



UnitedHealthcare of Wisconsin

(FORMERLY TOUCHPOINT HEALTH PLAN)

5 Innovation Ct.

Appleton, WI 54912

Phone Prior to January 1, 2005 (800) 236-6440

After January 1, 2005 (800) 357-0974

www.unitedhealthcare.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	118,784
Years of Operating Experience	16
Total Number of Primary Care Physicians (PCPs).....	374
Percentage of PCPs Accepting New Patients	92%
Percentage of Board Certified Specialty Care Physicians.....	90.74%
Number of Urgent Care Facilities	0
Number of Dentists.....	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	UnitedHealthcare Choice provides you the freedom to see any network physician from our broad network of physicians and other health care professionals for office visits, at any time, without a referral from a primary physician. If specific covered health services are not available from a network physician, you may be eligible for benefits when covered health services are received from non-network physicians. In this situation, your network physician will notify us and we will work with you and your network physician to coordinate care through a non-network physician prior to services rendered.
Prior Authorization Requirements	In most cases, UnitedHealthcare does not require prior authorization before a physician can begin treatment. UnitedHealthcare uses a notification process as a gateway to our Care Coordination SM activities. For in-network services, while the physician or other health care professional is responsible for notification to UnitedHealthcare, the ultimate responsibility resides with the enrollee in order to avoid any financial penalties. Questions concerning Care Coordination can be answered by calling the telephone number on your identification card.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. If the provider has accepted assignment, Medicare's payment should go directly to the provider with Medicare's EOB (Explanation of Benefit). You or your physician should then submit an itemized bill and a copy of Medicare's EOB to UnitedHealthcare for processing as the secondary carrier.
On-Line Services	UnitedHealthcare offers myuhc.com to provide you with instant, convenient online access to their health information. With myuhc.com you will have on-line access to services such as: <ul style="list-style-type: none"> • Review claims and history • Check eligibility and benefit information • Find/change physician, hospital or primary care physician • Get personalized health information
Outpatient Mental Health Network/Policy	The Managed Mental Health and Substance Abuse (MHSA) Program for UnitedHealthcare is administered by UnitedHealth Group's wholly owned subsidiary, United Behavioral Health (UBH). Through the toll-free number, 1-800-851-5188, the enrolled individual has easy access to a comprehensive panel of licensed behavioral health practitioners. An Intake Coordinator greets the caller and begins initial screening to determine the urgency of the call. Individuals may also select a network practitioner through the UnitedHealthcare Physician and Practitioner Directory or online through myuhn.com. The enrolled individual is responsible for contacting UBH for authorization after he or

ADDITIONAL INFORMATION

	she has chosen a clinician.
24-Hour Nurse Line	More than a health information line, Care24 SM is a comprehensive service that gives public employees and their dependents 24 hour access to a wide range of resources including nurses and counselors. By calling Care24, 1-888-887-4114, you will be in touch with a qualified representative on a completely confidential basis, 24 hours a day.
PCP Restrictions	Enrollees are not required to choose a participating primary care physician. They can see any physician or specialist in the UnitedHealthcare network without a referral.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<p>UnitedHealthcare offers a wide range of programs aimed at improving the quality of care that physicians provide and patients receive. We screen enrollees for more than 20 chronic conditions and offer disease management programs to support those with these conditions. Through Care Coordination, we provide education on treatment options and medication compliance for conditions including depression. In addition, UnitedHealthcare will send reminders to seek preventive care or regular screenings such as mammograms, pap smears, and childhood immunizations.</p> <p>For physicians, we provide evidence-based information on industry-accepted treatment practices both online and in print. We also send regular reports on their own treatment practices and compare them to their peers.</p>

Counties in Service Area	Hospitals in County	Major Providers in County
Brown	 Bellin Hospital  Aurora Bay Care Medical Center	
Calumet		
Door	 Door County Memorial Hospital	
Fond du Lac	 St. Agnes Hospital  Ripon Medical Center  Waupun Memorial Hospital	
Green Lake	 Berlin Memorial Hospital	
Kewaunee		
Manitowoc	 Holy Family Memorial Medical Center  Aurora Medical Center – Manitowoc County	To find out if your physician is in-network, visit our web site at www.unitedhealthcare.com , or myuhc.com or call UnitedHealthcare's Customer Service Center at (800) 357-0974.
Marinette	 Bay Area Medical Center	
Oconto	 Community Memorial Hospital	
Outagamie	 Appleton Medical Center  New London Family Medical Center	
Shawano	 Shawano Medical Center	
Sheboygan	 St. Nicholas Hospital  Aurora Sheboygan Memorial Center  Aurora Valley View Medical Center	
Waupaca	 Riverside Medical Center	
Waushara	Wild Rose Community Hospital	
Winnebago	 Theda Clark Medical Center  Children's Hospital of WI-Fox Valley  Aurora Medical Center - Oshkosh	