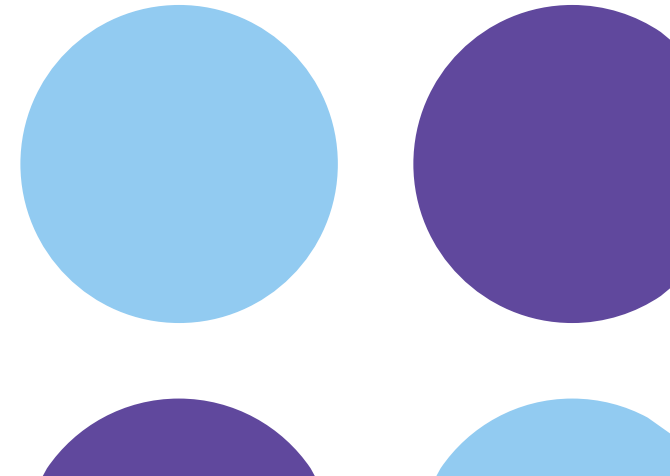




# 2024 Open Enrollment

State of Wisconsin  
Group Health Insurance Program



# Learn more about...

1

Who is HealthPartners

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2

Our Service Area and Networks

---

3

HealthPartners Support and Resources

---



# Your partner for good<sup>SM</sup>

**We're 26,000 partners strong, working together to support your health every day.**




For you, it's a top-rated Member Services team – here to help you understand your plan and answer your questions. It's a plan you can trust, benefits that benefit you, and a commitment to lower costs.



We're your partner for all of it.  
**Your partner for good.**

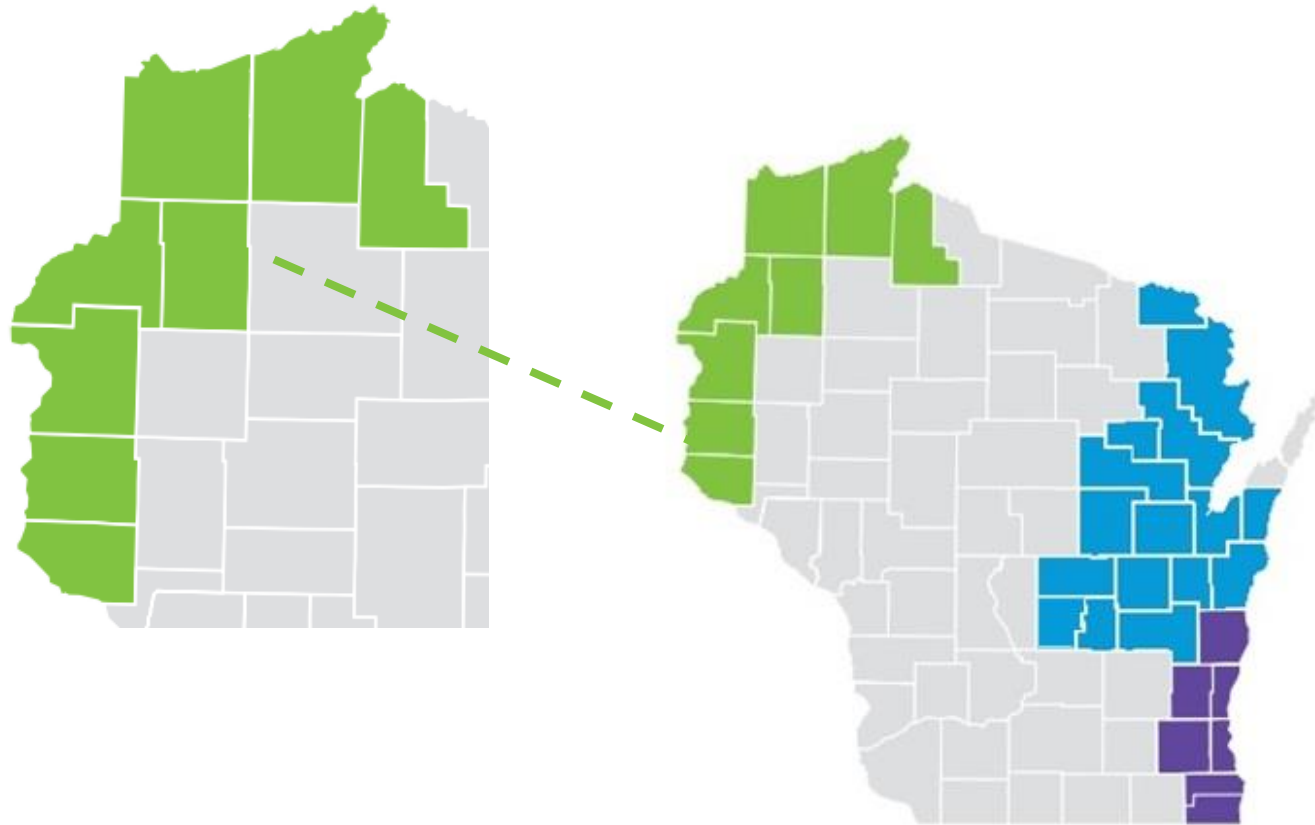


# Service Areas

-  HealthPartners West
-  HealthPartners Southeast
-  Robin with HealthPartners



# HealthPartners West



**Counties: Ashland, Bayfield, Douglas, Burnett, Washburn, Polk, St. Croix and Pierce**

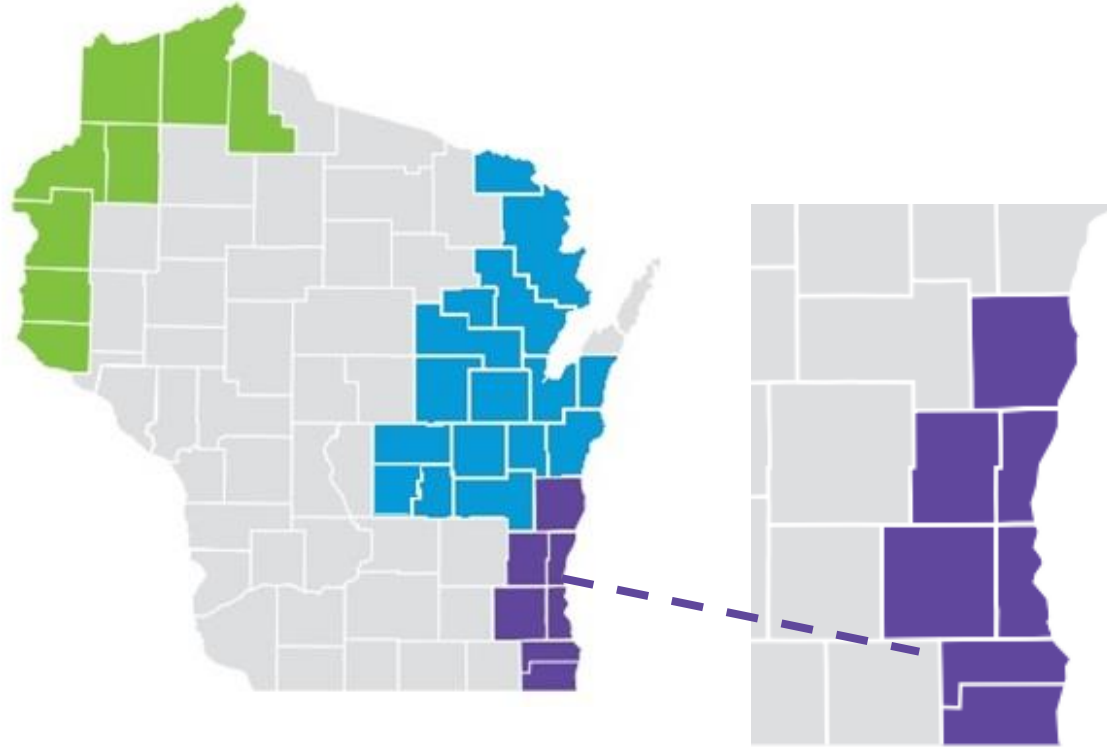
This network has a variety of clinics including Allina, Amery Hospital & Clinic, Essentia, HealthPartners, Hudson Physicians, M Health Fairview, St. Luke's, UW Health, Westfields and more.



Search the network for your doctor or find a new one at [healthpartners.com/stateofwis](https://healthpartners.com/stateofwis)



# HealthPartners Southeast



**Counties: Kenosha, Milwaukee, Ozaukee, Racine, Sheboygan, Washington and Waukesha**

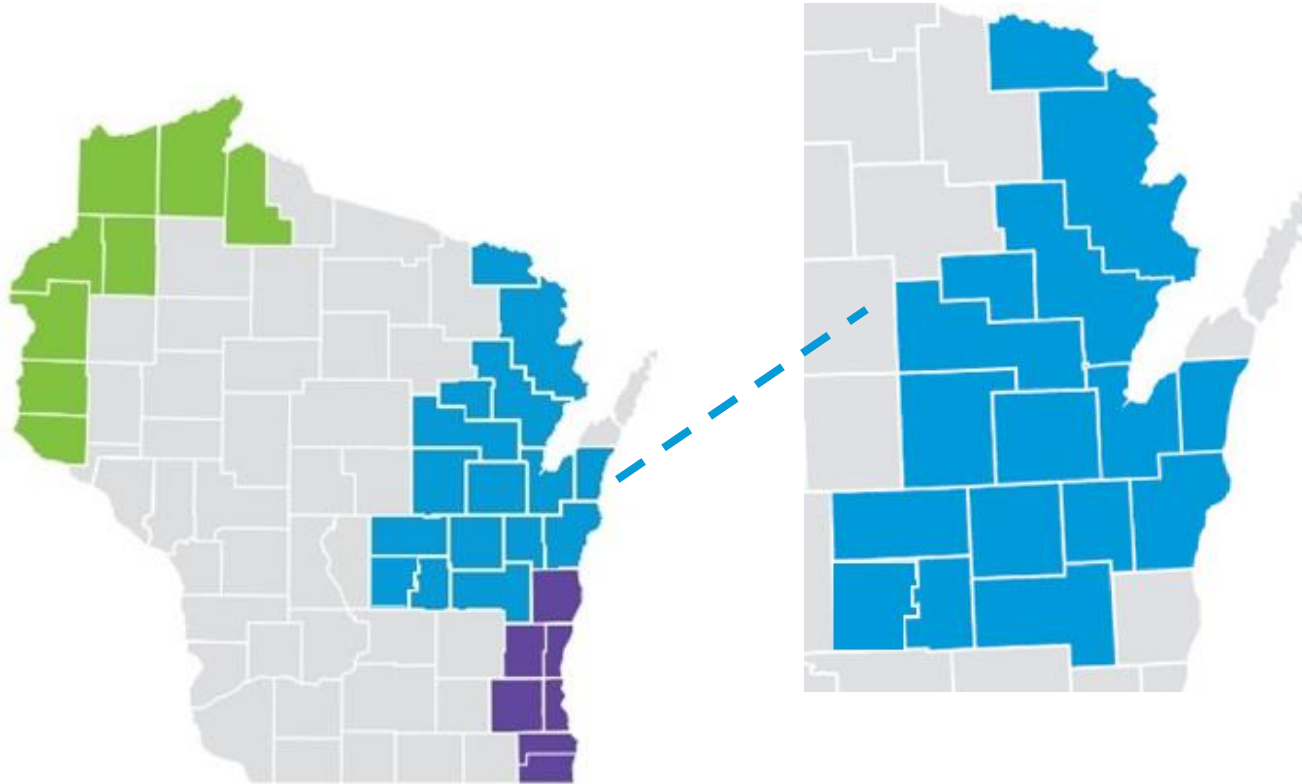
Enjoy access to clinics including Advocate Aurora Health Care, Children's Wisconsin and more.



Search the network for your doctor or find a new one at [healthpartners.com/stateofwis](https://healthpartners.com/stateofwis)



# Robin with HealthPartners



**Counties: Florence, Marinette, Oconto, Menominee, Shawano, Waupaca, Outagamie, Brown, Kewaunee, Waushara, Winnebago, Calumet, Manitowoc, Marquette, Green Lake, and Fond du Lac**

Enjoy access to clinics including Bellin Health, ThedaCare, Advocate Aurora Health Care, BayCare Clinic, Froedtert and the Medical College of Wisconsin.



Search the network for your doctor or find a new one at [healthpartners.com/etfrobin](https://healthpartners.com/etfrobin)

# Get the most out of your plan

1 Find your doctor



2 Know what's covered

3 Get support

4 Use your online account



## Understanding your network will help you avoid unexpected charges.

Your plan has coverage for in-network providers only, except for urgent and emergency care.

HealthPartners West and HealthPartners Southeast  
[healthpartners.com/stateofwis](https://healthpartners.com/stateofwis)

Robin with HealthPartners (northeast)  
[healthpartners.com/etfrobin](https://healthpartners.com/etfrobin)





# Network Search



 Sign in

## State of Wisconsin

Home

Benefits and coverage

Find covered care

Resources

Contact

## Welcome, State of Wisconsin employees!



Search the network for your doctor or find a new one at  
[healthpartners.com/stateofwis](https://healthpartners.com/stateofwis) or [healthpartners.com/etfrobin](https://healthpartners.com/etfrobin)



# Network Search



[Sign in](#)

## Find covered health care with your State of Wisconsin plan

Looking for a doctor or clinic nearby? You've come to the right place – your network includes trusted local care providers right around the corner. Even better, your plan covers 24/7 online care, too.

To get started, find your plan and county below:










Applicable counties	Network name	Network search	Network directory
Kenosha, Milwaukee, Ozaukee, Racine, Sheboygan, Washington, Waukesha	HealthPartners Southeast	<a href="#">Find doctors and clinics (Southeast)</a> <sup>12</sup>	<a href="#">Download the Southeast directory (PDF)</a> <sup>12</sup>
Ashland, Bayfield, Burnett, Douglas, Pierce, Polk, St. Croix, Washburn	HealthPartners West	<a href="#">Find doctors and clinics (West)</a> <sup>12</sup>	<a href="#">Download the West directory (PDF)</a> <sup>12</sup>

Couldn't find your county? If you have a Robin with HealthPartners plan, visit [healthpartners.com/etfrobin](https://healthpartners.com/etfrobin).



# Network Search

Find doctors or clinics

 Doctors & medical practitioners >	 Medical clinics >
 Hospitals >	 Skilled nursing facilities >
 Dentists & dental practitioners >	 Dental clinics >
 Urgent care >	 Specialty care >
 Surgical centers >	




# Network Search

## Search a network

WI Employees - West

To search your specific coverage, please [sign in](#) to your account

I am looking for a

location name (optional)

to help me with (optional)

Specialty, condition or procedure

near

ZIP or City, State



# Network Search

## Essentia Health - St. Mary's - Superior Clinic

**i** In WI Employees - West network. If you're a current member, [sign in](#) to confirm your plan uses this specific network and review coverage details.

**📍** 3500 Tower Ave, Superior, WI 54880-4491  
(1.7 miles)

**Specialties:** Anesthesiology, Audiology, Cardiology [+ 39 more](#)

**Cost rating:** \$ \$ \$ \$ (4 out of 4)

**Quality rating:** ★★☆☆ (3 out of 4)

[Learn about ratings](#)

✔ Accepting new patients

**(715) 395-5454** + Show map

## Mariner Medical Clinic

**i** In WI Employees - West network. If you're a current member, [sign in](#) to confirm your plan uses this specific network and review coverage details.

**📍** 109 N 28th St E, Superior, WI 54880-6548  
(2.6 miles)

**Specialties:** Anesthesiology, Cardiology, Ear, Nose & Throat (Otolaryngology) [+ 16 more](#)

**Cost rating:** \$ \$ \$ \$ (4 out of 4)

**Quality rating:** ★★☆☆ (3 out of 4)

[Learn about ratings](#)

✔ Accepting new patients

**(715) 395-3900** + Show map

## Lake Superior Community Health Center

**i** In WI Employees - West network. If you're a current member, [sign in](#) to confirm your plan uses this specific network and review coverage details.

## Essentia Health - St. Mary's - Superior Clinic

**i** In WI Employees - West network. If you're a current member, [sign in](#) to confirm your plan uses this specific network and review coverage details.

**📍** 3500 Tower Ave, Superior, WI 54880-4491  
(1.7 miles)

**Specialties:** Anesthesiology, Audiology, Cardiology [+ 39 more](#)

**Cost rating:** \$ \$ \$ \$ (4 out of 4)

**Quality rating:** ★★☆☆ (3 out of 4)

[Learn about ratings](#)

✔ Accepting new patients

**(715) 395-5454** + Show map



# Get the most out of your plan

1 Find a doctor

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**If a service is covered, your health plan will pay for some or all of the cost.**






Your online account allows you to check the coverage and the amount you have to pay before you make an appointment.

Use these tools to learn what's covered by your health plan:

- Review your certificate of coverage and the IYC decision guide
- Use our doctor search tool
- Chat with a Member Services representative



# Get the right care at the right price

When you need	Go to	Average costs	Average time spent
Health advice from a registered nurse for: <ul style="list-style-type: none"> <li>• At-home remedies</li> <li>• When to go in for care</li> </ul>	<b><u>HealthPartners CareLine<sup>SM</sup> nurse line</u></b> 24/7 tips and advice	Free	 15 minutes
Treatment and prescriptions for minor medical issues, like: <ul style="list-style-type: none"> <li>• Bladder infection</li> <li>• Pink eye</li> <li>• Upper respiratory infections</li> </ul>	<b>Virtual or convenience care</b>	\$	 15 minutes
A regular checkup or special care during the day for things like: <ul style="list-style-type: none"> <li>• Diabetes management</li> <li>• Vaccines</li> </ul>	<b>Primary care clinics</b>	\$\$	 30 minutes
Care for urgent problems when your doctor's office is closed, like: <ul style="list-style-type: none"> <li>• Cuts that need stitches</li> <li>• Joint or muscle pain</li> </ul>	<b>Urgent care clinics</b>	\$\$\$	 45 minutes
Help in an emergency, such as: <ul style="list-style-type: none"> <li>• Chest pain or shortness of breath</li> <li>• Head injury</li> </ul>	<b>Emergency room</b>	\$\$\$\$	 60 minutes +



# Virtuwell® – 24/7 online clinic

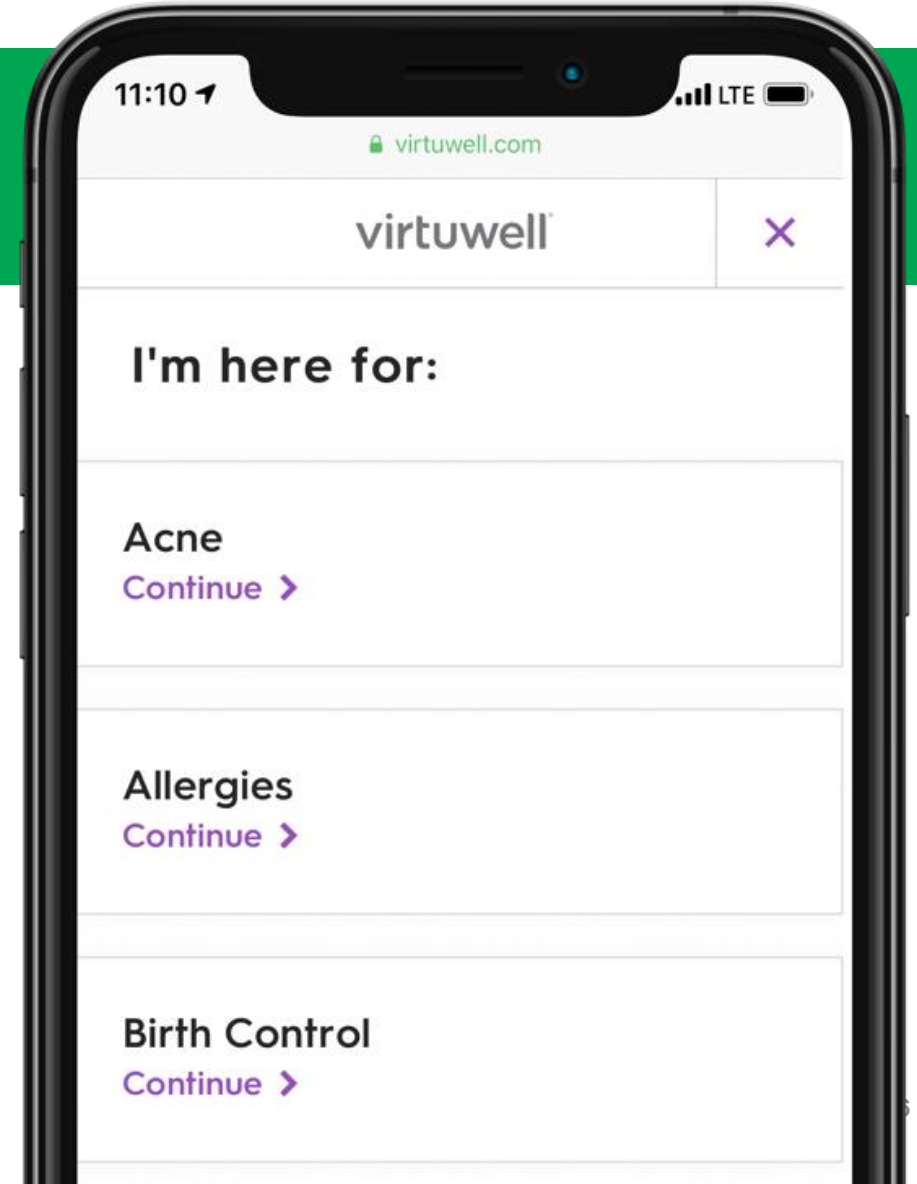
Save time and money by getting treated right from your smartphone, tablet or computer. Covered at 100% for IYC health plan members. HDHP subject to deductible.

## Easy, fast and free

- Answer a few questions anytime, anywhere.\*
- Treatment plan and prescription from a nurse practitioner in about one hour.
- More than 60 common conditions.
- Your medical plan pays for your visits and treatment. Plus, follow-up calls about your treatment are free.



\*Available anywhere in the U.S. to residents of AZ, CA, CO, CT, IA, MI, MN, NY, ND, PA, SD, VA and WI.





# Get the most out of your plan

1 Find a doctor

2 Know what's covered

3 **Get support**

4 Use your online account













**We can answer your questions and help you make choices you'll feel good about.**

Member Services

**855-542-6922**



# Here for you 24/7

<b>Member Services</b>	Designated and specially trained representatives to help with all things related to your plan	 Mon – Fri, 7 a.m. to 6 p.m., CT  <b>855-542-6922</b>
<b>Nurse Navigator<sup>SM</sup> program</b>	Support in finding the right care	 Mon – Fri, 7:30 a.m. to 5 p.m., CT  <b>952-883-5000</b> or <b>800-883-2177</b>
<b>Behavioral Health Navigators</b>	Help with mental or chemical health benefits and locating network providers	 Mon – Fri, 8 a.m. to 5 p.m., CT  <b>888-638-8787</b>
<b>CareLine<sup>SM</sup> service nurse line</b>	Trusted nurse advice any time, day or night.	 24/7, 365 days a year  <b>612-339-3663</b> or <b>800-551-0859</b>
<b>BabyLine phone service</b>	Expert guidance on your pregnancy or new baby	 24/7, 365 days a year  <b>612-333-2229</b> or <b>800-845-9297</b>

[healthpartners.com/stateofwis](https://healthpartners.com/stateofwis)  
[healthpartners.com/etfrobin](https://healthpartners.com/etfrobin)



# Get the most out of your plan

1 Find a doctor

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**Your online account gives you access to updated personal health plan information in one simple place.**

From here, you can:

- See claims and how much you could owe
- Search for doctors in your network
- Check your deductible or out-of-pocket maximum spending
- View your member ID card
- Get cost estimates for care
- Manage your health on the go with the myHP mobile app



# Take charge of your health plan

## You go online to research, plan and follow up on big decisions.

A HealthPartners online account makes it just as easy to stay on top of your health care and insurance. You have real-time access to your personal health plan information in one simple place.

### Top ways to use your online account and mobile app

1 See recent claims, what your plan covered and how much you could owe.

2 View your HealthPartners member ID card and fax it to your doctor's office. Note: A new ID card will also be mailed to you in December.

3 Check your balances, including how much you owe before your plan starts paying (deductible) and the most you'll have to pay (out-of-pocket maximum).

4 Search for doctors and get cost estimates for treatments and procedures specific to your plan.

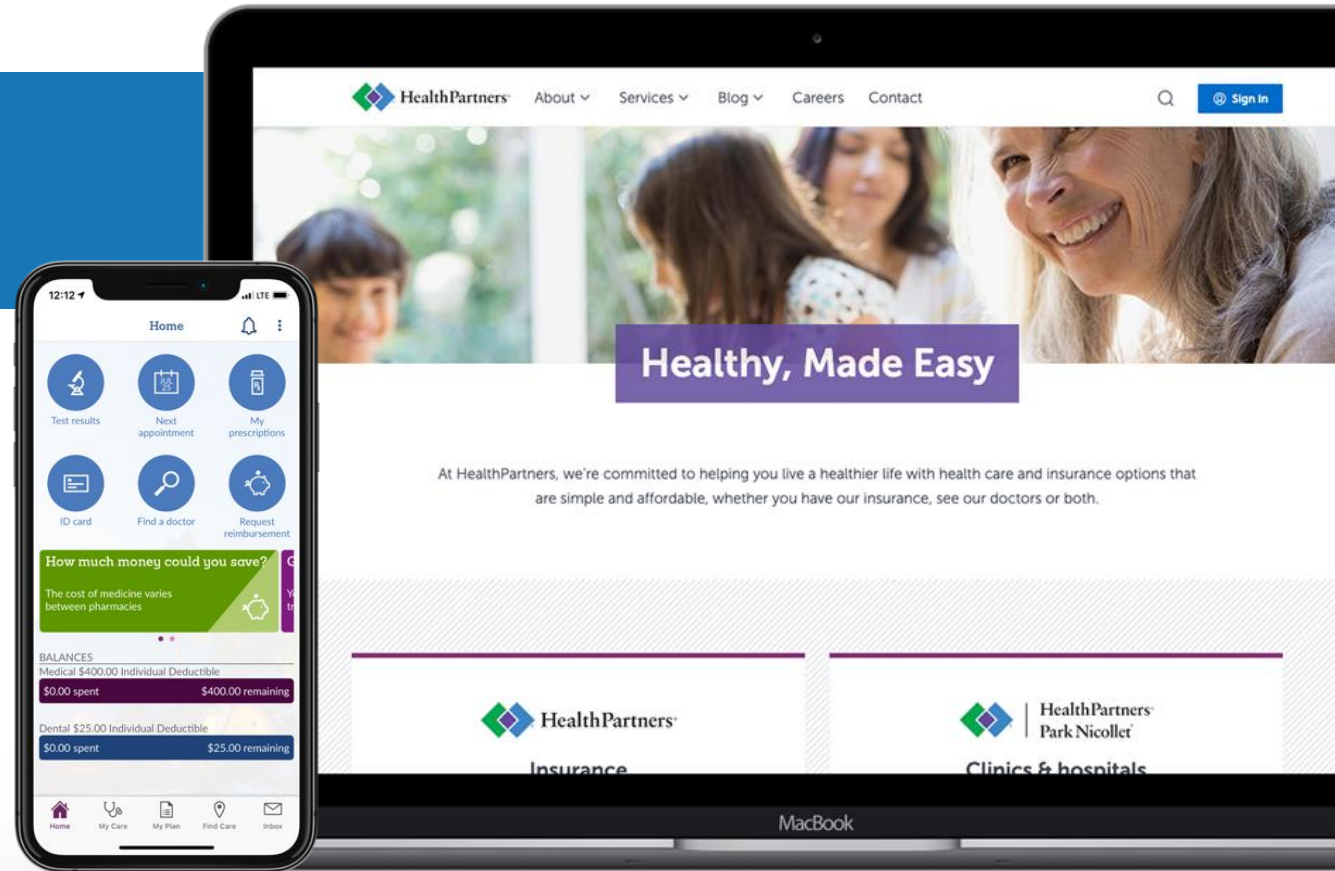
 Sign in at [healthpartners.com](https://healthpartners.com) or on the myHP mobile app



# Let's keep in touch

As your new plan year begins, it's important to stay connected.

- Watch for your ID card in the mail
- Create and use your online account
- Get tips and reminders via email
- Chat or call us with questions



Once you have your ID card, visit [healthpartners.com/signupnow](https://healthpartners.com/signupnow) to create your online account in less than 5 minutes





**Thank you!**