



Cooperative of Eau Claire
 PO BOX 3217
 Eau Claire, WI 54702-3217
 Phone: (888) 203-7770 FAX: (715) 552-3500
www.group-health.com

Type of Plan	Health Maintenance Organization
Total Number of Members.....	29,670
Years of Operating Experience	32
Total Number of Primary Care Physicians (PCPs).....	364
Percentage of PCPs Accepting New Patients	100%
Percentage of Board Certified Specialty Care Physicians	91%
Number of Hospitals Affiliated with Plan.....	24
Number of Urgent Care Facilities	19
Number of Dentists.....	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	A member may seek care for medically necessary covered services from any GHC contracted provider without a referral. Prior to receiving out-of-network care you must obtain an approved referral event authorization from the GHC Health Management Department. GHC will notify you and the ordering Physician of approval or denial in writing.
Prior Authorization Requirements	Event Authorization (authorization for a referral, service, or admission) is required for all admissions, selected outpatient services, and all out-of-network care. Please visit our web site at www.group-health.com to reference GHC's Authorization Guidelines. GHC will notify you and the ordering Physician of approval or denial in writing. For further information regarding Authorization Guidelines, please contact a Member Service Representative at (715) 552-4300 or (888) 203-7770.
Medicare Claims Procedure	Our Medicare claims process is fully automated. When you use a GHC participating provider, you do not have to submit any claims or do any paperwork.
OnLine Services	As a GHC member you have access to excellent resources that will help you optimize your health care. Visit www.group-health.com for the following services available to you: <ul style="list-style-type: none"> • Policy and Benefit Information • Provider Directory • Temporary ID Cards • My Health Zone – offers health and wellness information
Outpatient Mental Health Network/Policy	No referral is required for services received from a GHC contracted provider. Please refer to the GHC Provider Directory for a listing of our participating mental health providers.
24-Hour Nurse Line	Our toll-free FirstCare Nurse Line (800-586-5473) is staffed 24 hours a day, 7 days a week by registered nurses to help members make decisions about going to the emergency room, urgent care or treatment at home.
PCP Restrictions	You must choose a Primary Care Clinic (PCC) within the GHC network. Each family member may choose a different PCC within the GHC network.
Dental Benefits Provided	No routine dental care provided.

ADDITIONAL INFORMATION

Quality Improvement Initiatives

- All members receive a copy of the 315 page A.D.A.M. Illustrated Family Health Guide (one per family). Learn how to treat common health problems when you're sick, build a more effective relationship with your doctor, and take steps to stay healthy.
- We continue to focus on evidence-based health care. Chronic illness management programs provided include diabetes, asthma and high risk obstetrics.
- We have focused efforts to identify and develop specialized plans of care for at-risk members with unrecognized health care needs.

Counties in Service Area	Hospitals in County	Major Providers in County ~
Ashland	Memorial Medical Center	Ashland Clinic Chequamegon Clinic Ashland Mainstreet Clinic
Barron	✓ Lakeview Medical Center ✓ ✓ Cumberland Memorial Hospital ✓ ✓ Barron Medical Center	Marshfield Clinic (Indianhead, Lakewoods Family, Lake Country) Center Turtle Lake Medical Clinic Cumberland Medical Clinic Midelfort Clinic (Barron, Cameron, Chetek, Prairie Farm)
Chippewa	✓ St. Joseph's Hospital ✓ Our Lady of Victory Hospital ✓ Bloomer Memorial Medical Center	Family Health Associates Marshfield Clinic (Chippewa, Cadott, Cornell) Midelfort Clinic (Bloomer, Chippewa) Victory Medical Group Stanley Center
Clark		Marshfield Clinic Thorp Center Victory Medical Group (Thorp, Owen-Withee)
Douglas	✓ ✓ St. Mary's Hospital-Superior	Superior Clinic
Dunn	✓ Red Cedar Medical Center	Marshfield Clinic Menomonie Center Midelfort Clinic Colfax Red Cedar Medical Center
Eau Claire	✓ Sacred Heart Hospital ✓ ✓ Luther Hospital	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Eau Claire Medical Clinic Eau Claire Women's Care A. Javaherian, M.D. Marshfield Clinic (Oakwood, Riverview, Eau Claire) Midelfort Clinic Eau Claire OakLeaf Pediatrics OB/GYN Clinic Pine Grove Family Practice Southside Medical Clinic Stenzel Clinic for Women's Health
Polk	✓ Amery Regional Medical Center	Amery Regional Medical Center Luck Medical Clinic Clear Lake Clinic
Rusk	✓ Rusk County Memorial Hospital	Marshfield Clinic (Ladysmith, Bruce)
Sawyer	✓ Hayward Area Memorial Hospital	Marshfield Clinic Radisson Center Hayward Clinic Northwoods Community Health Center
St. Croix	✓ Baldwin Area Medical Center	Baldwin Area Medical Clinic
Trempealeau	Osseo Medical Center	Buffalo River Clinic Midelfort Clinic Osseo Osseo Medical Clinic
Washburn	Spooner Health System	Shell Lake Clinic Spooner Clinic

~ This column provides only a general summary of major provider groups. For a complete listing, please contact our Member Services Department at (888) 203-7770 or visit our website at www.group-health.com.