



MERCYCARE HEALTH PLAN

3430 Palmer Drive
P. O. Box 2770
Janesville, WI 53547-2770
608-752-3431 or 800-752-3431
Customer Service 1-800-895-2421
FAX 608-752-3751
www.mercyhealthsystem.org

Type of Plan	Health Maintenance Organization
Total Number of Members.....	31,500
Years of Operating Experience	11
Total Number of Primary Care Physicians (PCPs).....	144
Percentage of PCPs Accepting New Patients	86%
Percentage of Board Certified Specialty Care Physicians	74%
Number of Hospitals Affiliated with Plan.....	10
Number of Urgent Care Facilities	15
Number of Dentists	Provider of Your Choice
Percentage of Dentists Accepting New Patients	Not Applicable

ADDITIONAL INFORMATION

Referral Requirements	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician wants you to receive is available within MercyCare's provider network he or she will direct you to a specialist in the network. If the care you require is not available from a network provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
Prior Authorization Requirements	Prior authorization is required for specific services performed by a participating provider. MercyCare requires the participating provider to obtain prior authorization on your behalf. If prior authorization is not obtained, you the member, will be held harmless when related to covered services. Any services provided by a non-participating provider require a referral and prior approval from MercyCare.
Medicare Claims Procedure	When receiving care from an in plan provider, all claims are handled electronically. No claim form is necessary.
On-Line Services	<ul style="list-style-type: none"> • mercyhealthsystem.org Click on MercyCare Insurance and you will find the most recent provider directory and quarterly newsletter magazine "Health Living". Email your questions to: mercycare@mhsjvl.org.
Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a participating network practitioner. If you need assistance in selecting a network practitioner or provider, please contact 1-800-895-2421.
24-Hour Nurse Line	For healthcare information and help finding a doctor in the MercyCare network, call 1-888-756-6060 or 1-608-758-5770.
PCP Restrictions	Members are requested to select a PCP to coordinate their care. Each family member may choose a different PCP.

ADDITIONAL INFORMATION

Dental Benefits

Call Delta Dental at 1-800-236-3712 with coverage questions. Visit www.deltadentalwi.com to find a network dentist.

Coverage: Individual Annual Maximum \$1,000
 Individual Lifetime Orthodontic Maximum \$1,500

Diagnostic & Preventive Services no deductible applies 100%

**Examinations, teeth cleaning (prophylaxis), sealants, bitewing & full mouth x-rays, fluoride treatments, space maintainers*

Basic Restorative Services \$25 single/\$75 family deductible 80%

**Amalgam (silver) restorations on back teeth, simple extractions, oral surgery, composite restorations (white) fillings on front teeth, stainless steel crowns, local anesthetics, emergency treatment to relieve pain*

Endodontics and Periodontics \$25 single/\$75 family deductible 50%

Orthodontics no deductible applies 50%

** Orthodontics coverage for dependents to age 19.*

Benefit levels outside of Delta Dental Network subject to Maximum Plan Allowance. Your out-of-pocket expense will be less if you use a Delta Preferred Dentist.

Quality Improvement Initiatives

- Physicians are continually being educated about appropriate antibiotic use.
- Parents of newborn babies receive a letter informing parents of upcoming well-child appointment and immunizations for their children. Annually, preventative guidelines are printed in our "Healthy Living" quarterly newsletter.
- Developed postpartum depression prevention program to better evaluate mental health of members immediately following delivery. All members who deliver receive a postpartum screening tool and a check up after delivery reminder notice.

SOUTH CENTRAL WISCONSIN NETWORK

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	<ul style="list-style-type: none"> ✓ Ft. Atkinson Memorial Hospital ✘ ✓ Watertown Hospital 	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercyhealthsystem.org .
Rock	<ul style="list-style-type: none"> Edgerton Memorial Community Hospital ✓ Mercy Hospital 	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercyhealthsystem.org .
Walworth	✘ Lakeland Medical Center	Mercy Walworth Medical Center, Surgical Associates, Center for Women's Health, Whitewater Vision Center, Eye Physicians & Surgeons SC, Lakeland Surgical Clinic SC, Lakeside Orthopedic SC, Urologists LTD, Mercy Delavan Medical Center, Mercy Assisted Care, Willowfield Nursing & Rehab Center, Mercy Whitewater Medical Center, Mercy Lake Geneva Medical Center.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at 1-800-895-2421, MercyCare Customer Service.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry and Lake. Please call our Customer Service at 1-800-895-2421 for an Illinois provider directory.