



An independent licensee of the
Blue Cross and Blue Shield Association

SOUTHEAST NETWORK

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www.bluecrosswisconsin.com



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|---|--------|
| Total Number of Members..... | 33,378 |
| Years of Operating Experience | 20 |
| Total Number of Primary Care Physicians (PCPs)..... | 615 |
| Percentage of PCPs Accepting New Patients | 88.1% |
| Percentage of Board Certified Specialty Care Physicians | 83.1% |
| Number of Urgent Care Facilities | 31 |
| Number of Dental Clinics..... | 25 |
| Percentage of Dentists Accepting New Patients..... | 100% |

ADDITIONAL INFORMATION

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| 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 Southeast 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 Southeast 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 in-network Southeast specialists, in some circumstances you must use specific or designated 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 Southeast directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompcareBlue Southeast 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. |
| Outpatient Mental Health Network/Policy | Pre-Certification is only required for inpatient hospital stays; you do not need a referral to see a Southeast Network 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. |

ADDITIONAL INFORMATION

PCP Restrictions Each family member may choose a different PCP from the CompCareBlue Southeast 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 1st.

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**
- 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 complain 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 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 regarding these initiatives through the member newsletter.

| Counties in Service Area | Hospitals in County | Major Providers in County* |
|--------------------------|--|--|
| Kenosha | <ul style="list-style-type: none"> ✓ Aurora Medical Center Children's Hospital of Wisconsin | <ul style="list-style-type: none"> Aurora Health Center Kenosha Medical Center Clinic |
| Ozaukee | <ul style="list-style-type: none"> St. Mary's Hospital | <ul style="list-style-type: none"> Advanced Healthcare Aurora Medical Group Family Practice Associates of Cedarburg |
| Racine | <ul style="list-style-type: none"> Lakeview Rehabilitation Center ✓ Memorial Hospital of Burlington | <ul style="list-style-type: none"> AMG Burlington Aurora Health Center |
| Walworth | <ul style="list-style-type: none"> Lakeland Medical Center | <ul style="list-style-type: none"> Aurora Health Center |
| Washington | <ul style="list-style-type: none"> Aurora Medical Center of Washington County, Inc. ✓ St. Joseph's Community Hospital | <ul style="list-style-type: none"> Aurora Health Center West Bend Clinic |
| Waukesha | <ul style="list-style-type: none"> ✓ Community Memorial Hospitals – Menomonee Falls ✓ Oconomowoc Memorial Hospital ✓ Waukesha Memorial Hospital | <ul style="list-style-type: none"> Advanced Healthcare Aurora Health Center Eagle Medical Center Lakeshore Medical Clinic Medical Associates New Berlin Family Physicians Pewaukee Medical Clinic, SC Waukesha Family Practice Center Waukesha Medical Center Wilkinson Medical Clinic |

* To request a copy of the CompCareBlue Southeast 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 Southeast Network Customer Service Department at 1-888-239-9514 or visit our web site www.bluecrosswisconsin.com.