

GROUP HEALTH



Cooperative of Eau Claire
PO BOX 3217

Eau Claire, WI 54702-3217
Phone: (888) 203-7770 FAX: (715) 552-3500
www.group-health.com

Type of Plan	Health Maintenance Organization
Total Number of Members.....	21,616
Years of Operating Experience	30
Total Number of Primary Care Physicians (PCPs).....	151
Percentage of PCPs Accepting New Patients	100%
Percentage of Board Certified Specialty Care Physicians	78%
Number of Hospitals Affiliated with Plan.....	15
Number of Urgent Care Facilities	5
Number of Dentists.....	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	A member may seek care for medically necessary covered services from any GHC contracted provider without a referral. Prior to receiving out-of-network care you must obtain an approved referral event authorization from the Group Health Cooperative Health Management Department.
Prior Authorization Requirements	Event Authorization (authorization for a referral, service, or admission) is required for all admissions, selected outpatient services, and all out-of-network care. Please visit our web site at www.group-health.com/requirements.pdf to reference GHC's Authorization Guidelines. GHC will notify you and the ordering Physician in writing when your event authorization is approved or denied. For further information regarding Authorization Guidelines, please contact a Member Service Representative at (715) 552-4300 or (888) 203-7770.
Medicare Claims Procedure	Our Medicare claims process is fully automated. When you use a GHC participating provider, you do not have to submit any claims or do any paperwork.
On-Line Services	As a GHC member you have access to excellent resources that will help you optimize your health care. Visit www.group-health.com for the following services available to you: <ul style="list-style-type: none"> • My Health Zone – offers health and wellness information. • Participating Provider Directory. • Policy and Benefit Information. • Order temporary ID cards.
Outpatient Mental Health Network/Policy	No referral is required for services received from a GHC contracted provider. Please refer to the GHC Provider Directory for a listing of our participating mental health providers.
24-Hour Nurse Line	Our toll-free FirstCare Nurse Line (800-586-5473) is staffed 24 hours a day, 7 days a week by registered nurses to help members make decisions about going to the emergency room, urgent care, treatment at home or making an appointment with a physician.
PCP Restrictions	Members can change provider/clinic twice a year. Primary care includes: Family Practice, Pediatrics, Internal Medicine & OB/GYN

ADDITIONAL INFORMATION

- Quality Improvement Initiatives**
- We continue to focus on evidence-based healthcare. Chronic illness management programs provided include diabetes and asthma care.
 - We offer enhanced nurse triage services through our FirstCare Nurse Line (800-586-5473) that include self-management of common conditions and one-call appointments.
 - We send monthly targeted informational mailings to our members. Topics covered include skin cancer prevention and breast cancer awareness.

Counties in Service Area	Hospitals in County	Major Providers in County ~
Barron	<ul style="list-style-type: none"> ✓ Lakeview Medical Center ✓ Cumberland Memorial Hospital 	Marshfield Clinic (Indianhead, Lakewoods Family, Lake Country) Center Turtle Lake Medical Clinic Cumberland Medical Clinic
Chippewa	<ul style="list-style-type: none"> ✓ St. Joseph's Hospital ✓ Victory Medical Center 	Family Health Associates Marshfield Clinic (Chippewa, Cadott, Cornell) Center Victory Medical Group Stanley Center
Clark		Marshfield Clinic Thorp Center Victory Medical Group (Thorp, Owen-Withee) Center
Dunn		Marshfield Clinic Menomonie Center
Eau Claire	<ul style="list-style-type: none"> OakLeaf Surgical Hospital ✓ Sacred Heart Hospital 	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Eau Claire Medical Clinic Eau Claire Women's Care A. Javaherian, M.D. Marshfield Clinic (Oakwood, Riverview, Eau Claire) Center OakLeaf Pediatrics OB/GYN Clinic Pine Grove Family Practice Southside Medical Clinic Stenzel Clinic for Women's Health
Rusk	Rusk County Medical Center	Marshfield Clinic (Ladysmith, Bruce) Center
Sawyer		Marshfield Clinic Radisson Center
St. Croix	✓ Baldwin Hospital	
Trempealeau		Buffalo River Clinic Osseo Medical Clinic
Washburn		Shell Lake Clinic

~ 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.