



1836 South Avenue  
 La Crosse WI 54601  
 Phone (608) 775-8007 (800) 897-1923 Fax (608) 775-8042  
 www.glhealthplan.org



Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	53,335
Years of Operating Experience .....	11
Total Number of Primary Care Physicians (PCPs).....	252
Percentage of PCPs Accepting New Patients .....	100%
Percentage of Board Certified Specialty Care Physicians .....	78%
Number of Urgent Care Facilities .....	20
Number of Dentists.....	Provider of Your Choice

**ADDITIONAL INFORMATION**

<b>Referral Requirements</b>	A member may seek services from any Gunderson Lutheran Plan (GLHP) provider without a referral. If your GLHP provider feels that you require specialty care outside of the GLHP network, he/she may complete a referral request form and submit it to GLHP. GLHP will respond to the referral request by mail to both you and the provider to whom you were referred for services. Medical care, treatment, services or supplies that are received through a referral are subject to the exclusions and limitations of your benefits.
<b>Prior Authorization Requirements</b>	Selected medical procedures covered by GLHP require you to obtain prior written authorization. Procedures and services requiring prior authorization include biofeedback, blepharoplasty, home oxygen, IV drugs and biologics, home IV infusions, laser skin resurfacing, somnoplasty, PET scans, durable medical equipment purchases and rentals in excess of \$200, reduction mamoplasty, rhinoplasty, sclerotherapy, skilled nursing facility, transitional care for mental health and alcohol or other drug addictions, and transplants. You must receive written confirmation of prior authorization from GLHP before services or supplies are received.
<b>Medicare Claims Procedure</b>	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). Submit the EOMB to GLHP for processing as the secondary carrier.
<b>OnLine Services</b>	Gundersen Lutheran Health Plan provides members with online services at <a href="http://www.glhealthplan.org">www.glhealthplan.org</a> . At our site you will find: <ul style="list-style-type: none"> <li>• Health and wellness information;</li> <li>• Electronic versions of member newsletters;</li> <li>• <b>Provider directory</b> (follow the "Members" then "Employer Group Member" to access the directory); and</li> <li>• Quality of care and service projects</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	Referrals are not required for services received from a GLHP provider .
<b>24-Hour Nurse Line</b>	(800) 362-9567 Ext. 54454 or (608) 775-4454
<b>PCP Restrictions</b>	GLHP encourages members to select a Primary Care Physician (PCP) to coordinate all of their health care needs. Each family member is allowed to designate their own PCP.

**ADDITIONAL INFORMATION**

<b>Dental Benefits Provided</b>	<p>GLHP offers a dental benefit for preventative and basic dental services. These services can be obtained from any dental provider. Dental benefits are not subject to a Usual and Customary Fee Schedule. This dental plan does not contain a Coordination of Benefits provision and will be the primary payer for dental services. Coverage details are available from GLHP (800-897-1923). Some limitations may apply.</p> <p>Calendar Year Maximum - \$500.00 per person</p> <p>Preventative Services – No deductible, 100% coverage (two per calendar year)</p> <p>Basic (Restorative Services) – No deductible, 80% coverage</p>
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Support mental health and wellness via presentations at Health Fairs, articles in member newsletters, and promotion of preventive care guidelines.</li> <li>• Expand case management and disease management, including programs for diabetes and heart failure.</li> <li>• Improve claims timeliness and service to members via implementation of a new claims processing system.</li> </ul>

<b>Counties in Service Area</b>	<b>Hospitals in County</b>	<b>Major Providers in County*</b>
Crawford	✓ Prairie du Chien Memorial Hospital	Gundersen Clinic - Prairie du Chien Kickapoo Valley Medical Clinic
Grant	✓ Boscobel Area Health Care	Boscobel Clinic Bluff Street Clinic Muscodia Health Center
Jackson	✓ ✓ Black River Falls Memorial Hospital	Krohn Clinic
Juneau	✓ Hess Memorial Hospital	Mile Bluff Gundersen Clinic – Wonewoc Elroy Family Medical Center St. Joseph Family Clinic-Elroy & Wonewoc
La Crosse	✓ Gundersen-Lutheran Medical Center	Gundersen Lutheran Clinic-LaCrosse Gundersen Lutheran Clinic - Onalaska
Monroe	✓ Tomah Memorial Hospital	Gundersen Clinic – Sparta Gundersen Clinic – Tomah Scenic Bluff Community Health
Richland	Richland Hospital	Richland Medical Center Viola Health Center
Trempealeau	✓ Tri-County Memorial Hospital	Gundersen Clinic- Blair, Independence, Whitehall
Vernon	✓ St. Joseph’s Memorial Hospital	Bland Clinic Gundersen Clinic-Viroqua Hirsch Clinic Gundersen Clinic-Hillsboro La Farge Medical Clinic St. Joseph Family Clinic-Hillsboro

\* This column provides only a general summary of major provider groups. For a complete listing, please contact GLHP at 800-897-1923 or visit our web page at [www.glhealthplan.org](http://www.glhealthplan.org).