Health Tradition

A Mayo Health System Choice in Wisconsin

PO Box 188
La Crosse, WI 54602-0188
Phone 1-608-781-9692
Toll-Free 1-888-459-3020
www.healthtradition.com

Type of Plan ..... Health Maintenance Organization
Total Number of Members..... 30,080
Years of Operating Experience 19
Total Number of Primary Care Physicians (PCPs) 380
Percentage of PCPs Accepting New Patients 99%
Percentage of Board Certified Specialty Care Physicians 91%
Number of Hospitals Affiliated with Plan..... 17
Number of Urgent Care Facilities 17
Number of Dentists..... Provider of Your Choice

ADDITIONAL INFORMATION	
Referral Requirements	A Member may make a direct appointment with any in-network Plan provider, primary care or specialist, without a referral. You must obtain a written referral and receive the Plan's authorization before you visit an out-of-network provider. All referrals to non-Health Tradition healthcare providers and for certain services must be prior authorized by Health Tradition before those services are received to obtain coverage. Your primary care provider will request a referral on your behalf. Health Tradition will notify you of approvals or denials.
Prior Authorization Requirements	Certain services requiring Prior Authorization by Health Tradition include but are not limited to the following: 1. Ambulance Services (non-emergency only) 2. Durable medical equipment/prosthesis/orthotics 3. Experimental/investigational services 4. Home healthcare and hospice 5. Inpatient hospitalization 6. Out-of-area services 7. Skilled nursing facility care
Medicare Claims Procedure	This plan's Medicare claim payment system is fully automated for most services; thus no enrollee involvement is required after the submission of the initial claim to Medicare.
Online Services	• www.healthtradition.com is a new easy way to get information, whenever you need it. Information available includes: how to access your benefits, listing of providers, service area maps, and member newsletters. • www.mayoclinic.com for health and wellness information. • www.mmsiservices.com. Check eligibility status, claim status, search for providers or request an I.D. card.
Outpatient Mental Health Network/Policy	Covered services provided by a participating network provider are covered at the levels described in your schedule of benefits. All mental health and substance abuse services must be provided by a network provider. The participating network provider will seek pre-certification of services on your behalf. If you need assistance in selecting a network provider, please contact 1-877-832-1823.
24-Hour Nurse Line	Ask Mayo Clinic 1-877-817-0936 (toll free)
PCP Restrictions	Health Tradition encourages you to choose a provider and visit him or her for your routine care.

ADDITIONAL INFORMATION

Dental Benefits If Provided	The Plan has an open dental network to allow members to go anywhere for their dental services. We will also have our Preferred Dental network available. In our Preferred Dental Network the member will not be responsible for charges in excess of the Usual and Customary Charges. In our open Dental Network coverage is limited to the Usual and Customary Charges. We encourage members to continue to see those providers with whom they already have a relationship. Coverage details available from the plan. **Preventive & Diagnostic -** No deductible, 100% coverage. **Basic (Restorative) Services -** No deductible, 80% coverage **Maximum Benefit -** up to $500 per person per year.
Quality Improvement Initiatives	• Provide 24-hour access to reliable health information through the *Ask Mayo Clinic* nurse telephone line to assist in helping decide the right level of care for illness or injury. • Promote healthy living programs for smokers through the Mayo *Clinic Tobacco Quitline Program*, which provides information and support for tobacco-free living.

Counties in Service Area		Hospitals in County	Major Providers in County *
Crawford	✓	Prairie du Chien Memorial Hospital	*FSH - Prairie du Chien Clinic Kickapoo Valley Medical Clinic
Jackson	✓	Black River Memorial Hospital	Krohn Clinic, Ltd.
Juneau	✓	Hess Memorial Hospital	Elroy Family Medical Center Mile Bluff Clinic, LLP Necedah Family Medical Center New Lisbon Community Clinic
La Crosse	✓	Franciscan Skemp Healthcare La Crosse Medical Center	*FSH - La Crosse Clinic *FSH - Holmen Clinic *FSH - Onalaska Clinic *FSH - West Salem Clinic
Monroe	✓ ✓	Franciscan Skemp Healthcare Sparta Medical Center Tomah Memorial Hospital	*FSH - Sparta Clinic Scenic Bluffs Community Health Center *FSH - Lake Tomah Clinic
Trempealeau	✓	Franciscan Skemp Healthcare Arcadia Medical Center Osseo Area Medical Center - Hospital	*FSH - Arcadia Clinic *FSH - Galesville Clinic Midelfort Clinic - Osseo Branch
Vernon	✓	St. Joseph's Memorial Hospital Vernon Memorial Hospital	St.Joseph's Clinic LaFarge Clinic Hirsch Clinic Bland Clinic Viola Health Services Center

* FSH - Franciscan Skemp Healthcare.

***** 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 or visit www.healthtradition.com.