



STATE MAINTENANCE PLAN

1717 West Broadway, PO Box 8190
 Madison WI 53708-8190
 1-800-634-6448
 www.wpsic.com/state

Type of Plan.....	Self Insured Health Plan
Total Number of Members.....	245,000
Years of Operating Experience.....	60 years
Total Number of Primary Care Physicians (PCPs).....	570
Number of Dental Clinics.....	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	<p>A formal WPS approved referral is required from your participating provider when:</p> <ul style="list-style-type: none"> • Seeking care outside the WPS SMP network • Seeking behavior health services from an out-of-network behavioral health provider. For behavioral health services, WPS will request a treatment plan after 8 combined outpatient visits and monitor for medical necessity. <p>Retroactive referrals are not allowed. A referral is the written form from a participating physician requesting any out-of-network services, including behavioral health. You should not make an appointment until the request for referral has been reviewed and approved by WPS. Notification of the decision will be sent to you and your requesting participating physician. It is ultimately the member’s responsibility to make sure the referral is submitted and approved prior to receiving services.</p>
Prior Authorization Requirements	<p>To ensure that services are covered, WPS recommends that members or treating providers request prior authorizations for the following types of services: New medical or biomedical technology, Methods of treatment by diet or exercise, New surgical methods or techniques, Acupuncture or similar methods, Organ transplants, Durable medical equipment over \$500, pain management injections. Without an approved prior authorization WPS may deny payment. Additional information may be submitted for further review of the denial.</p>
Medicare Claims Procedure (Pertains to Medicare Plus \$1,000,000 Coverage)	<p>If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, Medicare, in most cases, will electronically forward the claim to WPS. Your explanation of Medicare Benefits (EOMB) will indicate that the claim was sent to WPS. You do not have to send your paper EOMB to WPS. If your EOMB doesn’t indicate your claim was forwarded to WPS, please forward a copy to WPS.</p>
OnLine Services	<p>We are able to answer questions about claims or benefits with our secure messaging via the web. The WPS State of Wisconsin web pages (www.wpsic.com/state) provide access to your plan benefits, member materials, and our “Find a Doctor” provider directories. Once enrolled in the plan, you can register online to gain access to comprehensive plan and health care information as well as timesaving account management tools.</p>
Outpatient Behavioral Health Network/Policy	<p>A formal WPS approved referral from your participating provider when seeking services from out-of-network behavior health providers. See “Referral Requirements” for details.</p>
PCC Restrictions	<p>Each family member may utilize any WPS SMP network provider.</p>
Dental Benefits if Provided	<p>Not available.</p>

ADDITIONAL INFORMATION

Counties in Service Area	Hospitals in County	Major Providers in County*
Ashland  ✓	Memorial Medical Center	Ashland Clinic, Mainstreet Clinic, Chequamegon Clinic
Bayfield  ✓	Memorial Medical Center	Ashland Clinic, Mainstreet Clinic, Chequamegon Clinic, Red Cliff Health Center
Buffalo 	River Falls Area Hospital	Midelfort Clinic-Mondovi River Falls Medical Clinics
Burnett	Burnett Medical Center	Ingalls Family Medical Center Shell Lake Clinic
Florence	Dickinson Memorial Hospital	Florence Medical Center-Dickinson
Forest	Dickinson Memorial Hospital	Crandon Medical Group-Ministry Health Care
Iron	Grandview Hospital	Grandview Clinic-Hurley Marshfield Clinic—Mercer Center
Marinette   ✓ ✓	Bay Area Medical Center	Aurora Health Center – Marinette Bay Area Medical Center BayCare Clinic LLP – Marinette NorthReach Clinics
Marquette  ✓ ✓	Berlin Memorial Hospital	Montello Family Practice UW Health CrossRoads Westfield Family Medical Center CHN Medical Center
Menominee		
Pepin 	River Falls Area Hospital	River Falls Medical Clinics
Pierce 	River Falls Area Hospital	River Falls Medical Clinics

* This column provides only a general summary of major provider groups. For a complete listing, please visit our web site at www.wpsic.com/state or call WPS Member Services Department at 1-800-634-6448.

Service Centers

We are able to answer questions about claims or benefits by letter, telephone, or secure messaging via the web. We also provide convenient walk-in service at each of our service centers located in Appleton, Eau Claire, Madison, Milwaukee and Wausau. Contact WPS Member Services (1-800-634-6448) for phone numbers and addresses.