



## HUMANA-WESTERN REGION

### PREFERREDONE NETWORK

Two Riverwood Place – Suite 300

N 19 W24133 Riverwood Place

Waukesha, WI 53188

800-4HUMANA (800-448-6262)

[www.humana.com](http://www.humana.com)



Insured by Humana Wisconsin Health  
Organization Insurance Corporation

**For Benefit & Enrollment questions, call Enrollment Hotline at 1-888-393-6765 or email to [oe@humana.com](mailto:oe@humana.com) for response within 2 business day. (TDD 1-800-526-0844)  
Service issues call 1-800-448-6282 or email via MyHumana, a confidential web page.**

Type of Plan .....	Health Maintenance Organization
Total Number of Members .....	Over 8 Million Nationwide
Years of Operating Experience .....	20 years
Total Number of Primary Care Physicians (PCPs) .....	500+
Percentage of PCPs Accepting New Patients .....	80%
Percentage of Board Certified Specialty Care Physicians .....	N/A
Number of Dentists .....	Provider of your choice

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	Referrals are not required to see any PreferredOne network provider. Referrals are required for non network providers as well as oral surgery and over 10 therapy visits. Please see the Member Handbook for details. Members or providers can call Humana's referral unit (1-800-626-2698 on ID card). We will send you and your doctor written notification of any denied referral. Referral status is available on MyHumana, and through Customer Service at 1-800-4Humana.
<b>Prior Authorization Requirements</b>	Providers are responsible for calling PreferredOne to pre-authorize hospitalizations, and therapy services. Providers must call Humana to pre-authorize all oral surgery services (800-626-2698) and any non-network hospitalization or procedure (See ID card). Any denials will be communicated to you and your provider in writing. Authorizations are available on MyHumana, and through Customer Service at 1-800-4Humana.
<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 Benefit (EOMB). Submit the itemized bill and the EOMB to Humana for processing.
<b>OnLine Services</b>	Humana has a web "landing page" customized to your group. Go to the URL below or access through the Related Links on the ETF web page. This site has information unique to your group. You can set up a MyHumana web page that offers a wide range of services and tools, including: <ul style="list-style-type: none"> <li>• Health risk assessment and Condition Centers identify your at-risk issues.</li> <li>• Create your own health records tracking immunizations and medications.</li> <li>• View your Humana medical claims plus status of authorizations &amp; referrals.</li> <li>• Search provider networks, replace ID Cards or print a Certificate of Coverage.</li> </ul> Additional information: visit the "landing page", Member Handbook or <a href="http://www.humana.com">www.humana.com</a> . Customized web landing page: <a href="http://apps.humana.com/egroups/wisconsin/home.asp">http://apps.humana.com/egroups/wisconsin/home.asp</a>
<b>Outpatient Mental Health Network/Policy</b>	You may use any of the mental health/substance abuse providers listed in the PreferredOne section of the Provider Directory. For assistance in identifying a specific mental health/substance abuse provider, contact PreferredOne at 800-451-9597.
<b>24-Hour Nurse Line</b>	The HumanaFirst phone number is on your medical ID card.
<b>PCP Restrictions</b>	Each family member can see any Humana Western (PreferredOne) PCP.

## ADDITIONAL INFORMATION

**Dental Benefits** Included in the Humana plan is a Humana Dental supplemental benefit which provides 100% preventive care; 50% after deductible basic care; 50% orthodontic coverage (up to an individual ortho lifetime maximum of \$1,200). Orthodontic coverage is limited to covered dependent children under age 18. You get additional savings from Humana network dentists. **To get 100% coverage of Uniform Benefits oral surgery, you must use medical network providers for oral surgery benefits. More custom information on Dental Benefits is in the member handbook & on the landing page.**

- Quality Improvement Initiatives**
- New call center unit to improve customer service support to your group.
  - Expanding use of telephone outreach, reminder mailers and emails across a broad range of preventive health care measures to promote immunizations, screenings, prenatal education, and cardiovascular risk reduction.
  - Humana contracts with an expanding "Best in Class" network of disease management programs to improve health outcomes for members with chronic conditions including asthma, cancer, congestive heart failure, coronary artery disease, diabetes, end stage renal disease and rare diseases.

Counties in Service Area	Hospitals in County*	Major Providers in County*
Barron	✓ ✓ Barron Medical Center – Mayo Health System Cumberland Memorial Hospital	* Please note that Humana Western utilizes the national PreferredOne network. Please refer to the Humana Provider Directory for a complete listing of their extensive Wisconsin network of providers. The national PreferredOne directory is available on the custom "landing page" (see below), by calling PreferredOne at 1-800-451-9597, or by visiting their web site at preferredone.com.
Buffalo	No hospital in county, see surrounding counties	
Burnett	✓ Burnett Medical Center	
Chippewa	✓ Bloomer Mem. – Mayo Health System St. Joseph's Hospital	
Douglas	✓ St. Mary's Hospital of Superior	
Dunn	✓ Myrtle Werth Hospital	
Eau Claire	✓ Luther Hospital; Midelfort Clinic	
Pepin	✓ Chippewa Valley Hospital	
Pierce	✓ River Falls Area Hospital	
Polk	✓ Amery Regional Medical Center Osceola Medical Center	
St. Croix	✓ Holy Family Hospital Baldwin Hospital Hudson Hospital	
Trempealeau	✓ Osseo Area Medical Center	
Washburn	✓ Indianhead Medical Center Spooner Health System	

**Enrollment materials, including a Humana Provider Directory: Please call the Enrollment Hotline at 1-888-393-6765, or email your request and address to [oe@humana.com](mailto:oe@humana.com).**

**Customized web landing page: <http://apps.humana.com/egroups/wisconsin/home.asp>**