



CompCareBlue

An independent licensee of the
Blue Cross and Blue Shield Association

AURORA FAMILY NETWORK

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www.bluecrosswisconsin.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	15,547
Years of Operating Experience	20
Total Number of Primary Care Physicians	128
Percentage of PCPs Accepting New Patients	100%
Percentage of Board Certified Specialty Care Physicians	83.6%
Number of Urgent Care Facilities	9
Number of Dental Clinics.....	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	You do not need a referral from your primary care physician (PCP) to see any of the in-network specialists who are part of the Aurora Family Network (AFN). You will need a written referral from your PCP and authorization from CompCareBlue to obtain services from a specialist who is not participating in the AFN network. CompCareBlue will provide a written response to the referral request to you and your PCP. Although you do not need a referral to see AFN in-network specialists, in some circumstances you must use specific or designated in-network specialists associated with your PCP. Please refer to your provider directory for more information.
Prior Authorization Requirements	Pre-certification is required for non-emergency hospital stays. Certain healthcare procedures require pre-authorization as initiated by your PCP or specialist. CompCareBlue will provide a written response to you and your provider. Contact CompCareBlue for more information about procedures that require pre-certification.
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). 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.
OnLine Services	Our web site is a valuable resource for both information and services. At www.bluecrosswisconsin.com , you can: <ul style="list-style-type: none"> ▪ Access our online provider directories for the State of Wisconsin by going to the <i>Find a Provider</i> section on our web site. To view or print a copy of our CompCareBlue AFN directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompCareBlue Aurora Family Network</i> directory. ▪ Access our secure online Customer Service Center, Service Direct. With Service Direct, you can review claim status, determine eligibility, inquire about deductibles and out-of-pocket expenses, check authorization status, order ID Cards and contact Customer Service. ▪ Find health and wellness information, by clicking on our Healthy Living link on our homepage. This will give you access to our LifeStyleBlue Health and Wellness Program, healthy recipes, resources, tobacco cessation programs, preventive health care guidelines and access to our Women’s Health e-Newsletter.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Pre-certification is only required for inpatient hospital stays; you do not need a referral to see an AFN mental health provider.
24-Hour Nurse Line	MedCall provides medical information by phone, 24 hours a day, 7 days a week. Registered nurses on this toll-free telephone hotline will talk to members about their symptoms, medications and other health related topics. MedCall also provides over 200 taped messages about treatments, drugs, illnesses and procedures.
PCP Restrictions	Each family member may choose a different PCP from the CompCareBlue Aurora Family Network. You are able to change your PCP within your current clinic up to three times per year. Changes to a new PCP not in your current clinic are restricted to the Dual-Choice enrollment period, with the change effective on January 1 st .
Dental Benefits If Provided	No routine dental care provided.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Quality service initiatives include a focus on increased member satisfaction through the discontinuation of the referral process to in-network HMO specialists, as well as improving the timeliness and efficiency of member complaint resolution. • Health Improvement Programs are available bringing a Health Coach model to our members with diabetes, asthma and congestive heart failure. These programs are led by registered nurses who will put together a coaching team of health professionals to meet the individual member needs. • Member outreach initiatives focusing on the health of our member population include efforts on cholesterol management, diabetes blood glucose screening and postpartum depression screening. Members and physicians receive mailings reminding them of testing as well as educational materials. In addition, all members receive information on these initiatives through the member newsletter.

Counties in Service Area	Hospitals in County	Major Providers in County*
Milwaukee	St. Luke's South Shore West Allis Memorial Hospital Sinai-Samaritan Medical Center Children's Hospital	Lakeshore Medical Clinic St. Luke's Family Practice Center In addition, there are 41 Aurora Clinic sites in the Milwaukee service area. Please see our complete provider directory for more details.

* To request a copy of the CompCareBlue Aurora Family Network Provider Directory that lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue Aurora Family Network Customer Service Department at 1-888-239-9514 or visit our web site www.bluecrosswisconsin.com.