MERCYCARE HEALTH PLANS
MERCYCARE INSURANCE COMPANY
MERCYCARE HMO, INC.
P.O. BOX 2770, JANESVILLE, WI 53547-2770

MERCYCARE HEALTH PLAN
3430 Palmer Drive
P. O. Box 2770
Janesville, WI 53547-2770
608-752-3431 or 800-752-3431
Customer Service 1-800-895-2421
FAX 608-752-3751
www.mercyhealthsystem.org

Managed Care Organization ★★★★ NCQA Accreditation EXCELLENT

Type of Plan ..... Health Maintenance Organization
Total Number of Members..... 31,500
Years of Operating Experience 12
Total Number of Primary Care Physicians (PCPs)..... 144
Percentage of PCPs Accepting New Patients 92%
Percentage of Board Certified Specialty Care Physicians 88%
Number of Hospitals Affiliated with Plan..... 10
Number of Urgent Care Facilities 15
Number of Dentists 0

ADDITIONAL INFORMATION

Referral Requirements	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician wants you to receive is available within MercyCare's provider network, he or she will direct you to a specialist in the network. If the care you require is not available from a network provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
Prior Authorization Requirements	Prior authorization is required for specific services performed by a participating provider. MercyCare requires the participating provider to obtain prior authorization on your behalf. If prior authorization is not obtained for services by a participating provider, you the member, will be held harmless for charges related to covered services. Any services provided by a non-participating provider require a referral and prior approval from MercyCare. If prior authorization is not obtained for services from a non-participating provider, you the member, will be responsible for the charges.
Medicare Claims Procedure	When receiving care from an in plan provider, all claims are handled electronically. No claim form is necessary.
OnLine Services	• mercyhealthsystem.org Click on MercyCare Insurance and you will find the most recent **provider directory** and quarterly newsletter magazine "Health Living." • E-mail your questions to: mercycare@mhsjvl.org.
Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a participating network practitioner. If you need assistance in selecting a network practitioner or provider, please contact 1-800-895-2421.
24-Hour Nurse Line	For healthcare information or advice on illnesses or injuries, and help finding a doctor in the MercyCare network, call 1-888-756-6060 or 1-608-758-5770.
PCP Restrictions	Members are requested to select a PCP to coordinate their care. Each family member may choose a different PCP.
Dental Benefits	No routine dental coverage provided.
Quality Improvement Initiatives	• Physicians are educated and monitored for appropriate antibiotic use. • Parents of newborn babies receive information regarding child appointments and immunizations. • Postpartum Depression Prevention Program is used to better evaluate mental

health of members immediately following delivery. All members who deliver receive a postpartum screening tool and a reminder notice for a check up after delivery.

- Work Site Health Education & Risk Assessments.
- Diabetic, Asthma and High Cholesterol Care Management Program.

SOUTH CENTRAL WISCONSIN NETWORK

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	✓ Ft. Atkinson Memorial Hospital ✓ Watertown Hospital	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercyhealthsystem.org.
Rock	Edgerton Memorial Community Hospital ✓ Mercy Hospital	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercyhealthsystem.org.
Walworth	Lakeland Medical Center	Mercy Walworth Medical Center, Surgical Associates, Center for Women's Health, Whitewater Vision Center, Eye Physicians & Surgeons SC, Lakeland Surgical Clinic SC, Lakeside Orthopedic SC, Urologists LTD, Mercy Delavan Medical Center, Mercy Assisted Care, Willowfield Nursing & Rehab Center, Mercy Whitewater Medical Center, Mercy Lake Geneva Medical Center.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at 1-800-895-2421, MercyCare Customer Service.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry and Lake. Please call our Customer Service at 1-800-895-2421 for an Illinois provider directory.