



CompCareBlue

An independent licensee of the
Blue Cross and Blue Shield Association

SOUTHEAST NETWORK

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Fond Du Lac WI 54936-2270

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www.bluecrosswisconsin.com



Total Number of Members.....	35,810
Years of Operating Experience	20
Total Number of Primary Care Physicians (PCPs).....	629
Percentage of PCPs Accepting New Patients	88.4%
Percentage of Board Certified Specialty Care Physicians	87.6%
Number of Urgent Care Facilities	31
Number of Dental Clinics.....	N/A
Number 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 Southeast 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 Southeast 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 in-network Southeast specialists, in some circumstances you must use specific or designated 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 your EOMB 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 Southeast directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompCareBlue Southeast 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.
Outpatient Mental Health Network/Policy	Pre-Certification is only required for inpatient hospital stays; you do not need a referral to see a Southeast Network mental health provider.
24-Hour Nurse Line	Not available.
PCP Restrictions	Each family member may choose a different Primary Care Provider from the CompCareBlue Southeast Network. You are able to change your Primary Care Provider up to three times per year. Primary Care Provider changes to a new Primary Care Provider not in your current clinic are restricted to the Dual Choice enrollment period, with the change effective on January 1 st .

ADDITIONAL INFORMATION

Dental Benefits if Provided No routine care provided.

- Quality Improvement Initiatives**
- 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 an initiative to improve the timeliness and efficiency of member complain 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 member population include efforts on 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*
Kenosha	<ul style="list-style-type: none"> ✓ Kenosha Hospital & Medical Center ✓ St. Catherine's Medical Center Campus ✓ Aurora Medical Center ✓ Children's Hospital of Wisconsin 	<ul style="list-style-type: none"> Aurora Health Center Kenosha Medical Center Clinic St. Catherine's Medical Center
Ozaukee	<ul style="list-style-type: none"> ✓ St. Mary's Hospital 	<ul style="list-style-type: none"> Advanced Healthcare Aurora Medical Group Family Practice Associates of Cedarburg
Racine	<ul style="list-style-type: none"> ✓ Lakeview Rehabilitation Center ✓ Memorial Hospital of Burlington ✓ All Saints Medical Center, Inc. 	<ul style="list-style-type: none"> All Saints Medical Group AMG Burlington Aurora Health Center
Walworth	<ul style="list-style-type: none"> ✓ Lakeland Medical center 	<ul style="list-style-type: none"> Aurora Health Center
Washington	<ul style="list-style-type: none"> ✓ Aurora Medical Center of Washington County, Inc. ✓ St. Joseph's Community Hospital 	<ul style="list-style-type: none"> Aurora Health Center West Bend Clinic
Waukesha	<ul style="list-style-type: none"> ✓ Community Memorial Hospitals – Menomonee Falls ✓ Elmbrook Memorial Hospital ✓ Oconomowoc Memorial Hospital Waukesha Memorial Hospital 	<ul style="list-style-type: none"> Advanced Healthcare Aurora Health Center Eagle Medical Center Lakeshore Medical Clinic Medical Associates New Berlin Family Physicians Pewaukee Medical Clinic, SC Waukesha Family Practice Center Waukesha Medical Center Wilkinson Medical Clinic

* To request a copy of the CompCareBlue Southeast 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 Southeast Network Customer Service Department at 1-888-239-9514 or visit our web site www.bluecrosswisconsin.com.