HUMANA-WESTERN REGION

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

HUMANA®
Guidance when you need it most

Insured by Humana Wisconsin Health Organization Insurance Corporation

***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)..... 500+
Percentage of PCPs Accepting New Patients 80%
Percentage of Board Certified Specialty Care Physicians ..... N/A
Number of Dentists.....Provider of your choice

ADDITIONAL INFORMATION	
Referral Requirements	Referrals are required to see any provider outside the PreferredOne Humana Western network. Members or physicians can call Humana referral unit at 1-800-626-2698 for referrals, e.g. for oral surgeons or for out-of-area students (the number is on the Humana ID card). The caller will be notified of any denied referral. Referrals will be posted on your personal, confidential web page, MyHumana, the on-line Self Service Center, at www.humana.com.
Prior Authorization Requirements	Providers are responsible to telephone PreferredOne to pre-authorize hospitalizations, and therapy services. Humana must pre-authorize all oral surgery services, and any non-network hospitalization or procedure. Any denials will be communicated to you and your provider in writing. Pre-authorizations processed by Humana will be posted on MyHumana, the on-line Self Service center.
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: • Find new participating providers near you with the Physician Finder Locator. Access the Humana State of Wisconsin and PrefeferredOne 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	You may use any of the mental health/substance abuse providers listed in the PreferredOne section of the Provider Directory. For assistance in identifying a specific mental health/substance abuse provider, contact PreferredOne at 1-800-451-9597.

ADDITIONAL INFORMATION	
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 cards.
PCP Restrictions	Each family member can select any Humana Western (PreferredOne) 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 of $1200. Orthodontic coverage limited to each covered dependent child under age 18. Select your 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 web site: www.humanadental.com.
Quality Improvement Initiatives	• 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. • Improve performance and measurement tracking by expanding the reporting of behavioral health. • 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*
Barron	Barron Medical Center – Mayo Health System	PreferredOne
	✓ Cumberland Memorial Hospital	
Bayfield	No hospital in county, see surrounding counties	PreferredOne
Buffalo	No hospital in county, see surrounding counties	PreferredOne
Burnett	✓ Burnett Medical Center	PreferredOne
Chippewa	✓ Bloomer Memorial – Mayo Health System	PreferredOne
	✓ St. Joseph's Hospital	
Douglas	✓ St. Mary's Hospital of Superior	PreferredOne
Dunn	✓ Myrtle Werth Hospital	PreferredOne
Eau Claire	✓ Luther Hospital; Midelfort Clinic	PreferredOne
Pepin	Chippewa – Valley Hospital	PreferredOne
Pierce	✓ River Falls Area Hospital	PreferredOne
Polk	✓ Amery Regional Medical Center	PreferredOne
	Osceola Medical Center	PreferredOne
St. Croix	✓ Holy Family Hospital	PreferredOne
	✓ Baldwin Hospital	
	✓ Hudson Memorial	
Sawyer	✓ Hayward Area Memorial Hospital	PreferredOne
Trempealeau	Osseo Area Medical Center	PreferredOne
Washburn	✓ Indianhead Medical Center	PreferredOne
	✓ Spooner Health System	

* 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 Madison WI Open Enrollment Hotline at 1-888-393-6765.