

WPS Prevea Health Plan

P.O. Box 11625
 Green Bay, WI 54307-1625
 Phone 1-888-711-1444 or 920-490-6900
 FAX 1-920-490-6942
www.wpspreveahealthplan.com



Excellent for HMO/POS Commercial Product Only

Type of Plan	Health Maintenance Organization
Total Number of Members.....	30,000
Years of Operating Experience	Since January 1, 1997
Total Number of Primary Care Physicians (PCPs).....	284
Percentage of PCPs Accepting New Patients	77%
Percentage of Board Certified Specialty Care Physicians.....	90%
Number of Urgent Care Facilities	18
Number of Dentists.....	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	Your Primary Care Physician (PCP) is responsible for coordinating your medical care. If specialty care is needed, your PCP will request a referral authorization on your behalf. However, it is ultimately the member's responsibility to make sure the referral authorization is submitted and approved by WPS Prevea Health Plan prior to services being received. A referral authorization request is a written form from your PCP requesting specific services be provided by certain participating providers and any non-participating providers. You should not make an appointment until the request for the referral authorization has been reviewed and approved by WPS Prevea Health Plan. Notification of the decision will be sent via mail to you, your PCP and the specialist. To obtain the best benefit possible, it is important to check your participating provider directory and call our Member Services to verify that your referral has been received and approved by WPS Prevea Health Plan prior to seeking services. A referral authorization is not required for: participating chiropractors services, participating behavioral health services, and for routine eye exams from participating optometrists or ophthalmologists.
Prior Authorization Requirements	Prior authorization means the process of receiving written approval from WPS Prevea Health Plan for certain services or products in advance of the service or product being received. Hospital authorization is required for all in-patient hospital stays. You or your doctor need to obtain certification prior to a non-emergency hospital admission or within 48 hours of an emergency admission. Call Member Services for other services that need to be pre-authorized: (920) 490-6900 (local) or 1-888-711-1444 (toll free).
Medicare Claims Procedure	WPS Prevea Health Plan's Medicare claim payment system requires that we receive the Explanation of Medicare Benefits (EOMB) in order to coordinate benefits for those who have Medicare as their primary coverage.

ADDITIONAL INFORMATION

OnLine Services	At www.wpspreveahealthplan.com you can: <ul style="list-style-type: none"> • Order ID Cards • Review and print privacy practices notice and consent forms • View newsletters, providers, and benefits • Print a provider directory by going to the section “Exclusively for State Employees” • Designate or change your Primary Care Physician (PCP).
Outpatient Mental Health Network/Policy	Members must use WPS Prevea Health Plan providers for all mental health and Nervous/AODA services. You may use any of the mental health and nervous/AODA providers listed in our provider directory. The provider is required to contact WPS Prevea Health Plan for service authorizations.
24-Hour Nurse Line	Not available.
PCP Restrictions	Members must select a PCP for each family member from one of the Primary Care departments (general practice, family practice, OB/GYN, internal medicine, and pediatrics). Each family member may select a different PCP.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Improving care for our members with diabetes, asthma, and coronary artery disease through a comprehensive disease management program. • Increasing the number of preventive services provided to our members, including immunizations and cancer screenings through reminders and educational offerings to members and practitioners. • Improving the level of services provided to our members through enhanced online resources, monitoring of call answer timeliness and analysis of member feedback.

Counties in Service Area	Hospitals in County	Major Providers in County *
Brown	✓ St. Vincent Hospital St. Mary's Hospital	Prevea Health
Calumet	✓ Calumet Medical Center	Affinity Medical Group
Door	✓✓ Door County Memorial Hospital	Northshore Medical Clinic
Fond du Lac		Affinity Medical Group
Kewaunee		Luxemburg Medical Clinic Northshore Medical Clinic
Manitowoc	✓ Holy Family Memorial Medical Center	Lakeshore Womens Health Lakeshore Pediatrics Lakeshore Family Medicine Woodland Clinic
Marinette	✓✓ Bay Area Medical Center	Pound Community Medical
Oconto	✓ Community Memorial Hospital	Prevea Health CMH Primary Care Clinics Nicolet Medical Clinic
Outagamie	✓ St. Elizabeth Hospital	Affinity Medical Group
Shawano		
Sheboygan	✓ St. Nicholas Hospital	Physicians' Health Network
Waupaca		Affinity Medical Group
Winnebago	✓✓ Mercy Medical Center	Affinity Medical Group

* This column provides only a general summary of major provider groups. For a complete listing, please visit our web site at www.wpspreveahealthplan.com or call our Member Services Department at 1-888-711-1444.