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COMPCARE BLUE NORTHWEST NETWORK

PO Box 2270

Fond Du Lac WI 54936-2270

Phone: (888) 239-9514 Fax: (608) 348-5168

www.bcbswi.com

During the Dual Choice Enrollment period, please call (800) 755-6400.

Type of Plan	Health Maintenance Organization
Total Number of Members.....	11,019
Years of Operating Experience	22
Total Number of Primary Care Physicians (PCPs).....	250+
Percentage of PCPs Accepting New Patients	99%
Percentage of Board Certified Specialty Care Physicians	61%
Number of Urgent Care Facilities	15
Number of Dental Clinics.....	N/A
Percentage of Dentists Accepting New Patients	N/A

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	Certain healthcare procedures require pre-authorization as initiated by your PCP or specialist. CompcareBlue will provide a written response to you and your provider. Pre-certification is required for non-emergency hospital stays. 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.bcbswi.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 Doctor</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 the Healthy Information link on Member homepage. This will give you access to our LifestyleBlue Health and Wellness Program Information, healthy recipes, health resources, and preventive health care guidelines. Click on Healthy Living to reach WebMD for personalized health information and tools.
Outpatient Mental Health Network/Policy	You do not need a referral to see a Northwest Network mental health provider. Pre-certification is only required for inpatient hospital stays.
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	No routine dental care provided.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Quality service initiatives include a focus on increased member satisfaction through improving the timeliness and efficiency of member complaint resolution. • Member outreach initiatives focusing on the health of our member population include reminders for immunizations, flu shots, breast cancer screening, cervical cancer screening and colorectal cancer screening. Gender-specific health promotion mailings for older women, young women, and men encourage preventive health and wellness activities for a healthy lifestyle. Our pregnant members receive attention through our maternity support program and postpartum depression program. • Members who suffer from catastrophic or chronic conditions receive extra attention through our care management and disease management programs. Advanced care management and disease management are proactive outreach programs which together target nine key diagnoses: coronary artery disease, chronic kidney disease, diabetes, hypertension (high blood pressure), chronic obstructive pulmonary disease, congestive heart failure, hyperlipidemia, stroke and asthma.

Counties in Service Area	Hospitals in County	Major Providers in County
Ashland	Memorial Medical Center	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 1-888-239-9514 or visit our web site www.bcbswi.com .
Barron	Cumberland Memorial Hospital Lakeview Medical Center	
Burnett	Burnett Medical Center	
Chippewa	St. Joseph's Hospital – Chippewa Falls Our Lady of Victory	
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 (Osceola Medical Center) St. Croix Regional Medical Center Amery Regional Medical Center	
Sawyer	Hayward Area Memorial	
St. Croix	Hudson Hospital Holy Family Hospital – New Richmond (Westfields Hospital) Baldwin Area Medical Center	
Washburn	Spooner Health System Indianhead Medical Center, Inc.	