



CompcareBlue

An independent licensee of the Blue Cross and Blue Shield Association

NORTHEAST NETWORK

PO Box 2270

Fond Du Lac WI 54936-2270

Phone: (888) 239-9514 Fax: (608) 348-5168

www.bluecrosswisconsin.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	5646
Years of Operating Experience	20
Total Number of Primary Care Physicians	234
Percentage of PCPs Accepting New Patients	92.7%
Percentage of Board Certified Specialty Care Physicians	85.8%
Number of Urgent Care Facilities	7
Number of Dental Clinics.....	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	You do not need a referral from your primary care physician (PCP) to see any of the in-network specialists who are part of the CompcareBlue Northeast Network. You will need a written referral from your PCP and authorization from CompcareBlue to obtain services from a specialist who is not participating in the Northeast network. CompcareBlue will provide a written response to the referral request to you and your PCP. Although you do not need a referral to see Northeast in-network specialists, in some circumstances you must use specific or designated in-network specialists associated with your PCP. Please refer to your provider directory for more information.
Prior Authorization Requirements	Pre-certification is required for non-emergency hospital stays. Certain healthcare procedures require pre-authorization as initiated by your PCP or specialist. CompcareBlue will provide a written response to you and your provider.
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 Medicare benefits (EOMB). In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of the EMOB is needed.
On-Line Services	Our website is a valuable resource for both information and services. At www.bluecrosswisconsin.com , you can: <ul style="list-style-type: none"> ▪ Access our on-line directories for the State of Wisconsin by going to the <i>Find a Provider</i> section on our web site. To view or print a copy of our CompcareBlue Northeast directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompcareBlue Northeast Network</i> directory. ▪ Access our secure online Customer Service Center, Service Direct. With Service Direct, you can review claim status, determine eligibility, inquire about deductibles and out-of-pocket expenses, check authorization status, order ID Cards and contact Customer Service. ▪ Find health and wellness information, by clicking on our Healthy Living link on our homepage. This will give you access to our LifeStyleBlue Health and Wellness Program, healthy recipes, resources, tobacco cessation programs, preventive health care guidelines and access to our Women's Health e-Newsletter.
Outpatient Mental Health Network/Policy	Pre-certification is only required for inpatient hospital stays; you do not need a referral to see a Northeast network mental health provider.

ADDITIONAL INFORMATION

24-Hour Nurse Line	Not available.
PCP Restrictions	Each family member may choose a different Primary Care Provider from the CompCareBlue Northeast Network. You are able to change your Primary Care Provider up to three times per year.
Dental Benefits If Provided	No routine dental care provided.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Quality service initiatives include a focus on increased member satisfaction through the discontinuation of the referral process to in-network HMO specialists, as well as to improve the timeliness and efficiency of member complaint resolution. • Health Improvement Programs are available bringing a Health Coach model to our members with diabetes, asthma and congestive heart failure. These programs are led by registered nurses who will put together a coaching team of health professionals to meet the individual member needs. • Member outreach initiatives focusing on the health of the member population include cholesterol management, diabetes blood glucose screening and postpartum depression screening. Members and physicians receive mailings reminding them of testing as well as educational materials. In addition, all members receive information regarding these initiatives through the member newsletter.

Counties in Service Area	Hospitals in County	Major Providers in County*
Brown	Aurora BayCare Medical Center	Aurora Health Center Aurora Medical Group, Inc. Aurora Bay Care Center
Dodge	Waupun Memorial Hospital	Fond du Lac Regional Clinics
Fond du Lac	St. Agnes Hospital	Fond du Lac Regional Clinics Aurora Health Center – Fond du Lac
Manitowoc	Aurora Medical Center Manitowoc County	Aurora Manitowoc Clinic Aurora Two Rivers Clinic
Sheboygan	Aurora Sheboygan Memorial Medical Center Aurora Valley View Medical Center	Aurora Sheboygan Clinics Plymouth Family Physicians
Winnebago	Aurora Medical Center of Oshkosh	Aurora Medical Group – Oshkosh

* To request a copy of the CompCareBlue Northeast Network Provider Directory which lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue Northeast Network Customer Service Department at 1-800-368-5053 or visit our Web site www.bluecrosswisconsin.com.