



Physicians Plus – Meriter & UW

PO Box 2078
 Madison, WI 53701-2078
 (608) 282-8900 or 1-800-545-5015
 Web Site: www.HealthyChoicesBigRewards.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	94,040
Years of Operating Experience	20
Total Number of Primary Care Physicians (PCPs).....	419
Percentage of PCPs Accepting New Patients	91%
Percentage of Board Certified Specialty Care Physicians	78%
Number of Urgent Care Facilities	14
Number of Dentists.....	N/A

ADDITIONAL INFORMATION

Referral Requirements	No written referral requests are required when receiving medically necessary care from participating specialty care providers. Participating specialty care providers include all UW Health Physicians and other community physicians listed in the State of Wisconsin/Wisconsin Public Employees Provider Directory under “Specialty Care Providers.” Before receiving care from non-participating providers, members must have their Primary Care Physician submit a referral to Physicians Plus. Physicians Plus reviews these referrals and notifies members in writing of approval or denial.
Prior Authorization Requirements	Certain treatments, services, supplies and equipment, such as inpatient services, cardiac rehabilitation and durable medical equipment, require advance prior authorization from Physicians Plus. Primary Care Physicians submit the prior authorization requests, and Physicians Plus will notify members of approval or denial in writing.
Medicare Claims Procedure	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) statement. You or your provider should then submit the itemized bill for medical services and the EOMB to Physicians Plus for processing.
OnLine Services	Members can connect to www.HealthyChoicesBigRewards.com and: <ul style="list-style-type: none"> • Access the current provider directory by clicking “Find A Provider” • Review benefit summaries • Download member materials • Find information on wellness initiatives <p>Click the GO-TOSM link for 24/7 health plan access to:</p> <ul style="list-style-type: none"> • Review claims • Select a primary care provider • Print ID cards and more
Outpatient Mental Health Network/Policy	When you need a mental health provider, contact UWMF Behavioral Health Consultation System at (608) 282-8960 or (800) 683-2300 for prior authorization. A mental health professional will assess your situation and refer you to the appropriate provider.
24-Hour Nurse Line	NursePlus SM , available at 866-PPLUSRN (866-775-8776), offers 24-hour, seven-day-a-week contact with a registered nurse trained to address health care questions and concerns. We can help you and your family make informed health care decisions, answer questions about care guidelines and provide information about tests or procedures. In addition, the Audio Message Center provides access to over 700 pre-recorded messages on a wide variety of medical topics and conditions.

ADDITIONAL INFORMATION

PCP Restrictions	Members choose a primary care physician (PCP) from the list of family practitioners, internal medicine doctors, pediatricians, and obstetricians/gynecologists listed in our State of Wisconsin/Wisconsin Public Employees Provider Directory. Each family member can select a different PCP from our list of participating providers.
Dental Benefits	No routine dental coverage provided.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Physician Plus participates in the Wisconsin Forward Award program, a quality improvement initiative designed to improve performance and efficiency across all business processes. These improvements result in cost controls and more efficient services for our members. • We continue to focus on maintaining customer responsiveness levels and problem resolution measures above nationally recognized standards of call center performance through additional training and support. • Our Customer Input Advocacy process incorporates member feedback to improve specific services and our business as a whole. • Clinically, we continue to focus on evidence-driven, population-based health care to improve the health of our members. This includes chronic illness management programs for diabetes, congestive heart failure, depression, and hyperlipidemia (high cholesterol). • We continually improve our systematic way of sharing information with providers to help them make more informed care decisions for our members.

Counties in Service Area	Hospitals in County	Major Providers in County
Adams	✓ Moundview Memorial Hospital & Clinics	
Columbia	✘ Columbus Community Hospital ✘ Divine Savior Hospital	For a complete listing of our hospitals, physicians and other healthcare providers, please visit the state section of our web site or consult the Physicians Plus State of Wisconsin/Wisconsin Public Employees Provider Directory. To obtain a Provider Directory, call our Member Service Representatives at (608) 282-8900 or (800) 545-5015.
Dane	✘ Meriter Hospital ✘ University of Wisconsin Hospital & Clinics ✘ Stoughton Hospital	
Grant	✘ Boscobel Area Health Care ✘ Grant Regional Health Center	
Green	✘ The Monroe Clinic/St. Clare Hospital	
Iowa	✘ Memorial Hospital of Iowa County	
Jefferson	✘ Fort Atkinson Memorial Health Services	
Juneau	✘ Hess Memorial Hospital	
Lafayette	✘ Memorial Hospital of Lafayette County	
Marquette		
Richland	✘ Richland Hospital	
Rock	✘ Memorial Community Hospital	
Sauk	✘ Sauk Prairie Memorial Hospital ✘ St. Clare Hospital-Baraboo	
Walworth		