Medical Associates Health Plans

PO Box 5002
1605 Associates Drive
Dubuque, IA 52004-5002
Phone Number (563) 556-8070 or 800-747-8900
FAX Number (563) 556-5134
www.mahealthcare.com

Type of Plan ..... Health Maintenance Organization
Total Number of Members..... 29,052
Years of Operating Experience 24
Total Number of Primary Care Physicians (PCPs)..... 171
Percentage of PCPs Accepting New Patients 89%
Percentage of Board Certified Specialty Care Physicians..... 87%
Number of Hospitals Affiliated with Plan..... 15
Number of Urgent Care Facilities 6
Number of Dentists ..... Open Access
Percentage of Dentists Accepting New Patients 100%

ADDITIONAL INFORMATION	
Referral Requirements	Medical Associates Health Plans (MAHP) is an open access HMO. Members are able to seek the services from an MAHP Network Specialist without a referral from their Primary Care Physician (PCP) for covered services. See special requirements for mental health services below. Services received from Non-MAHP providers must have prior authorization. See below.
Prior Authorization Requirements	When services are needed by a Non-MAHP Network Specialist or Physician, members must obtain a written authorization from the MAHP Medical Director prior to receiving services. If services cannot be provided within the MAHP network, your physician will initiate a request for prior authorization. Responses are provided from MAHP in writing to you and your referring physician. Members should call the MAHP plan to confirm the status of their request prior to receiving services.
Medicare Claims Procedure	Claims for members who are also covered by Medicare will be automatically processed by MAHP. (Members are required to see participating physicians for coverage of coinsurance and deductible by the plan.)
OnLine Services	Check out our web site at www.mahealthcare.com for: • **Provider Directory** (Click "Health Plans" then "Provider Directory") • Well Child Guide • New Physicians added to Medical Associates Health Plans Network • Phone Directory • Clinic & Health Plan News • Women's Health Resource Guide • 24 Hour Help Nurse
Outpatient Mental Health Network/Policy	Members must have a referral authorized by the Medical Associates Clinic, Mental Health Department at (563) 584-3500 or 1-800-648-6868. Outpatient mental health services must be provided by MAHP participating physicians and providers.
24-Hour Nurse Line	(563) 556-4357 or 1-800-325-7442
PCP Restrictions	There are no restrictions in choosing a participating primary care physician.
Dental Benefit Provided	Routine periodic exams at 6 months intervals - 100% coverage Full mouth x-rays once in any 3 year interval, and bite wing x-rays at 1 year intervals - 100% coverage. Topical fluoride applications, once in any 6 month interval - 100% coverage. Open access for dental providers. (Limited to usual, customary and reasonable fees.)

ADDITIONAL INFORMATION

Quality Improvement Initiatives	• 7 day follow up after mental health admission. • Through reminders to members, increase diabetic eye exams, mammograms, cervical cancer screenings and post-partum depression screenings. Offering same day appointments in internal medicine, pediatrics, family practice, orthopedics and opthalmology. • Encourage participation in smoking cessation program. • Improve accessibility to providers and wait time by increasing the number of available appointments. • Transition patient records from paper to electronic. • Work closely with the Behavioral Health Department to manage medications and increase antidepression medication compliance. • Increase adolescent immunization rates by using state registries.

Counties in Service Area		Hospitals in County	Major Providers in County ~
Crawford, WI	✓	Prairie du Chien Memorial Hospital	Prairie Medicine
Grant, WI	✓ ✓	Boscobel Area Health Care Grant Regional Health Center-Lancaster Southwest Health Center-Platteville	Associated Hearing and Balance Clinic (Audiologist) Boscobel Clinic Bluff Street Clinic Family Resource Center – Platteville (Behavioral Health) Fennimore Clinic Fennimore Plattner Clinic Grant Regional Family Practice Lancaster Family Medical Center Medical Associates Clinic – Cuba City Medical Associates Clinic – Platteville WKM Psychology Clinic - Fennimore (Behavioral Health) WKM Psychology Clinic – Lancaster (Behavioral Health) WKM Psychology Clinic – Platteville (Behavioral Health)
Iowa, WI	✓	Upland Hills Health	Dodgeville Clinic Dr. McKenzie Optometry Office Mineral Point Medical Center
Lafayette, WI		Memorial Hospital of Lafayette County – Darlington	Argyle Clinic Eye Care Centre, Ltd. Medical Associates Family Practice Clinic – Darlington Memorial Hospital of Lafayette County – Outpatient Clinic Shullsburg Clinic Family Resource Center - Darlington (Behavioral Health)
Dubuque, IA		Finley Hospital Mercy Medical Center-Dubuque Mercy Medical Center-Dyersville	Medical Associates Clinic, P.C. East and West Campus and all Medical Associates Clinics and satellites. Women's Wellness Center
Out-of-State Providers		Available in Iowa and Illinois	See provider directory or our web site for complete listing of participating providers.

~ This column provides only a general summary of major provider groups. For a complete listing, please contact MAHP at 800-747-8900 or www.mahealthcare.com.