

## ATRIUM HEALTH PLAN, INC.

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TDD# (888) 878-0137



Type of Plan.....	Health Maintenance Organization
Total Number of Members .....	52,242
Years of Operating Experience.....	20 Years
Total Number of Primary Care Physicians (PCPs) .....	356 <sup>†</sup>
Percentage of PCPs Accepting New Patients .....	100%
Percentage of Board Certified Specialty Care Physicians .....	100%
Number of Hospitals Affiliated with Plan .....	22
Number of Urgent Care Facilities.....	Two
Number of Dentists .....	52
Percentage of Dentists Accepting New Patients.....	100%

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	Your primary care physician (PCP) is responsible for providing or referring all necessary health care services. If your PCP determines you need care that is not available from your primary doctor or clinic's system of providers, your PCP will provide a written referral to a participating specialist indicating the number of visits and the length of time allowed for those visits. We will send a copy of the referral letter to you, your PCP and the specialist. Whenever possible referrals are made within Atrium's extensive specialty physician network.
<b>Prior Authorization Requirements</b>	Atrium Health Plan, Inc. reviews services to verify that they are medically necessary and that treatment provided is the proper level of care. Prior authorization (PA) is recommended before you receive selected services so that you avoid incurring charges for services that may not be considered medically necessary. Contact customer service regarding services requiring PA. In-network providers will obtain the PA for you. <b>We recommend that the provider contact us at least 10 working days prior to receiving care to determine if the services are eligible.</b> We will notify you, in writing, of the decision within 10 working days provided that the PA request contains all the information needed to review the service. With PA, we guarantee payment for services approved <b>in advance if the services are otherwise covered</b> under your certificate and you are covered on the date you receive care. All contract provisions continue to apply. The PA will indicate a specified time frame in which you may receive the services. Any service not performed in the specified time frame will need to be prior authorized again.
<b>Medicare Claims Procedure</b>	Primary and contract specialists submit claims for retirees with Medicare benefits directly to Atrium Health Plan after filing with Medicare.
<b>On-Line Services</b>	Visit our web site, <a href="http://www.atriumhealthplan.com">www.atriumhealthplan.com</a> , for the following services available: <ul style="list-style-type: none"><li>▪ Participating provider directory</li><li>▪ Information and resources on leading healthier lifestyles</li><li>▪ Information regarding recommended preventive services</li><li>▪ Myhealth@atrium, an on-line encyclopedia for information on illnesses, medications and more.</li></ul>
<b>Outpatient Mental Health Network/Policy</b>	A referral is not required for services when utilizing a behavioral health provider listed in the directory.
<b>24-Hour Nurse Line</b>	A phone care service provided by First Help is available to members 24 hours a day, seven days a week (1-800-622-9524).
<b>PCP Restrictions</b>	Each family member may select a different primary care physician/clinic. If a change is requested, we must receive the request on or before the 15th of the month to make the change effective the first of the following month. The Health Insurance Change form is available through your Human Resources office.

## ADDITIONAL INFORMATION

### Dental Benefits If Provided

Preventive dental benefit for all ages. Covered services include: oral examinations and cleanings every six months; bitewing x-rays every 12 months, and fluoride treatments once a year for persons under age 19. These services are covered at 100%. Sealants are covered at 100% (once per lifetime) for dependent children to age 19. You can find out if your dentist participates in the plan by calling the dentist's office or by checking the dental section of your 2005 Provider Directory.

### Quality Improvement Initiatives

- Our Health at Work programs offer a wide range of health promotion programs including FirstHelp – nurse advice line, Best Beginnings – prenatal support, FluStop – on-site flu shots, Case Management – providing support during major health events, Care Support – care enhancement for all risk levels.
- Other focus areas include: depression and other mental illnesses, childhood immunizations, patient safety, medication safety, influenza, preventive health, access and availability, and primary care improvement effectiveness.

Counties in Service Area	Hospitals in County	Major Providers in County *
Ashland	✓ Memorial Medical Ctr.	Chequamegon Clinic Ashland Clinic Mainstreet Clinic
Barron	✓ ✓ ✓ Barron Medical Center Cumberland Memorial Hospital Lakeview Medical Ctr.	Cumberland Clinic Marshfield Clinic – Lakewoods Family Ctr., Indianhead Ctr., Chetek Ctr. Midelfort Clinic – Barron, Cameron, Chetek, Prairie Farm
Bayfield	N/A	Red Cliff Community Health Ctr
Burnett	✓ Burnett Medical Ctr.	Burnett Medical Center Ingalls Family Practice Clinic (Webster) Shell Lake Clinic (Siren)
Chippewa	✚✓ ✓ St. Joseph's Hospital Our Lady of Victory	Family Health Associates Marshfield Clinic – Bay Street Ctr., Cadott Ctr., Chippewa Falls Ctr., Cornell Ctr. Victory Medical Group
Douglas	✚✓ St. Mary's Hospital of Superior	Superior Clinic Mariner Medical Clinic
Dunn	✓ Mertle Werth Hospital	Marshfield Clinic – Menomonie Ctr. Red Cedar Clinic
Eau Claire	✚✓ Sacred Heart Hospital	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Marshfield Clinic – Eau Claire Ctr., Oakwood Ctr., Riverview Ctr. Southside Medical Clinic Pine Grove Medical Clinic Eau Claire Medical Clinic Oak Leaf Pediatrics
Jackson	✓ Black River Memorial Hospital	Krohn Clinic
Pierce	N/A	River Falls Medical Clinic (Spring Valley, Ellsworth) Fairview Ellsworth Clinic Regina Medical Group Clinic
Polk	✓ ✓ ✓ St. Croix Regional Medical Ctr. Osceola Regional Medical Ctr. Amery Regional Medical Ctr.	St. Croix Regional Medical Clinic (Unity Clinic – Balsam Lake, Frederic) Osceola Regional Medical Clinic Amery Regional Med. Clinic (Clear Lake)
Sawyer	✓ Hayward Area Memorial Hospital	Hayward Clinic North Woods Comm. Health Ctr – Hayward Stone Lake Medical Clinic
St. Croix	✓ ✓ ✓ ✚✓ Hudson Medical Ctr. Holy Family Hospital Baldwin Hospital River Falls Area Hospital	Hudson Physicians New Richmond Clinic Baldwin Clinic River Falls Medical Clinic
Washburn	✓ ✓ Spooner Health System Indianhead Medical Ctr.	North Woods Comm. Health Ctr – Minong Spooner Clinic Shell Lake Clinic

† Members also have access to Minnesota Primary Care Physicians

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.