. You and your physician will be notified in writing of UHC's decision and coverage determination.

## Service Area

Brown, Calumet, Dodge, Door, Fond du Lac, Green Lake, Jefferson, Kenosha, Kewaunee, Manitowoc, Marinette, Marquette, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Rock, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara and Winnebago counties.

## Emergency and Urgent Care Outside Service Area

If you are out of the service area and need urgent or emergency care, go to the nearest appropriate facility, unless you can safely return to the service area or receive care from one of our nationally contracted providers. Follow-up care must be completed with your local participating provider or one of our national HMO contracted providers.



## Mental, Behavioral Health and Substance Abuse

Prior to seeking mental, behavioral health or substance abuse services, contact Optum Behavioral Health at 1-800-851-5188 for assistance from a behavioral health specialist, 8 a.m. - 5 p.m. CST. 24-hour service outside standard business hours are for emergency assistance only.

## Dental Benefits

Dental services are provided through National Options PPO 30. Go to [www.myuhcdental.com](http://www.myuhcdental.com) and choose "Find a Dentist" and select the "National Options PPO 30" directory for a list of providers. You may also call 1-877-816-3596 for a provider directory. Services performed by out-of-network providers will be covered at the out-of-network benefit level, but charges are payable only up to the usual and customary levels.

## 24-Hour Nurseline

myNurseLine 1-800-846-4678

# Unity Health Insurance – Community

1-800-362-3310

[ChooseUnityHealth.com](http://ChooseUnityHealth.com)



Overall Performance Rating

## What's New for 2015

Contacting Unity is now easier than ever. Unity has extended its Customer Service hours. You can reach us Monday through Friday, from 7 a.m. to 7 p.m. You can also contact Customer Service through our website using the Chat With Us feature. Or, you can send a secure message through [unitymychart.com](http://unitymychart.com).

[ChooseUnityHealth.com](http://ChooseUnityHealth.com) has been redesigned and is now easier to navigate and understand. Plus, the website is now mobile friendly. You will also find much more Spanish content on it.

## Provider Directory

Go to [ChooseUnityHealth.com](http://ChooseUnityHealth.com) to access a provider directory and select “Find a Doctor.” Then select “State/Local Community” as your network. To request a printed directory be mailed to you, call 1-800-362-3310.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers.

Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. You may check the status of your request at [unitymychart.com](http://unitymychart.com).

If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-800-362-3310 prior to the appointment or visit [unityhealth.com/priorauth](http://unityhealth.com/priorauth).

## Service Area

Adams, Columbia, Crawford, Dodge, Fond du Lac, Grant, Green, Iowa, Jefferson, Juneau, Lafayette, Marquette, Richland, Rock, Sauk, Vernon and Walworth counties, as well as providers located in Black Earth and Cambridge.

## Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, seek care at the nearest medical facility. Follow-up care must be received from an in-network provider.

For urgent care, contact your primary care physician for determining the appropriate level of care.

## Mental, Behavioral Health and Substance Abuse

For assistance in accessing mental, behavioral health or substance abuse services, call UW Behavioral Health at 1-800-683-2300.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

Not available.



# Unity Health Insurance – UW Health

1-800-362-3310

[ChooseUnityHealth.com](http://ChooseUnityHealth.com)



## What's New for 2015

Contacting Unity is now easier than ever. Unity has extended its Customer Service hours. You can reach us Monday through Friday, from 7 a.m. to 7 p.m. You can also contact Customer Service through our website using the Chat With Us feature. Or, you can send a secure message through [unitymychart.com](http://unitymychart.com).

[ChooseUnityHealth.com](http://ChooseUnityHealth.com) has been redesigned and is now easier to navigate and understand. Plus, the website is now mobile friendly. You will also find much more Spanish content on it.

## Provider Directory

Go to [ChooseUnityHealth.com](http://ChooseUnityHealth.com) to access a provider directory and select “Find a Doctor.” Then select “State/Local UW Health” as your network. To request a printed directory be mailed to you, call 1-800-362-3310.

## Referrals, Prior Authorizations, Out-of-Network Care

Referrals are not needed when receiving care from in-network providers.

Prior authorization is required for certain services, procedures and for out-of-network providers before you receive care. You will receive written notification of the approval or denial for the prior authorization. You may check the status of your request at [unitymychart.com](http://unitymychart.com).

If you are unsure if a service, test or procedure requires prior authorization or a referral, contact 1-800-362-3310 prior to the appointment or visit [unityhealth.com/priorauth](http://unityhealth.com/priorauth).

## Service Area

Dane County, except providers located in Black Earth and Cambridge.

## Emergency and Urgent Care Outside Service Area

If you require emergency care when outside of the network, seek care at the nearest medical facility. Follow-up care must be received from an in-network provider.

For urgent care, contact your primary care physician for determining the appropriate level of care.



## Mental, Behavioral Health and Substance Abuse

For assistance in accessing mental or behavioral health services, call UW Behavioral Health at 1-800-683-2300. For accessing substance abuse services, call UW Behavioral Health & Recovery Clinic at 1-800-785-1780.

## Dental Benefits

No dental coverage is provided under this plan.

## 24-Hour Nurseline

Not available.



## WEA Trust – East

1-800-279-4000 or 608-276-4000

[weatruststatehealthplan.com](http://weatruststatehealthplan.com)



### What's New for 2015

After expanding in each of the past four years, the WEA Trust East service area is pleased to continue to be an option in 41 counties in 2015. The East service area includes thousands of health and dental providers covering the eastern half of the state. Our enhanced online “Find A Doctor” tool at [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) makes it easy to find a network doctor or dentist in your service area.

### Provider Directory

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) to search for providers or to access a directory. To request a printed directory be mailed to you, call 1-800-279-4000.

### Referrals and Prior Authorizations

Referrals are not required for this plan. Prior authorization is required for certain services and procedures before you receive care. A list of services requiring preauthorization can be found at [weatrust.com](http://weatrust.com). You will receive notification of the approval or denial for the prior authorization.

### Out-of-Network Care

WEA Trust will reimburse for covered services at 70% of our maximum allowable fee, subject to an annual deductible of \$1,000 individual and \$2,000 family. For those enrolled in the High Deductible Health Plan, covered services are reimbursed at 70% of our maximum allowable fee, subject to an annual deductible of \$5,000 single and \$10,000 family.

### Service Area

Adams, Brown, Calumet, Columbia, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Jefferson, Juneau, Kenosha, Kewaunee, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Marquette, Menominee, Milwaukee, Oconto, Oneida, Outagamie, Ozaukee, Portage, Price, Racine, Rock, Shawano, Sheboygan, Taylor, Vilas, Walworth, Washington, Waukesha, Waupaca, Waushara, Winnebago and Wood counties.

### Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact the WEA Trust at 1-800-279-4000 within 72 hours of receiving care. Follow-up care must be performed by a network provider to receive network benefits.

### Mental, Behavioral Health and Substance Abuse

No prior authorization is required for outpatient services from a network provider, except for psychiatric and neuro-psychiatric testing. Prior authorization is required for in-patient and transitional care. For other services, contact 1-800-279-4000.

### Dental Benefits

Dental services are provided through the WEA Trust Dental Network.

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) or call 1-800-279-4000 for a provider directory.

Services performed by out-of-network providers will be covered at the out-of-network benefit level, and are payable only up to the usual and customary levels.

### 24-Hour Nurseline

Not available.



# WEA Trust – Northwest Chippewa Valley

1-800-279-4000 or 608-276-4000

[weatruststatehealthplan.com](http://weatruststatehealthplan.com)



Overall Performance Rating

## What's New for 2015

To help clarify which doctors are in our network, the WEA Trust will offer two distinct plans in our northwest service area in 2015. The WEA Trust Northwest-Chippewa Valley plan offers a variety of provider groups and more than 20 hospitals throughout the service area. If you are a current member of the WEA Trust Northwest plan and have the Chippewa Valley Network, no action is required on your part as you will automatically be enrolled in this plan for 2015.

If you see non-network providers, your out-of-pocket costs will be higher in 2015 (see section on Out-of-Network Care).

## Provider Directory

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) to search for providers or to access a directory. To request a printed directory be mailed to you, call 1-800-279-4000.

## Referrals and Prior Authorizations

Referrals are not required for this plan. Prior authorization is required for certain services and procedures before you receive care. A list of services requiring preauthorization can be found at [weatrust.com](http://weatrust.com). You will receive notification of the approval or denial for the prior authorization.

## Out-of-Network Care

For out-of-network care, the WEA Trust will reimburse for covered services at 50% of our maximum allowable fee, subject to an annual deductible of \$5,000 individual and \$10,000 family.

## Service Area

Ashland, Barron, Bayfield, Burnett, Chippewa, Clark, Douglas, Dunn, Eau Claire, Iron, Jackson, Pepin, Pierce, Polk, Rusk, Sawyer, St. Croix, Trempealeau and Washburn counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact the WEA Trust at 1-800-279-4000 within 72 hours of receiving care. Follow-up care must be performed by a network provider to receive network benefits.

## Mental, Behavioral Health and Substance Abuse

No prior authorization is required for outpatient services from a network provider, except for psychiatric and neuro-psychiatric testing. Prior authorization is required for in-patient and transitional care. For other services, contact 1-800-279-4000.

## Dental Benefits

Dental services are provided through the WEA Trust Dental Network.

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) or call 1-800-279-4000 for a provider directory.

Services performed by out-of-network providers will be covered at the out-of-network benefit level, and are payable only up to the usual and customary levels.

## 24-Hour Nurseline

Not available.



# WEA Trust – Northwest Mayo Clinic Health System

1-800-279-4000 or 608-276-4000

[weatruststatehealthplan.com](http://weatruststatehealthplan.com)



Overall Performance Rating

## What's New for 2015

To help clarify which doctors are in our network, the WEA Trust will offer two distinct plans in our northwest service area in 2015. The WEA Trust Northwest-Mayo Clinic Health System plan consists of Mayo Clinic Health System providers and hospitals. If you are a current member of the WEA Trust Northwest plan and have the Mayo Clinic Health System Network, no action is required on your part as you will automatically be enrolled in this plan for 2015.

If you see non-network providers, your out-of-pocket costs will be higher in 2015 (see section on Out-of-Network Care).

## Provider Directory

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) to search for providers or to access a directory. To request a printed directory be mailed to you, call 1-800-279-4000.

## Referrals and Prior Authorizations

Referrals are not required for this plan. Prior authorization is required for certain services and procedures before you receive care. A list of services requiring preauthorization can be found at [weatrust.com](http://weatrust.com). You will receive notification of the approval or denial for the prior authorization.

## Out-of-Network Care

For out-of-network care, the WEA Trust will reimburse for covered services at 50% of our maximum allowable fee, subject to an annual deductible of \$5,000 individual and \$10,000 family.

## Service Area

Barron, Buffalo, Chippewa, Dunn, Eau Claire, Pierce, St. Croix and Trempealeau counties.

## Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact the WEA Trust at 1-800-279-4000 within 72 hours of receiving care. Follow-up care must be performed by a network provider to receive network benefits.

## Mental, Behavioral Health and Substance Abuse

No prior authorization is required for outpatient services from a network provider, except for psychiatric and neuro-psychiatric testing. Prior authorization is required for in-patient and transitional care. For other services, contact 1-800-279-4000.

## Dental Benefits

Dental services are provided through the WEA Trust Dental Network.

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) or call 1-800-279-4000 for a provider directory.

Services performed by out-of-network providers will be covered at the out-of-network benefit level, and are payable only up to the usual and customary levels.

## 24-Hour Nurseline

Not available.



## WEA Trust – South Central

1-800-279-4000 or 608-276-4000

[weatruststatehealthplan.com](http://weatruststatehealthplan.com)



### What's New for 2015

The WEA Trust South Central service area serves Dane County and features Meriter-UnityPoint Health and other independent providers. This focused network brings strong coordination between your clinic, hospital and home. Our enhanced online “Find A Doctor” tool at

[weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) also makes it easy to find a network doctor or dentist without needing a password.

### Provider Directory

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) to search for providers or to access a directory. To request a printed directory be mailed to you, call 1-800-279-4000.

### Referrals and Prior Authorizations

Referrals are not required for this plan. Prior authorization is required for certain services and procedures before you receive care. A list of services requiring preauthorization can be found at [weatrust.com](http://weatrust.com). You will receive notification of the approval or denial for the prior authorization.

### Out-of-Network Care

WEA Trust will reimburse for covered services at 70% of our maximum allowable fee, subject to an annual deductible of \$1,000 individual and \$2,000 family. For those enrolled in the High Deductible Health Plan, covered services are reimbursed at 70% of our maximum allowable fee, subject to an annual deductible of \$5,000 single and \$10,000 family.

### Service Area

Dane County

### Emergency and Urgent Care Outside Service Area

If you require emergency or urgent care when outside of the network, contact the WEA Trust at 1-800-279-4000 within 72 hours of receiving care. Follow-up care must be performed by a network provider to receive network benefits.

### Mental, Behavioral Health and Substance Abuse

No prior authorization is required for outpatient services from a network provider, except for psychiatric and neuro-psychiatric testing. Prior authorization is required for in-patient and transitional care. For other services, contact 1-800-279-4000.

### Dental Benefits

Dental services are provided through the WEA Trust Dental Network.

Go to [weatruststatehealthplan.com/providers](http://weatruststatehealthplan.com/providers) or call 1-800-279-4000 for a provider directory.

Services performed by out-of-network providers will be covered at the out-of-network benefit level, and are payable only up to the usual and customary levels.

### 24-Hour Nurseline

Not available.

