



STATE MAINTENANCE PLAN

1717 West Broadway, PO Box 8190
 Madison WI 53708-8190
 1-800-634-6448
 www.wpsic.com/state

Type of Plan.....	Self Insured Health Plan
Total Number of Members.....	245,000
Years of Operating Experience.....	59 years
Total Number of Primary Care Physicians (PCPs).....	613
Number of Urgent Care Facilities	10
Number of Dental Clinics.....	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	<p>A formal WPS approved referral is required from your participating provider when:</p> <ul style="list-style-type: none"> • Seeking care outside the WPS State-SMP network • Seeking behavior health services from an out-of-network behavior health provider. For behavioral health services, WPS will request a treatment plan after 8 combined outpatient visits and monitor for medical necessity. <p>Retroactive referrals are not allowed. A referral is the written form from a participating physician requesting any out-of-network services, including behavioral health. You should not make an appointment until the request for referral has been reviewed and approved by WPS. Notification of the decision will be sent to you and your requesting participating physician. It is ultimately the member’s responsibility to make sure the referral is submitted and approved prior to receiving services.</p>
Prior Authorization Requirements	<p>To ensure that services are covered, WPS recommends that members or treating providers request prior authorizations for the following types of services: New medical or biomedical technology, Methods of treatment by diet or exercise, New surgical methods or techniques, Acupuncture or similar methods, Organ transplants, Durable medical equipment over \$500.</p> <p>Without an approved prior authorization WPS may deny payment. Additional information may be submitted for further review of the denial.</p>
Medicare Claims Procedure	<p>If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, Medicare, in most cases, will electronically forward the claim to WPS. Your explanation of Medicare Benefits (EOMB) will indicate that the claim was sent to WPS. You do not have to send your paper EOMB to WPS. If your EOMB doesn’t indicate your claim was forwarded to WPS, please forward a copy to WPS.</p>
OnLine Services	<p>We are able to answer questions about claims or benefits with our secure messaging via the web. The WPS State of Wisconsin web pages (www.wpsic.com/state) provide access to your plan benefits, member materials, and our “Find a Doctor” provider directories. Once enrolled in the plan, you can register online to gain access to comprehensive plan and health care information as well as timesaving account management tools.</p>
Outpatient Behavioral Health Network/Policy	<p>A formal WPS approved referral from your participating provider when seeking services from out-of-network behavior health providers. See “Referral Requirements” for details.</p>
PCC Restrictions	<p>Each family member may utilize any WPS State-SMP network provider.</p>
Dental Benefits if Provided	<p>Not available.</p>

ADDITIONAL INFORMATION

Counties in Service Area	Hospitals in County	Major Providers in County*
Ashland	St. Mary’s Medical Center	Duluth Clinics
Bayfield	St. Mary’s Medical Center	Duluth Clinic-Ashland
Buffalo	Holy Family Hospital Hudson Memorial Hospital	Western Wisconsin Medical Association New Richmond Clinics

Counties in Service Area	Hospitals in County	Major Providers in County*
	 River Falls Area Hospital	Hudson Physicians River Falls Clinic
Burnett	St. Mary's Medical Center	Duluth Clinics
Clark	Memorial Medical Center– Neillsville	Marshfield Clinics Memorial Medical Center Clinics Victory Medical Centers
Douglas	St. Mary's Medical Center	Duluth Clinics
Florence	Dickinson Memorial Hospital	Florence Medical Center-Dickinson
Forest	Dickinson Memorial Hospital	Crandon Medical Group-Ministry Health Care
Iron		Grandview Clinic-Hurley Marshfield Clinic—Mercer Center
Langlade	 Langlade Memorial Hospital	The General Clinic-Antigo Langlade Memorial Hospital
Lincoln	Good Samaritan Health Center- Hospital	Ministry Medical Group-Tomahawk Merrill Medical Clinic
	 Sacred Heart Hospital-Tomahawk	
Marathon	Wausau Hospital	Aspirus Clinics Family Health Specialists Family Physicians SC
Marinette	 ✓ Bay Area Medical Center	Aurora Health Center – Marinette Bay Area Medical Center BayCare Clinic LLP – Marinette NorthReach Clinics
Marquette		UW Health CrossRoads Westfield Family Medical Center
Menominee		
Oneida	  Howard Young Medical Center St. Mary's Hospital-Rhinelander	Marshfield Clinic Ministry Medical Group-Woodruff
Pepin	See Hospitals and Major Providers for Buffalo County	
Pierce	See Hospitals and Major Providers for Buffalo County	
Polk	Ladd Memorial Hospital	Osceola Medical Center
Portage	St. Michael's Hospital- Stevens Point	Rice Medical Center-multiple locations
Price	 Flambeau Hospital	Prentice Medical Clinic
Sawyer	St. Mary's Medical Center	Duluth Clinics
St. Croix	✓    Holy Family Hospital Hudson Memorial Hospital River Falls Area Hospital	Western Wisconsin Medical Association New Richmond Clinics Hudson Physicians River Falls Clinic
Taylor	  Memorial Health Center-Medford	Medford Clinic Memorial Health Center-Rib Lake
Vilas	 Eagle River Memorial Hospital	Ministry Medical Group-Eagle River Aspirus-Phelps Clinic Aspirus-Land O' Lakes Clinic
Washburn	St. Mary's Medical Center	Duluth Clinics
Wood	  Riverview Hospital St. Joseph's Hospital-Marshfield	Doctors Clinic of Wisconsin Rapids Riverview Physicians Services Marshfield Clinics

* This column provides only a general summary of major provider groups. For a complete listing, please visit our web site at www.wpsic.com/state or call WPS Member Services Department at 1-800-634-6448.

Service Centers

We are able to answer questions about claims or benefits by letter, telephone, or secure messaging via the web. We also provide convenient walk-in service at each of our service centers located in Appleton, Eau Claire, Madison, Milwaukee and Wausau. Contact WPS Member Services (1-800-634-6448) for phone numbers and addresses.