



**MERCYCARE HEALTH PLAN**

3430 Palmer Drive  
 P. O. Box 2770  
 Janesville, WI 53547-2770  
 608-752-3431 or 800-752-3431  
 Customer Service 1-800-895-2421  
 FAX 608-752-3751  
 www.mercyhealthsystem.org

Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	31,500
Years of Operating Experience .....	11
Total Number of Primary Care Physicians (PCPs).....	144
Percentage of PCPs Accepting New Patients .....	86%
Percentage of Board Certified Specialty Care Physicians .....	74%
Number of Hospitals Affiliated with Plan.....	10
Number of Urgent Care Facilities .....	15
Number of Dentists .....	No Routine Dental Coverage

**ADDITIONAL INFORMATION**

<b>Referral Requirements</b>	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician (PCP) wants you to receive is available within MercyCare's provider network he or she will direct you to a specialist in the network. If the care you require is not available from a network provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
<b>Prior Authorization Requirements</b>	Prior authorization is required for specific services performed by a participating provider. MercyCare requires the participating provider to obtain prior authorization on your behalf. If prior authorization is not obtained, you the member, will be held harmless when related to covered services. Any services provided by a non-participating provider require a referral and prior approval from MercyCare.
<b>Medicare Claims Procedure</b>	When receiving care from an in plan provider, all claims are handled electronically. No claim form is necessary.
<b>On-Line Services</b>	<ul style="list-style-type: none"> <li>Mercyhealthsystem.org Click on MercyCare Insurance and you will find the most recent provider directory and quarterly newsletter magazine "Health Living". Email your questions to: <a href="mailto:mercycare@mhsjvl.org">mercycare@mhsjvl.org</a>.</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	All mental health and substance abuse services must be provided by a participating network practitioner. If you need assistance in selecting a network practitioner or provider, please contact 1-800-895-2421.
<b>24-Hour Nurse Line</b>	For healthcare information and help finding a doctor in the MercyCare network, call 1-888-756-6060 or 1-608-758-5770.
<b>PCP Restrictions</b>	Members are requested to select a PCP to coordinate their care. Each family member may choose a different PCP.
<b>Dental Benefits Provided</b>	No routine dental coverage provided.

## ADDITIONAL INFORMATION

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| <b>Quality Improvement Initiative</b> | <ul style="list-style-type: none"> <li>• Physicians are continually being educated about appropriate antibiotic use.</li> <li>• Parents of newborn babies receive a letter informing parents of upcoming well-child appointment and immunizations for their children. Annually, preventative guidelines are printed in our “Healthy Living” quarterly newsletter.</li> <li>• Developed postpartum depression prevention program to better evaluate mental health of members immediately following delivery. All members who deliver receive a postpartum screening tool and a check up after delivery reminder notice.</li> </ul> |
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## SOUTH CENTRAL WISCONSIN NETWORK

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	<ul style="list-style-type: none"> <li>✓ Ft. Atkinson Memorial Hospital</li> <li>✱✓ Watertown Hospital</li> </ul>	Please refer to the provider directory, call (608) 752-3431 or (800) 895-2421 or go to <a href="http://www.mercyhealthsystem.org">www.mercyhealthsystem.org</a> .
Rock	<ul style="list-style-type: none"> <li>Edgerton Memorial Community Hospital</li> <li>✓ Mercy Hospital</li> </ul>	Please refer to the provider directory, call (608) 752-3431 or (800) 895-2421, or go to <a href="http://www.mercyhealthsystem.org">www.mercyhealthsystem.org</a> .
Walworth	<ul style="list-style-type: none"> <li>✱ Lakeland Medical Center</li> </ul>	Mercy Walworth Medical Center, Surgical Associates, Center for Women’s Health, Whitewater Vision Center, Eye Physicians & Surgeons SC, Lakeland Surgical Clinic SC, Lakeside Orthopedics SC, Urologists LTD, Mercy Delavan Medical Center, Mercy Assisted Care, Willowfield Nursing & Rehab Center, Mercy Whitewater Medical Center, Mercy Lake Geneva Medical Center.

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at 1-800-895-2421, MercyCare Customer Service.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry and Lake. If you would like a complete listing of providers, please call Customer Service at 1-800-895-2421.