

Prevea Health Plan

P.O. Box 11625
 Green Bay, WI 54307-1625
 Phone 1-888-711-1444 or 920-490-6900
 FAX 1-920-490-6942

P R E V E A
 HEALTH PLAN



Type of Plan Health Maintenance Organization
 Total Number of Members..... 33,000
 Years of Operating Experience Since January 1, 1997
 Total Number of Primary Care Physicians (PCPs)..... 266
 Percentage of PCPs Accepting New Patients 92%
 Percentage of Board Certified Specialty Care Physicians..... 90%
 Number of Urgent Care Facilities 9
 Number of Dentists.....No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	Your Primary Care Physician (PCP) is the individual responsible for coordinating your medical care. If specialty care is needed, your PCP will request a referral on your behalf. However, it is ultimately the member's responsibility to make sure the referral is submitted and approved by Prevea Health Plan prior to services received. A referral is a written form from your PCP requesting specific services be provided by certain participating providers and any non-participating providers. Whenever possible, your PCP will refer you to a specialist in our plan. A referral is needed for participating and non-participating specialists and must be approved by Prevea Health Plan prior to receiving services. You should not make an appointment until the request for the referral has been reviewed and approved by Prevea Health Plan. Notification of the decision will be sent via mail to you, your PCP and the specialist. To obtain the best benefit possible, it is important to check your participating provider directory and call our Member Services to verify that your referral has been received and approved by Prevea Health Plan prior to seeking services. A referral is not required for: participating chiropractors services and participating behavioral health services.
Prior Authorization Requirements	Prior authorization means the process of receiving written approval from PHP for certain services or products in advance of the service or product being received. Hospital authorization is required for all in-patient hospital stays. You or your doctor needs to obtain certification prior to a non-emergency hospital admission or within 48 hours of an emergency admission. Call Member Services for other services which need to be pre-authorized: 490-6900 (local) or 1-888-711-1444 (toll free).
Medicare Claims Procedure	Prevea Health Plan's Medicare claim payment system requires that we receive the Medicare Explanation of Medicare Benefits (EOMB) in order to coordinate benefits for those who have Medicare as their primary coverage.

ADDITIONAL INFORMATION

On-Line Services	<ul style="list-style-type: none"> • Order ID Cards. • Review and print privacy practices notice. and consent forms/ • View newsletters, providers and benefits.
Outpatient Mental Health Network/Policy	Prevea Health Plan utilizes its own providers for all mental and Nervous/AODA services. You may use any of the mental and nervous/AODA providers listed in our provider directory.
24-Hour Nurse Line	1-888-277-3832.
PCP Restrictions	Enrollees must first access care from a primary care physician. Primary care departments include: General Practice, Family Practice, OB/GYN, Internal Medicine, and Pediatrics.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Improvement in the clinical quality effectiveness of care as measured by: <ul style="list-style-type: none"> ▸ Diabetes members' documented eye exams, controlled hemoglobin A1c levels and controlled LDL levels ▸ Members' appropriate use of asthma medication ▸ Members' hypertension control • Improvement in smoking cessation care measures: <ul style="list-style-type: none"> ▸ Implementation of Fax-to-Quit Program ▸ Percent of smokers responding that smoking cessation was advised by health practitioners and that strategies other than medication were discussed • Improvement in the delivery of preventive services: <ul style="list-style-type: none"> ▸ Immunization of all ages, breast cancer screening and cervical cancer screening <p>Enhanced member service/communication with revised member handbook, updated web site information with new provider directory and drug formulary, revised member survey and improved complaint documentation and tracking system</p>

Counties in Service Area	Hospitals in County	Major Providers in County ~
Brown	<ul style="list-style-type: none"> ✓ St. Vincent ✓ St. Mary's 	Prevea Health Systems*
Door	<ul style="list-style-type: none"> ✓ Door County Memorial Hospital 	Northshore Medical Clinic
Kewaunee		Prevea Health Systems*
Manitowoc	<ul style="list-style-type: none"> ✓ Holy Family Memorial Medical Center 	Manitowoc Family Practice Park Medical Center Woodland Clinic
Oconto	<ul style="list-style-type: none"> ✓ Community Memorial Hospital 	Prevea Health Systems*

* Prevea Health Clinic sites are within a 35 mile radius of Green Bay.

~ 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.