



CompCareBlue

An independent licensee of the
Blue Cross and Blue Shield Association

NORTHWEST NETWORK

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Total Number of Members.....	502,154
Years of Operating Experience	20
Total Number of Primary Care Physicians (PCPs).....	300+
Percentage of PCPs Accepting New Patients	100%
Percentage of Board Certified Specialty Care Physicians	85%
Number of Urgent Care Facilities	17
Number of Dental Clinics.....	62
Percentage of Dentists Accepting New Patients	98%

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 Northwest Network. You need a written referral from your PCP and authorization from CompCareBlue to obtain services from a specialist who is not participating in the Northwest Network. CompCareBlue will provide a written response to the referral request to you and your PCP.
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 Northwest directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompCareBlue Northwest 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.
Outpatient Mental Health Network/Policy	Pre-certification is only required for inpatient hospital stays; you do not need a referral to see a Northwest Network mental health provider.
24-Hour Nurse Line	MedCall provides 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.

ADDITIONAL INFORMATION

PCP Restrictions	Each family member may choose a different PCP from the CompCareBlue Northwest Network. You are able to change your PCP within your 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	Dental Benefits provided through your CompCareBlue health plan are: 100% coverage for comprehensive and periodic exams, diagnostic x-rays and preventative cleanings (as dentally necessary) with no more than one of each in a six month period; and fluoride treatments for children to age 12. Orthodontia is not covered; however, where available, child and adult members receive a 20% discount off participating orthodontists' usual fees, to a maximum discount of \$1,250 per person. Where available, specific dental offices may offer a 20% discount on amalgam fillings. Please refer to the Dental Directory listing for a participating Dental Center. All family members must utilize the same dental clinic.
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 the member population include 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 regarding these initiatives through the member newsletter.

Counties in Service Area	Hospitals in County	Major Providers in County*
Ashland	Memorial Medical Center	Please refer to our Provider Directory for a complete listing of all available Plan Providers.
Barron	Cumberland Memorial Hospital Lakeview Medical Center	
Burnett	Burnett Medical Center	
Chippewa	St. Joseph's Hospital – Chippewa Falls	
Douglas	St. Mary's of Superior	
Dunn	N/A	
Eau Claire	Sacred Heart Hospital – Eau Claire Oak Leaf Surgical Hospital	
Pepin	Chippewa Valley Hospital	
Pierce	River Falls Area Hospital	
Polk	Ladd Memorial Hospital St. Croix Regional Medical Center Amery Regional Medical Center Osceola Regional Medical	
Sawyer	Hayward Area Memorial	
St. Croix	Hudson Hospital Holy Family Hospital – New Richmond Baldwin Area Medical Center River Falls Area Hospital	
Washburn	Spooner Health System Indianhead Medical Center, Inc.	

* To request a copy of the CompCareBlue Northwest 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 Northwest Network Customer Service Department at 1-800-368-4453 or visit our web site www.bluecrosswisconsin.com.