



## UnitedHealthcare of Wisconsin Southeast

PO Box 13187

Green Bay, WI 54307-3187

Phone (800) 357-0974 Fax (920) 662-8349

www.unitedhealthcare.com

For enrollment questions during Dual Choice, please call the Enrollment Hotline toll free (866) 873-3903



Type of Plan ..... Health Maintenance Organization  
 Total Number of Members..... 825,000  
 Years of Operating Experience ..... 18  
 Total Number of Primary Care Physicians (PCPs)..... 2189  
 Percentage of PCPs Accepting New Patients ..... 84%  
 Percentage of Board Certified Specialty Care Physicians..... 58%  
 Number of Dentists..... Provider of Your Choice

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	UnitedHealthcare (UHC) provides you the freedom to see any network physician from our broad network of physicians and other health care professionals for office visits, at any time, without a referral from a primary physician. If specific covered health services are not available from a network physician, you may be eligible for benefits when covered health services are received from non-network physicians. In this situation, your network physician must notify UHC Care Coordination to request a network gap exception. You and your physician will be notified of the decision in writing.
<b>Prior Authorization Requirements</b>	In most cases, UHC does not require prior authorization before a physician can begin treatment. In general, network providers are responsible for notifying UHC's Care Coordination before they provide services to you. However you are responsible for notifying UHC's Care Coordination before obtaining dental/oral surgery services or if you are admitted to a non-network hospital due to an emergency. (Please refer to the Outpatient Mental Health Network Policy section for requirements pertaining to mental health and substance abuse treatment.)  For in-network services, while the physician or other health care professional is responsible for notification to UHC, the ultimate responsibility resides with the member to ensure that this process was completed. Questions concerning Care Coordination can be answered by calling the telephone number on your ID card.
<b>Medicare Claims Procedure</b>	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). An itemized bill and a copy of the EOMB should be submitted to UHC.
<b>OnLine Services</b>	As a UHC member, you will have access to www.myuhc.com for instant, convenient online access to health information. Once you receive your UnitedHealthcare ID card, you can register on www.myuhc.com and access services such as:  <ul style="list-style-type: none"> <li>• Review claims and history</li> <li>• Print an ID card</li> <li>• Get personalized health information</li> <li>• Personalized Health Risk Assessment with report card to print and share with your doctor.</li> </ul> To find participating physicians or facilities online, go to www.myuhc.com and click on <u>View Physician and Facility</u> to access our current provider listing. When entering your search criteria, select UnitedHealthcare Choice HMO/Choice Plus HMO plan from the drop down box.
<b>Outpatient Mental Health Network/Policy</b>	Members need to call for an initial assessment. The Managed Mental Health and Substance Abuse Program for UHC is administered by UnitedHealth Group's wholly owned subsidiary, United Behavioral Health (UBH). Simply call our 24 hour access line at 1-800-851-5188 for triage and authorization for Plan providers.
<b>24-Hour Nurse Line</b>	Care24 <sup>SM</sup> is a comprehensive service that gives members 24-hour access to a wide range of resources including nurses and counselors. 1-888-887-4114

## ADDITIONAL INFORMATION

<b>PCP Restrictions</b>	None.
<b>Dental Benefits Provided</b>	<p>Oral surgery under Uniform Benefits requires medical network providers. Included in the UHC plan is a UHC Dental supplemental benefit which provides coverage for preventive and basic dental care. The UHC Dental Plan has an open dental network to allow members to go to the dentist of their choice. However, charges are subject to usual and customary limitations.</p> <p>Deductible: ..... \$50 per individual/\$100 family            Out of Pocket Maximum:.....Up to \$1,000 per person per year            Preventive and Diagnostic Services: .....No deductible / 100%                Examinations limited to 2 times per consecutive 12 months, bitewing x-rays, complete series or panorex x-rays, prophylaxis (cleanings), fluoride treatments and sealants.</p> <p>Basic Dental Services: .....50%                Amalgam restorations (fillings), Composite resin restorations (fillings), simple extractions, general anesthesia, palliative treatment (relief of pain), and space maintainers.</p> <p>Orthodontic Services:..... No Deductible / 50%                Services must be completed before attaining age 19. Coverage up to an individual ortho lifetime maximum of \$1,200.</p> <p><i>For more information please contact the customer service number on the back of your ID card.</i></p>
<b>Quality Improvement Initiatives</b>	<p>UHC offers a wide range of programs aimed at improving the quality of care that patients receive from their physicians.</p> <ul style="list-style-type: none"> <li>• Screen enrollees for more than 20 chronic conditions.</li> <li>• Disease management programs to support chronic conditions.</li> <li>• Provide education on treatment options and medication compliance for conditions including depression.</li> <li>• Send reminders to seek preventive care or regular screenings such as mammograms, pap smears, and childhood immunizations.</li> <li>• Provide evidence-based information on industry-accepted treatment practices to physicians, both online and in print.</li> <li>• Send regular reports on provider treatment practices and compare them to their peers.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County
Kenosha	<ul style="list-style-type: none"> <li> ✓ Aurora Medical Center</li> <li>✓ United-Kenosha Medical Center</li> <li>United-St. Catherine's Medical Center</li> </ul>	<p>To find out if your physician is in-network:</p> <ul style="list-style-type: none"> <li>• visit our web site at <a href="http://www.myuhc.com">www.myuhc.com</a></li> <li>• call UnitedHealthcare's Customer Service Center at (800) 357-0974.</li> <li>• When requesting a printed directory, please request form "mirror order #FWOAH20WI-606"</li> </ul>
Milwaukee	<ul style="list-style-type: none"> <li> ✓ ✓ Aurora St. Luke's Hospital</li> <li> ✓ Aurora Sinai Medical Center</li> <li> Children's Hospital of Wisconsin</li> <li> ✓ ✓ Columbia St. Mary's Hospital</li> <li> ✓ St. Francis Hospital</li> <li> ✓ St. Joseph's Hospital</li> <li>✓ St. Michael's Hospital</li> <li> ✓ West Allis Memorial Hospital</li> </ul>	
Ozaukee	✓ ✓ Columbia St. Mary's Hospital	
Racine	✓ All Saints Medical Center	
Walworth	✓ Aurora Lakeland Medical Center	
Washington	Aurora Medical Center of Washington St. Joseph's Community Memorial Hospital West Bend	
Waukesha	<ul style="list-style-type: none"> <li> ✓ Elmbrook Memorial Hospital</li> <li> ✓ ✓ Oconomowoc Memorial Hospital</li> <li> ✓ ✓ Waukesha Memorial Hospital</li> </ul>	