



Unity Health Plans Insurance Corporation
UW Health Network
 840 Carolina Street
 Sauk City, WI 53583
 (800) 362-3310 FAX (608) 643-2564
 www.unityhealth.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	75,817
Years of Operating Experience	21
Total Number of Primary Care Physicians (PCPs).....	213
Percentage of PCPs Accepting New Patients	79%
Percentage of Board Certified Specialty Care Physicians.....	93.4%
Number of Urgent Care Facilities	3
Number of Dentists.....	27
Percentage of Dentists Accepting New Patients	100%

ADDITIONAL INFORMATION

Referral Requirements	No written referral requests are needed when you seek care for medically necessary covered services from UW Health providers in Dane County. In addition, covered benefits for chiropractic care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist. Out-of-plan provider requests do require a written referral request from your physician that must be approved by Unity and will be reviewed only for services not available from participating providers in the UW Health Network. You, your PCP and the specialist to whom you're being referred will receive a notice from Unity stating the decision on your referral request. Please contact Unity Customer Service at 1-800-362-3310 with any questions.
Prior Authorization Requirements	Prior authorization from Unity is required to receive specialty care from Associated Physicians unless you have an Associated Physicians PCP. For behavioral health requirements please refer to the Outpatient Mental Health Network/Policy on the next page. Also, some medical services, procedures and equipment require prior authorization and your physician must obtain approval from Unity before you can obtain these services. Your physician submits the prior authorization request Unity, you, your PCP, and the specialist requesting the service will receive a notice from Unity stating the decision on your prior authorization request.
Medicare Claims Procedure	Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.
On-Line Services	<p>Unity Health Insurance is launching a new service, Benefits Assistant, in October 2004. Through Benefits Assistant, which can be accessed through Unity's web site (www.unityhealth.com), a member has the ability to:</p> <ul style="list-style-type: none"> • Access claim information, authorizations and referrals • Perform enhanced provider searches based not only on name, but also on geographic distances from the member's home or office • View information on their specific health plan benefits • View eligibility for themselves and any dependents • Contact Customer Service through a secure portal – you no longer have to worry about sending your protected health information (PHI) over the internet – all information stays within Benefits Assistant • Update member information, such as address changes, telephone number

ADDITIONAL INFORMATION

	<p>changes, PCP changes and ID card requests</p> <p>Through Unity's public web site members will continue to have access to:</p> <ul style="list-style-type: none"> • Wellness programs including, Fitness First, Wellness First and Health First • Member information in Spanish, including recordings of Nuestra Salud that were previously broadcast on La Movida
Outpatient Mental Health Network/Policy	<p>Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure that you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 for prior authorization of all mental health assessments and treatment. For AODA needs call Gateway Recovery at (608) 278-8200. A referral from your PCP is not needed.</p>
24-Hour Nurse Line	Not Available
PCP Restrictions	<p>Each family member may select a different PCP within the UW Health Network. Changes to your PCP may be made by contacting Unity Health Insurance and your payroll office. When we receive your change request by the 20th day of the month, it will be effective the first day of the following month.</p>
Dental Benefits If Provided	<p>Unity pays 100% up to \$1000 per member each calendar year for preventive and specified restorative care. Orthodontic care is covered at 50% of the first \$3,000 in covered services for a lifetime maximum payment of \$1,500. All services must be received at a participating UW Health Network dentist. Call Unity Customer Service at 1-800-362-3310 for a complete list of benefits.</p>
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Establish new health management programs in migraine headaches, attention deficit hyperactivity disorder and depression while promoting, through newsletter articles and/or targeted mailings to members, existing programs in dyslipidemia, preventive care, asthma, diabetes, immunizations, breast and cervical cancer screening, smoking cessation, post-partum check-ups, and influenza vaccines. • Focus on customer service initiatives that include the monitoring of performance to maintain or improve current results of answering calls in an average of 10 seconds or less with less than a 2% abandoned call rate and pay 100% of non-investigated claims in 30 days or less with better than 99.7% financial accuracy. • Develop a new on-line resource for members to access their personal insurance information through a secure portal. • Educate members, practitioners and hospitals on patient safety.

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane	<ul style="list-style-type: none"> ✱✓ UW Hospital & Clinics ✱✓ UW Children's Hospital Meriter Hospital Stoughton Hospital 	Associated Physicians and UW Health providers.

* Please refer to the Unity-UW Health Provider Directory for a complete listing of participating providers. Visit our web site at www.unityhealth.com or call Unity Customer Service at 1-800-362-3310 to obtain information.