

Health Tradition

A Mayo Health System Choice in Wisconsin



PO Box 188
 La Crosse, WI 54602-0188
 Phone 1-608-781-9692
 Toll-Free 1-888-459-3020
www.healthtradition.com
 Customer Service
 1-877-832-1823

Type of Plan	Health Maintenance Organization
Total Number of Members.....	31,293
Years of Operating Experience	21
Total Number of Primary Care Physicians (PCPs).....	201
Percentage of PCPs Accepting New Patients	99%
Percentage of Board Certified Specialty Care Physicians.....	91%
Number of Hospitals Affiliated with Plan.....	13
Number of Urgent Care Facilities	14
Number of Dentists.....	Provider of Your Choice

ADDITIONAL INFORMATION

Referral Requirements	A Member may make a direct appointment with any in-network Health Tradition provider, primary care or specialist without a referral. Members must obtain a written referral and receive Health Traditions authorization before visiting an out-of-network provider. All referrals to non-Health Tradition providers, and referrals for certain specified services, must be prior authorized by Health Tradition before those services are received to be covered. Your primary care provider will request a referral on your behalf. Health Tradition will notify you in writing of approvals or denials.
Prior Authorization Requirements	Certain services requiring Prior Authorization by Health Tradition include but are not limited to the following: <ol style="list-style-type: none"> 1. Ambulance Services (non-emergency only) 2. Durable medical equipment/prosthesis/orthotics 3. Experimental/investigational services 4. Home healthcare and hospice services 5. Inpatient hospitalization 6. Out-of-area services 7. Skilled nursing facility care 8. Mental Health – Transitional services, group therapy and psychiatric testing 9. Additional rehab services (PT, OT, and speech) beyond the benefit limit Your Health Tradition Provider will assist you with prior authorization. However, it is your responsibility to obtain prior authorization for certain services. Contact Health Tradition at 608-781-2718 to request prior authorization.
Medicare Claims Procedure	Health Tradition's Medicare claim payment system is fully automated for most services; thus no member involvement is required after the submission of the initial claim to Medicare.
Online Services	<ul style="list-style-type: none"> • www.healthtradition.com is a new easy way to get information, whenever members need it. Information available includes: how to access benefits, provider directory, service area maps, and member newsletters. • www.mayoclinic.com for health and wellness information. • www.mmsiservices.com to check eligibility status, claim status, search for providers or request an I.D. card.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a network provider. The participating network provider will seek prior authorization of services on the members behalf. If assistance is needed in selecting a network provider, members may contact 1-877-832-1823.
24-Hour Nurse Line	Ask Mayo Clinic 1-877-817-0936 (toll free)
PCP Restrictions	Health Tradition encourages you to choose a provider and visit him or her for your routine care.
Dental Benefits If Provided	<p>Health Tradition has an open dental network to allow members to go anywhere for their dental services. Our Preferred Dental Network is also available. In most cases, when using our Preferred Dental Network, the member will not be responsible for charges in excess of the Usual and Customary Charges. However, in some cases, a patient balance may result. In our open Dental Network, coverage is limited to the Usual and Customary Charges. We encourage members to continue to see those providers with whom they already have a relationship. Coverage details are available from Health Tradition.</p> <p>Preventive & Diagnostic - No deductible, 100% coverage. Basic (Restorative) Services - No deductible, 80% coverage. Maximum Benefit - Up to \$500 per person per year.</p>
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Provide 24-hour access to reliable health information through the <i>Ask Mayo Clinic</i> nurse telephone line to assist in deciding the right level of care for an illness or injury. • Promote healthy living programs for smokers through the <i>Mayo Clinic Tobacco Quitline Program</i>, which provides information and support for tobacco-free living.

Counties in Service Area	Hospitals in County	Major Providers in County **
Crawford	 Prairie du Chien Memorial Hospital	*FSH - Prairie du Chien Clinic Kickapoo Valley Medical Clinic
Jackson	 Black River Memorial Hospital	Krohn Clinic, Ltd.
Juneau	 Hess Memorial Hospital	Elroy Family Medical Center Mile Bluff Clinic, LLP Necedah Family Medical Center New Lisbon Community Clinic
La Crosse	 Franciscan Skemp Healthcare La Crosse Medical Center	*FSH - La Crosse Clinic *FSH - Holmen Clinic *FSH - Onalaska Clinic *FSH - West Salem Clinic
Monroe	 Franciscan Skemp Healthcare Sparta Medical Center  Tomah Memorial Hospital	*FSH - Sparta Clinic Scenic Bluffs Community Health Center *FSH - Lake Tomah Clinic
Richland	 Richland Hospital	Richland Medical Center
Trempealeau	 Franciscan Skemp Healthcare Arcadia Medical Center	*FSH - Arcadia Clinic *FSH - Galesville Clinic
Vernon	 St. Joseph's Memorial Hospital  Vernon Memorial Hospital	St. Joseph's Clinic LaFarge Clinic Hirsch Clinic Bland Clinic Viola Health Services Center

* FSH - Franciscan Skemp Healthcare.

** This column provides only a general summary of major provider groups. For a complete listing, please contact Health Tradition at 1-877-832-1823 or visit www.healthtradition.com.