



Security Health Plan of Wisconsin, Inc.
 1515 Saint Joseph Avenue, P.O. Box 8000
 Marshfield, WI 54449-8000
 1-800-472-2363 (715) 221-9555
 www.securityhealth.org



Type of Plan.....	Health Maintenance Organization
Total Number of Members	123,000
Years of Operating Experience.....	20
Total Number of Primary Care Physicians (PCPs)	469
Percentage of PCPs Accepting New Patients	91%
Percentage of Board Certified Specialty Care Physicians	92%
Number of Urgent Care Facilities.....	24
Number of Dentists	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	As a member of Security Health Plan (SHP), you are free to see any provider in our network without a referral. However, prior to seeing a non-network provider, you or your provider must submit a referral request in writing to SHP. SHP will notify you in writing whether the referral request is approved or denied. If your referral is not approved, your services will not be covered.
Prior Authorization Requirements	To ensure that services are covered, SHP recommends that you or your provider request prior authorization for the following: <ul style="list-style-type: none"> • Services that may be considered cosmetic or otherwise not medically necessary • Services that may be considered experimental/investigational • Services from providers not affiliated with SHP SHP will notify you or your requesting provider regarding the decision. If you are not sure if a service or procedure requires prior authorization, please call SHP.
Medicare Claims Procedure	If Medicare is the primary payer, you or your provider should submit the claim to Medicare first. Once you receive the Explanation of Medicare Benefits (EOMB), you or your provider should submit the itemized bill and EOMB to SHP.
Online Services	Security Health Online offers a convenient and secure way to manage your health insurance. Log onto www.securityhealth.org to learn more about: <ul style="list-style-type: none"> • Tracking personal benefit limits or claim status • Searching for network providers • Requesting ID cards Security Health Online offers fast access to your personal health care information, any time, any day.
Outpatient Mental Health Network/Policy	A referral is not required if you use a SHP network provider. Please reference your provider directory or call SHP.
24-Hour Nurse Line	The 24-hour Nurse Line is staffed by registered nurses and is available seven days a week.
PCP Restrictions	You may receive services from any SHP network provider listed in the provider directory but are encouraged to establish a relationship with a PCP.
Dental Benefits Provided	No routine dental coverage is offered.
Quality Improvement Initiatives	SHP is committed to improving the health of members through wellness initiatives and chronic disease management programs. Activities include: <ul style="list-style-type: none"> • Increasing preventive screening rates for breast, cervical and colorectal cancer • Health Risk Assessments • Improving care for members with diabetes, asthma and heart conditions • Improving perinatal depression screening

Counties in Service Area	Hospitals in County	Major Providers in County *
Adams	✓ Moundview Memorial Hospital	Delton Fam Med Ctr, Moundview Clinic, Roche A Cri Clinic SC
Ashland	✓ Memorial Medical Center	Main Street Clinic, Duluth Clinic--Ashland
Barron	✓ Cumberland Memorial Hospital ✓ Lakeview Medical Center	Cumberland Clinic, Marshfield Clinic (MC) Ctrs, Turtle Lake Medical Associates
Chippewa	✓ Our Lady of Victory Hospital ✓ St Joseph's Hospital	Cadott Med Ctr SC, MC Ctr, Family Health Associates
Clark	Memorial Hospital	MC Ctrs, Mem Med Ctr, Victory Med Grp
Douglas	✓ St Mary's Hospital of Superior	Duluth Clinic--Superior
Eau Claire	Oakleaf Surgical Hospital LLC ✓ Sacred Heart Hospital	Family Med Clinics, MC Ctrs, Oakleaf Peds, Southside Medical Clinic
Jackson	✓ Black River Memorial Hospital	Krohn Clinic
Juneau	✓ Hess Memorial Hospital	Elroy Fam Med Ctr, Mile Bluff Clinic, Necedah Fam Med Ctr, New Lisbon Clinic
Langlade	✓ Langlade Memorial Hospital	Antigo Medical Building, Aspirus Clinics
Lincoln	✓ Good Samaritan Health Center ✓ Sacred Heart Hospital	Aspirus Clinic, MC Ctr, Ministry Med Grp
Marathon	✓ Aspirus Wausau Hospital Inc St Clare's Hospital of Weston Inc	Aspirus Clinics, Bridge Comm Hlth Clinic, MC Ctrs, Ministry Med Grp, UW Health, Wausau Fam Med
Oneida	✓ Howard Young Medical Center St Mary's Hospital	Child Health Care Center, MC Ctr, Ministry Med Grps
Pepin	Chippewa Valley Hospital	Castleberg Clinic SC
Portage	✓ St Michael's Hospital	Aspirus Clinics, Juan B Lopez MD, Ministry Med Grps
Price	✓ Flambeau Hospital Inc	MC Ctrs, Medford Clinic
Rusk	✓ Rusk County Memorial Hospital	MC Ctr
Sawyer	✓ Hayward Area Memorial Hospital	North Woods Comm Hlth Ctr, Stone Lake Medical Clinic, Duluth Clinic--Hayward
Taylor	✓ Memorial Health Center	Medford Clinic
Vilas	Eagle River Memorial Hospital	Aspirus Clinics, MC Ctr, Ministry Med Grp
Washburn	✓ Indianhead Medical Center	North Woods Community Hlth Ctr, Duluth Clinic--Spooner
Waupaca	✓ Riverside Medical Center	Ministry Med Grps, Robert L Peterson MD SC, Thedacare Physicians
Wood	✓ Riverview Hospital ✓ St Joseph's Hospital	Aspirus Clinic, MC Ctrs, Riverview Family Clinic

Other providers in Bayfield, Burnett, Dunn, Forest, Iron, Monroe, Shawano, Trempealeau and Waushara counties.

* This column provides only a general summary of major provider groups. For a complete listing, please contact SHP at 800-472-2363 or 715-221-9555. This information is also available online at www.securityhealth.org under "Visitors." Select the "Provider Directory" and click on the "Group/Direct Pay Provider Directory" option.