



Physicians Plus Insurance Corporation
 PO Box 2078
 Madison, WI 53701-2078
 (608) 282-8900 or 1-800-545-5015
 Web Site: www.pplusic.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	93,336
Years of Operating Experience	18
Total Number of Primary Care Physicians (PCPs).....	306
Percentage of PCPs Accepting New Patients	84%
Percentage of Board Certified Specialty Care Physicians	86%
Number of Urgent Care Facilities	10
Number of Dentists.....	61
Percentage of Dentists Accepting New Patients	89%

ADDITIONAL INFORMATION

Referral Requirements	No written referral requests are required when receiving medically necessary care from participating specialty care providers. Participating specialty care providers include all UW Health Physicians and other community physicians listed in the State of Wisconsin/Wisconsin Public Employees Provider Directory under "Specialty Care Providers". This directory is also available through the State section of our web site at www.pplusic.com . Before receiving care from non-participating providers, members must have their primary care physician submit a referral to Physicians Plus. Physicians Plus reviews these referrals and notifies members in writing of approval or denial.
Prior Authorization Requirements	Certain treatments, services, supplies and equipment, such as inpatient services, cardiac rehabilitation and durable medical equipment, require advance prior authorization from Physicians Plus. Primary care physicians submit the prior authorization requests, and Physicians Plus will notify members of approval or denial in writing.
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) statement. You or your provider should then submit the itemized bill for medical services and the EOMB to Physicians Plus for processing as the secondary carrier.
On-Line Services	Go-To SM , our on-line transaction system, allows members to use a personal computer to: <ul style="list-style-type: none"> • Review claims, • Update personal information, • Choose a doctor, • Order ID cards and more. Go-To is accessible via a direct link from our home page at www.pplusic.com , and state members can access all the features of our site by clicking the "Members" and "State Employee Benefits" links. Features include: <ul style="list-style-type: none"> • Current provider directories, • Medical and dental benefit summaries, • Uniform benefits, • Dual choice meeting schedule, • Answers to frequently asked questions, • Contact information • Information on wellness initiatives and • Downloadable member materials.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	When you need a mental health provider, contact UWMF Behavioral Health Consultation System at (608) 282-8960 or (800) 683-2300 for prior authorization. A mental health professional will assess your situation and refer you to the appropriate provider.
24-Hour Nurse Line	NursePlus SM , available at 866-PPLUSRN (866-775-8776), offers 24-hour, seven-day-a-week contact with a registered nurse who's trained to address your health care questions and concerns. Helping you and your family make informed health care decisions, answering questions about care guidelines and providing information about upcoming or recent tests or procedures are just a few important functions. In addition, the Audio Message Center provides access to over 700 pre-recorded messages on a wide variety of medical topics and conditions.
PCP Restrictions	Members choose a primary care physician (PCP) from the list of family practitioners, internal medicine doctors, pediatricians, and obstetricians/gynecologists listed in our State of Wisconsin/Wisconsin Public Employees Provider Directory. Each family member can select a different PCP from our list of participating providers.
Dental Benefits Provided	Preventive dental coverage is available to all state members through participating dental providers. Dental benefits include 100% coverage for cleanings (one every six months), as well as, diagnostic, preventive and specific restorative procedures. <i>Extractions of primary teeth for orthodontic purposes</i> are covered at 50%. Physicians Plus provides orthodontic coverage at 50% of the first \$3,000 in services. Treatment must be completed before the member reaches age 19. Please call our Member Service department for more specific benefit information.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Physicians Plus participates in the Wisconsin Forward Award program, a quality improvement initiative designed to improve performance and efficiency across all business processes. These improvements result in cost controls and more efficient service for our members. • Clinically, our focus is on evidence-driven, population-based health care to improve the health of our members. This includes chronic illness management programs for diabetes, congestive heart failure, depression, and hyperlipidemia (high cholesterol). • We are implementing a new systematic way of sharing information with providers to help them make more informed care decisions for our members. • We deployed a Customer Input Advocacy process that incorporates member feedback to improve specific services and our business as a whole. • We continue to focus on maintaining customer responsiveness levels and problem resolution measures above nationally recognized standards of call center performance through additional training and support. • Members can use the NursePlus information line 24/7 to talk to a registered nurse or access over 700 recordings in our audio health library.

Counties in Service Area	Hospitals in County	Major Providers in County
Columbia	<ul style="list-style-type: none"> ✓ Columbus Community Hospital ✓ Divine Savior Hospital 	For a complete listing of our hospitals, physicians and other healthcare providers, please visit the state section of our web site or consult the Physicians Plus State of Wisconsin/Wisconsin Public Employees Provider Directory.
Dane	<ul style="list-style-type: none"> ✓ Meriter Hospital ✓ University of Wisconsin Hospital & Clinics ✓ Stoughton Hospital 	
Iowa	Memorial Hospital of Iowa County	To obtain a Provider Directory, call our Member Service Representatives at (608) 282-8900 or (800) 545-5015.
Richland	Richland Hospital	
Rock	✓ Memorial Community Hospital	
Sauk	<ul style="list-style-type: none"> ✓ Sauk Prairie Memorial Hospital ✓ St. Clare Hospital-Barbaroo 	