



HUMANA-EASTERN REGION PREMIER PROVIDER NETWORK

Two Riverwood Place – Suite 300
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Waukesha, WI 53188
800-4HUMANA (800-448-6262)
www.humana.com



***For enrollment questions, please call the Open Enrollment Hotline toll free at 1-888-393-6765 between 7 AM and 7 PM, Monday - Friday. TDD services available 1-800-526-0844.**

Type of Plan	Health Maintenance Organization (For Profit)
Total Number of Members.....	74,000
Years of Operating Experience	18 years
Total Number of Primary Care Physicians (PCPs).....	1207
Percentage of PCPs Accepting New Patients	85%
Percentage of Board Certified Specialty Care Physicians	85%
Number of Dentists.....	Provider of your choice
Percentage of Dentists Accepting New Patients	Not applicable

ADDITIONAL INFORMATION

Referral Requirements	Network physicians must obtain Humana approved referrals for therapy and oral surgery services, and to see any provider outside the Premier Humana Eastern network. Referrals are posted on your personal, confidential web page, MyHumana, the on-line Self Service Center. You and your physician will be sent notification of any denied referral.
Prior Authorization Requirements	Providers must telephone Humana to pre-authorize hospitalizations, and certain procedures. Denials are sent directly to you and your provider. Authorizations are posted on MyHumana.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Benefit (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
On-Line Services	As a Humana member, you will have access to powerful resources that can help when you're making decisions that affect your health. Once you've received your Humana ID card, you can register for MyHumana and customize a personal page. At MyHumana, you can: <ul style="list-style-type: none"> • Find new participating providers near you with the Physician Finder Locator. • Access the Humana State of Wisconsin and PreferredOne directories at http://www.humana.com/misc/ProviderDirectory.asp#Wstates • Visit Condition Centers to learn about symptoms, treatments and tests. Use tools to track your condition; print reports to discuss with your doctor. • Take a health assessment; print the results to share with your doctor. • View your Humana claims for medical care. • View the status of authorizations and referrals. • Create your own health record, including family history, immunizations, allergies and medications. • Order replacement ID cards. • Receive secure emails from Humana: health and money-savings tips; guidance in using your benefits wisely. For additional information, visit www.humana.com
Outpatient Mental Health Network/Policy	Simply call, toll-free, our 24 hour, 7 day a week access line (1-877-948-6262) for triage and authorization for Plan providers. No referral is necessary, but members need to call for an initial assessment.
24-Hour Nurse Line	A 24-hour, 7-day a week medical information line, HumanaFirst, is available for Humana members. The phone number is on the Humana ID card.

ADDITIONAL INFORMATION

PCP Restrictions	Each family member, can select any Humana Eastern (Premier Network) PCP.
Dental Benefits	Oral Surgery under Uniform Benefits requires medical network providers. A supplemental dental benefit provides 100% preventative care; 50% basic care; 50% orthodontic coverage up to an individual ortho lifetime maximum benefit of \$1200. Orthodontic coverage limited to each covered dependent child under age 18. Select you own dentist. However, charges are subject to usual and customary limitations for services provided by a non-contracted provider. See the Provider Directory for a listing of contracted providers or visit the website: www.humandental.com .
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Continue to improve member access. Humana has simplified the referral process and reduced referral rules. Please see the referral guidelines of the Provider Directory and Member Handbook for details. • Reminder calls to women when mammograph exams should be scheduled. • Improve outreach to diabetic members by providing member educational materials through monthly mailings and telephone outreach.

Counties in Service Area	Hospitals in County*	Major Providers in County *
Dodge	✓ Waupun Memorial	Refer to Provider Directory
Fond du Lac	✓ St. Agnes Hospital	Refer to Provider Directory
Jefferson	Fort Atkinson Memorial	Refer to Provider Directory
Kenosha	✓ Kenosha Hospital & Medical Center	Refer to Provider Directory
	✓ St. Catherine's Hospital	
Manitowoc	✓ Holy Family Memorial Medical Center	Refer to Provider Directory
Milwaukee	Children's	Refer to Provider Directory
	✓ Columbia	
	✓ Froedtert	
	St. Mary's	
	✓ St. Francis	
	✓ St. Joseph	
	✓ St. Michael	
	✓ St. Joe's Bluemound	
Ozaukee	St. Mary's Hospital – Ozaukee	Refer to Provider Directory
Racine	St. Luke's Hospital	All Saints Medical Group
	St. Mary's Medical Center	
Rock	✓ Beloit Memorial	Refer to Provider Directory
Sheboygan	✓ St. Nicholas Hospital	Physicians' Health Network at Sheboygan
Washington	✓ St. Joseph Community Hospital	West Bend Clinic
Waukesha	✓ Community Memorial, Elmbrook	Medical Associates Health Centers, Waukesha/Elmbrook Health Care Refer to Provider Directory
	✓ Memorial, Waukesha Memorial,	
	✓ Memorial Hospital – Oconomowoc	

* This column provides only a general summary of major provider groups, and the key counties serviced by Humana. Please see the Its Your Choice map for a county specific map. For a complete listing of all 6,000 Wisconsin physicians, as well as the PreferredOne physicians in Minnesota, please access the Wisconsin directories on the Humana Directory web page at <http://www.humana.com/misc/ProviderDirectory.asp#WStates>. Enrollment materials, including a directory, can be obtained by calling the WI Open Enrollment Hotline at 1-888-393-6765.