



MERCYCARE INSURANCE COMPANY  
 MERCYCARE HMO, INC.  
 P.O. BOX 2770, JANESVILLE, WI 53547-2770

**MERCYCARE HEALTH PLAN**

3430 Palmer Drive  
 P. O. Box 2770  
 Janesville, WI 53547-2770  
 608-752-3431 or 800-752-3431  
 Customer Service 1-800-895-2421  
 FAX 608-752-3751  
 www.mercycarehealthplans.com



Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	31,500
Years of Operating Experience .....	13
Total Number of Primary Care Physicians (PCPs).....	119
Percentage of PCPs Accepting New Patients .....	90%
Percentage of Board Certified Specialty Care Physicians .....	91%
Number of Hospitals Affiliated with Plan.....	10
Number of Urgent Care Facilities .....	15
Number of Dentists .....	0

**ADDITIONAL INFORMATION**

<b>Referral Requirements</b>	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician (PCP) wants you to receive is available within MercyCare's provider network, he or she will direct you to a specialist in the network. If the care you require is not available from a participating provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
<b>Prior Authorization Requirements</b>	Prior authorization is required for specific services performed by a participating provider. MercyCare requires the participating provider to obtain prior authorization on your behalf. If prior authorization is not obtained for services by a participating provider, you the member, will be held harmless for charges related to covered services. Any services provided by a non-participating provider require a referral and prior approval from MercyCare. If prior authorization is not obtained for services from a non-participating provider, you the member, will be responsible for the charges. If you have a question about your prior authorization please contact our Customer Service Department at 1-800-895-2421.
<b>Medicare Claims Procedure</b>	When receiving care from an participating provider, all claims are handled electronically. No claim form is necessary.
<b>OnLine Services</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.mercycarehealthplans.com">www.mercycarehealthplans.com</a> Click on members and enter your group number, click on locate a physician and you will find the most recent provider listings.</li> <li>• E-mail your questions to <a href="mailto:mcare@mhsjvl.org">mcare@mhsjvl.org</a> or go to the contact us page at <a href="http://www.mercycarehealthplans.com">www.mercycarehealthplans.com</a></li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	All mental health and substance abuse services must be provided by a participating provider. If you need assistance in selecting a participating provider, please contact 1-800-895-2421.
<b>24-Hour Nurse Line</b>	For healthcare information or advice on illnesses or injuries, and help finding a doctor in the MercyCare network, call 1-888-756-6060 or 1-608-758-5770.
<b>PCP Restrictions</b>	Members are requested to select a PCP to coordinate their care. Each family member may choose a different PCP.

## ADDITIONAL INFORMATION

<b>Dental Benefits</b>	No routine dental coverage provided.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Physicians are educated and monitored for appropriate antibiotic use.</li> <li>• Parents of newborn babies receive information regarding child appointments and immunizations.</li> <li>• Postpartum Depression Prevention Program is used to better evaluate mental health of members immediately following delivery. All members who deliver receive a postpartum screening tool and a reminder notice for a check up after delivery.</li> <li>• Work Site Health Education &amp; Risk Assessments.</li> <li>• Diabetic, Asthma and High Cholesterol Care Management Program.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	Ft. Atkinson Memorial Hospital Watertown Hospital	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to <a href="http://www.mercycarehealthplans.com">www.mercycarehealthplans.com</a>
Rock	Edgerton Memorial Community Hospital Mercy Hospital	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to <a href="http://www.mercycarehealthplans.com">www.mercycarehealthplans.com</a>
Walworth	Lakeland Medical Center - if admitted by a Mercy Physician	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to <a href="http://www.mercycarehealthplans.com">www.mercycarehealthplans.com</a>

\* This column provides only a general summary of major provider groups. For a complete listing, please contact MercyCare Customer Service at 1-800-895-2421 or go to [www.mercycarehealthplans.com](http://www.mercycarehealthplans.com) and click on visitor, select locate a physician, next to choose a plan, select HMO.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry and Lake. Please call our Customer Service at 1-800-895-2421 for an Illinois provider directory.