



STATE MAINTENANCE PLAN

145 S Pioneer Rd, PO Box 2270

Fond du Lac WI 54936-2270

1-800-755-6400

www.bluecrosswisconsin.com



Type of Plan.....	Self Insured Health Plan
Total Number of Members.....	8,219
Years of Operating Experience ..	10 years
Total Number of Primary Care Physicians (PCPs).....	580
Percentage of PCPs Accepting New Patients	99.8%
Percentage of Board Certified Specialty Care Physicians	84%
Number of Urgent Care Facilities	20
Number of Dental Clinics.....	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	<p>A formal, BlueCross BlueShield of Wisconsin (BCBSWi) approved referral is required from your primary care clinic (PCC) when:</p> <ol style="list-style-type: none"> 1. Seeking care outside of the SMP network 2. Seeking services from an in-network or out-of-network behavioral health provider <p>Retroactive referrals are not allowed.</p> <p>A referral is the written form from your PCC requesting Behavioral Health services or any out-of-network service. You should not make an appointment until the request for the referral has been reviewed and approved. Notification of the decision will be sent to you and your PCC. BCBSWi will authorize most referral requests for 12 visits in a 3 month period or less when appropriate. It is ultimately the member's responsibility to make sure the referral is submitted and approved prior to services received.</p>
Prior Authorization Requirements	<p>To ensure that services are covered, BCBSWi recommends that members or treating providers request prior authorizations. Services for which prior authorizations are usually requested include:</p> <ul style="list-style-type: none"> • New medical or biomedical technology • Methods of treatment by diet or exercise • New surgical methods or techniques • Acupuncture or similar methods • Organ transplants <p>Without an approved prior authorization BCBSWi may deny payment. Additional information may be submitted for further review of the denial.</p>
Medicare Claims Procedure	<p>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.</p>
On-Line Services	<p>www.bluecrosswisconsin.com</p> <ul style="list-style-type: none"> • Available 24 hours a day, 7 days a week • Check on claim status • Order new ID cards • Check on eligibility and benefits • E-mail Customer Service with specific questions • Review On-Line Provider Directories or change your Primary Care Clinic

ADDITIONAL INFORMATION

Outpatient Behavioral Health Network/Policy	A referral is required when seeking service from any in-network or out-of-network behavioral health provider, unless the provider is affiliated with the member's primary care clinic. Retroactive referrals are not allowed. BCBSWi will authorize most referral requests for 12 visits in a 3 month period or less when appropriate. Reviews by BCBSWi Medical Review will be completed on referrals requesting services either (1) from out-of-network providers or (2) when the number of visits requested is greater than 12 visits/every 3 month period. Future care will be directed back in-network.
24-Hour Nurse Line	Not available.
PCC Restrictions	Each family member may choose a different PCC from the SMP network
Dental Benefits if provided	Not available.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • State of Wisconsin calls are given the highest priority by all BCBSWi call centers, thereby increasing our telephone accessibility • 100% of written inquiries will be resolved within 12 working days. A goal that has been met in both 1st and 2nd quarters of 2004. • New measures have been implemented to improve timeliness and accuracy of claim processing.

Counties in Service Area	Hospitals in County	Major Providers in County*
Bayfield		Red Cliff Community Health Center
Clark	✓ Memorial Medical Center–Neillsville	Memorial Medical Center-Greenwood Clinic Memorial Medical Center-Neillsville Victory Medical Group-Owen Center Victory Medical Group-Thorp Center
Florence	Dickinson Memorial Hospital	Florence Medical Center
Forest	Dickinson Memorial Hospital	Crandon Medical Group Ministry Medical Group
Iron		Grandview Clinic-Hurley
Langlade	✓ Langlade Memorial Hospital	The General Clinic-Antigo Langlade Memorial Hospital
Lincoln	✓ Good Samaritan Health Center-Hospital Sacred Heart Hospital-Tomahawk	Ministry Medical Group-Tomahawk Merrill Medical Clinic
Marathon	✓ Wausau Hospital	Community Health Care Family Health Specialists Family Physicians SC
Marquette		UW Health CrossRoads Westfield Family Medical Center
Menominee		
Oneida	✓ Howard Young Medical Center ✓ St. Mary's Hospital-Rhineland	Marshfield Regional Medical Group Ministry Medical Group-Woodruff
Portage	St. Michael's Hospital-Stevens Point	Rice Medical Center-multiple locations
Price	✓ Flambeau Hospital	Prentice Clinic
Taylor	✓ Memorial Health Center-Medford	Medford Clinic Memorial Health Center-Rib Lake
Vilas	✘ Eagle River Memorial Hospital	Ministry Medical Group-Eagle River Family Health Center-multiple locations
Wood	✘ Riverview Hospital ✘ St. Joseph's Hospital-Marshfield	Doctors Clinic of Wisconsin Rapids Riverview Physicians Services

* This column provides only a general summary of major provider groups. For a complete listing, please call the BCBSWi Customer Care Department at 1-800-755-6400 or visit our Web site www.bluecrosswisconsin.com.