

# GROUP HEALTH



**Cooperative of Eau Claire**  
**PO BOX 3217**  
**Eau Claire, WI 54702-3217**  
**Phone: (888) 203-7770 FAX: (715) 552-3500**  
**www.group-health.com**

Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	21,046
Years of Operating Experience .....	31
Total Number of Primary Care Physicians (PCPs).....	238
Percentage of PCPs Accepting New Patients .....	100%
Percentage of Board Certified Specialty Care Physicians .....	89%
Number of Hospitals Affiliated with Plan.....	19
Number of Urgent Care Facilities .....	9
Number of Dentists.....	N/A
Percentage of Dentists Accepting New Patients .....	N/A

## ADDITIONAL INFORMATION

<b>Referral Requirements</b>	A member may seek care for medically necessary covered services from any GHC contracted provider without a referral. Prior to receiving out-of-network care you must obtain an approved referral event authorization from the GHC Health Management Department.
<b>Prior Authorization Requirements</b>	Event Authorization (authorization for a referral, service, or admission) is required for all admissions, selected outpatient services, and all out-of-network care. Please visit our web site at <a href="http://www.group-health.com/requirements.pdf">www.group-health.com/requirements.pdf</a> to reference GHC's Authorization Guidelines. GHC will notify you and the ordering Physician of approval or denial in writing. For further information regarding Authorization Guidelines, please contact a Member Service Representative at (715) 552-4300 or (888) 203-7770.
<b>Medicare Claims Procedure</b>	Our Medicare claims process is fully automated. When you use a GHC participating provider, you do not have to submit any claims or do any paperwork.
<b>OnLine Services</b>	As a GHC member you have access to excellent resources that will help you optimize your health care. Visit <a href="http://www.group-health.com">www.group-health.com</a> for the following services available to you: <ul style="list-style-type: none"> <li>• Policy and Benefit Information</li> <li>• <b>Provider Directory</b></li> <li>• Temporary ID Cards</li> <li>• My Health Zone – offers health and wellness information</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	No referral is required for services received from a GHC contracted provider. Please refer to the GHC Provider Directory for a listing of our participating mental health providers.
<b>24-Hour Nurse Line</b>	Our toll-free FirstCare Nurse Line (800-586-5473) is staffed 24 hours a day, 7 days a week by registered nurses to help members make decisions about going to the emergency room, urgent care or treatment at home.
<b>PCP Restrictions</b>	You must choose a primary care clinic within the GHC network.
<b>Dental Benefits Provided</b>	No routine dental care provided.

**ADDITIONAL INFORMATION**

**Quality Improvement Initiatives**

- All members receive a copy of the 315 page A.D.A.M. Illustrated Family Health Guide (one per family). Learn how to treat common health problems when you're sick, build a more effective relationship with your doctor, and take steps to stay healthy.
- We continue to focus on evidence-based healthcare. Chronic illness management programs provided include diabetes, asthma and high risk obstetrics.
- We have focused efforts to identify and develop specialized plans of care for at-risk members with unrecognized healthcare needs.

Counties in Service Area	Hospitals in County	Major Providers in County ~
Barron	<ul style="list-style-type: none"> <li>✓ Lakeview Medical Center</li> <li>✘ ✓ Cumberland Memorial Hospital</li> <li>✘ Barron Medical Center</li> </ul>	Marshfield Clinic (Indianhead, Lakewoods Family, Lake Country) Center Turtle Lake Medical Clinic Cumberland Medical Clinic Midelfort Clinic (Barron, Cameron, Chetek, Prairie Farm)
Chippewa	<ul style="list-style-type: none"> <li>✘ ✓ St. Joseph's Hospital</li> <li>✘ Our Lady of Victory Hospital</li> <li>✘ Bloomer Memorial Medical Center</li> </ul>	Family Health Associates Marshfield Clinic (Chippewa, Cadott, Cornell) Midelfort Clinic (Bloomer, Chippewa) Victory Medical Group Stanley Center
Clark		Marshfield Clinic Thorp Center Victory Medical Group (Thorp, Owen-Withee) Center
Dunn	<ul style="list-style-type: none"> <li>✘ Red Cedar Medical Center</li> </ul>	Marshfield Clinic Menomonie Center Midelfort Clinic Colfax Red Cedar Medical Center
Eau Claire	<ul style="list-style-type: none"> <li>✘ Sacred Heart Hospital</li> <li>✘ Luther Hospital</li> </ul>	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Eau Claire Medical Clinic Eau Claire Women's Care A. Javaherian, M.D. Marshfield Clinic (Oakwood, Riverview, Eau Claire) Midelfort Clinic Eau Claire OakLeaf Pediatrics OB/GYN Clinic Pine Grove Family Practice Southside Medical Clinic Stenzel Clinic for Women's Health
Rusk	<ul style="list-style-type: none"> <li>✘ Rusk County Memorial Hospital</li> </ul>	Marshfield Clinic (Ladysmith, Bruce)
Sawyer		Marshfield Clinic Radisson Center
St. Croix	<ul style="list-style-type: none"> <li>✓ Baldwin Hospital</li> </ul>	
Trempealeau	<ul style="list-style-type: none"> <li>✘ Osseo Medical Center</li> </ul>	Buffalo River Clinic Midelfort Clinic Osseo Osseo Medical Clinic
Washburn		Shell Lake Clinic

~ This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.