



Medical Associates Health Plan

Medical Associates Team



Karen Brunton – kbrunton@mahealthcare.com

Amy Henry – ahenry@mahealthcare.com



Health Plans Celebrates Milestone



celebrating 40 years | HEALTH PLANS

Medical Associates – Our Goal



The Medical Associates Model

- Partner with your local providers
- Eliminate waste such as redundant testing, lost information, and coding errors
- Manage your care in a way that mitigates costs, improves quality, and ensures the best patient experience
- Patients get the right care, in the right setting, at the right time
- For over 40 years, we have perfected a carefully managed, integrated model of care that leads to more effective, efficient medical care



Care Coordination

Personalized Care

- ✓ Health Coaching – Guiding members into healthy, sustainable behavior change.
- ✓ *Disease Management – Provide education and support for diabetics, asthmatics and members with hypertension.*
- ✓ Case Management – Go-to person to help answer questions and serve as an advocate.
- ✓ Complex Case Management – Educate and identify barriers of care for members with complex conditions.

Coordinate transitions for smooth outcomes

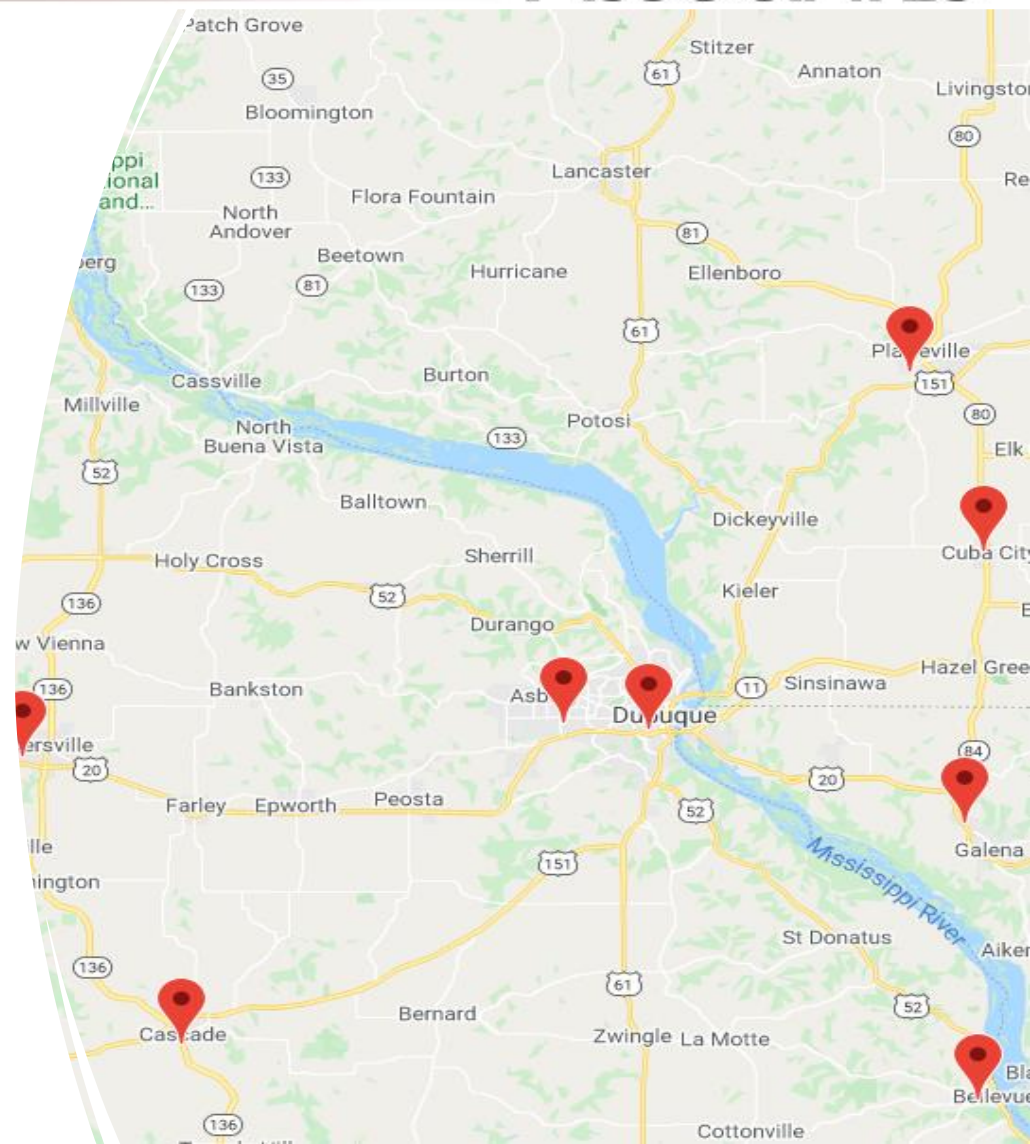
- ✓ Hospital to home
- ✓ Out of area emergent/urgent care



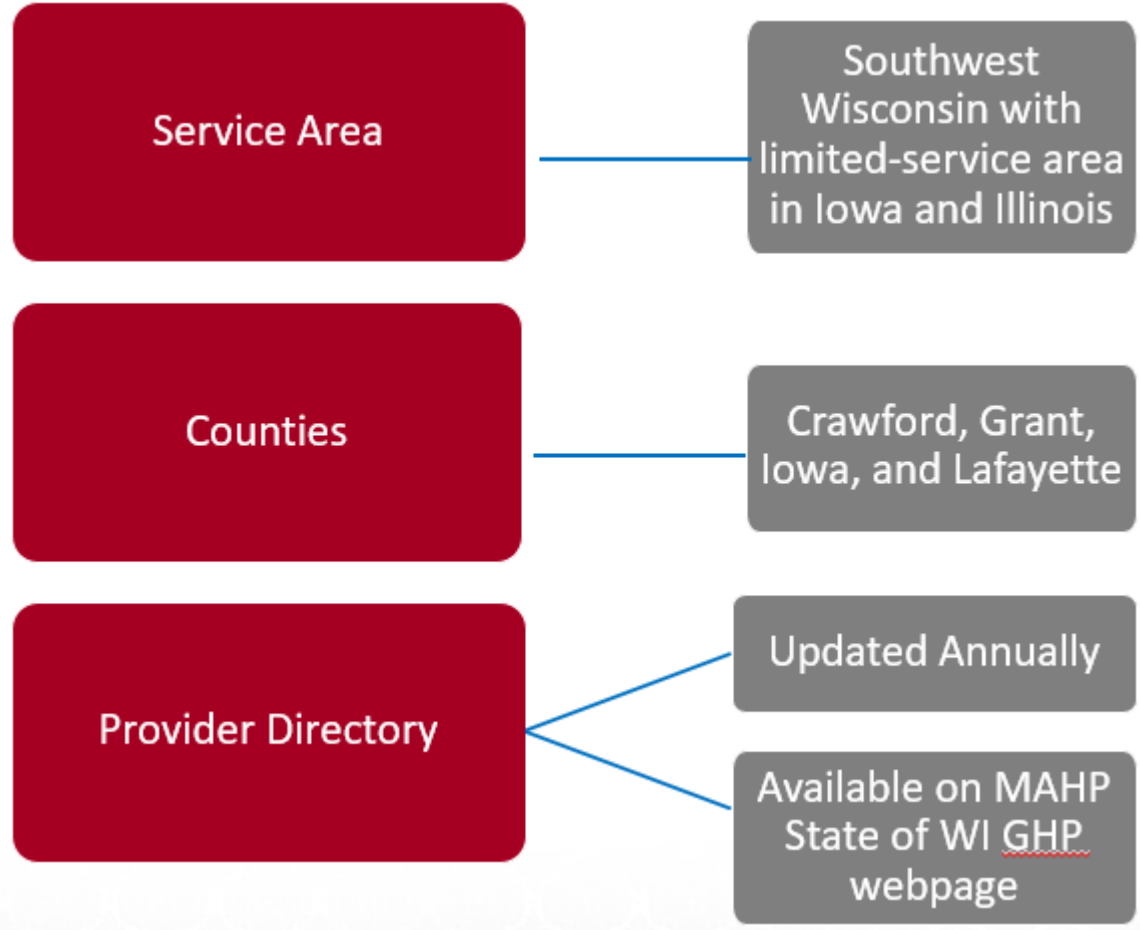
Overview



- Over 40 Years as an offering in Southwest Wisconsin
- Currently cover 1,700 members
- Medical Associates Clinics located in Platteville & Cuba City



Service Area/Provider Directories



<https://www.mahealthcare.com/insurance/products-and-services/state-of-wi-plan/>

How to Find a Provider



- Go to <https://www.mahealthcare.com/insurance/products-and-services/state-of-wi-plan/> and select State of Wisconsin Provider Directory

A screenshot of the Medical Associates website. The top navigation bar includes the Medical Associates logo and links for "Members", "Employers", "Providers", and "Brokers". Below the navigation bar, there are two main menu items: "Products & Services" (highlighted in red) and "Health & Benefit Information". A dark grey banner below the menu contains the text: "Attention: Beginning July 10, Acute Care will have a temporary change in hours. [Click here](#)". Below the banner, the breadcrumb trail reads: "You are Here: Home / Medical Associates Health Plans / Products and Services / State of WI Group Health Insurance Program". The main heading is "State of WI Group Health Insurance Program". Below the heading, there is a welcome message: "Welcome to Medical Associates State of Wisconsin Group Health Insurance Program!". Underneath, it says "2023" and "Plan information: etf.wi.gov/benefits-by-employer/all". At the bottom, there are two links: "Member Letter" and "State of Wisconsin Provider Directory", which is circled in red.

Providers No Longer Participating



Practitioner Name	Specialty	Facility/Clinic
Sertle, Gerry Lou	Psychiatry	Southwest Health Center
Rexroth, Jason A	Obstetrics & Gynecology	Crossing Rivers Health Clinic
Cleary, Martin J	Family Medicine	MHLC Primary Care
<u>Gudenkauf, Katie M</u>	Family Medicine	Grant Regional Community Clinic
Eshelman, Alec	Psychology	Platteville Family Resource Center
Delaney, Melissa M	Family Medicine	Upland Hills Health Center
Weets, Dawn M	Family Medicine	Mineral Point Medical Center of Upland Hills Health
<u>Tartaglione, Jessica</u>	Psychology	Medical Associates Clinic
Arens, Ashley	Psychology	Medical Associates Clinic
Holm, Christine M	Oncology	MercyOne Dubuque Cancer Center
Olk, Douglas G	Pediatrics	Medical Associates Clinic
Erion, Arlana L	Family Medicine	Cornerstone Family Practice
Griffin, Cynthia D	Family Medicine	Upland Hills Health Clinic
Lamantia, Sheirlie A	Family Medicine	Grant Regional Community Clinic
Benish, Matthew J	Family Medicine	Mineral Point Medical Center of Upland Hills Health
Stahura, Alex R	Family Medicine	Medical Associates Clinic
Miess, Christina A	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Honeyman, Beth A	Family Medicine	High Point Family Medicine, LLC
Ziebart, Jolene A	Family Medicine	Grant Regional Community Clinic
Radcliffe, Jon D	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Freeman, Thomas W	Psychiatry	Crossing Rivers Health
Funk, Anne M	Psychiatry	Crawford County Health & Human Services
Fassbinder, Katie R	Psychiatry	Crawford County Health & Human Services

Medical Associates Clinic Patient Station & Online Scheduling



- Dashboard
- Health Record
- Results
- Messaging
- Scheduling

[View Upcoming Appointments](#)

[Schedule a New Appointment](#)

Schedule Appointment

* Who is this appointment for?

Please select

How would you like to begin your search?

Provider Visit Reason

Choose a Provider

Please select

Search



Care Connect Advisor



- New position in 2023
- Located at Medical Associates Clinic (Dubuque – East and West Campus) to answer Health Plan questions while at clinic visit



24 Hour Care Advice

Patient Services staff handle 160,000 calls per year

Registered Nurses are available to answer any healthcare need
24 hours a day 7 days a week.

- ✓ Advise on medical symptoms, questions or problems
- ✓ Answer questions pertaining to medications
- ✓ Help determine urgency of care needed and direct to appropriate provider
- ✓ Provide information on health-related resources available in the community
- ✓ Answer basic health plan questions or connect to health plan staff if needed

**24-HOUR
HELP NURSE**

**(563) 556-HELP or
1-800-325-7442**

7 days a week, 24-hour support

My eLink



24/7 Access to your Benefit Information

A screenshot of the Medical Associates website homepage. The top navigation bar includes the Medical Associates logo, links for Careers, Contact Us, About Us, and Phone Directory, social media icons for Facebook, LinkedIn, and YouTube, and a search bar. Below the navigation bar, there are three main menu items: Doctors & Clinics, Patient Care & Health Information, and Insurance. The main content area features a large image of a man carrying a child on his shoulders, with the text "Connecting You With Care" overlaid. To the right of the image, there are two sections: "Patient Station" with buttons for Sign In, Enroll, and Get Started, and "My eLink" with a dropdown menu for "I am:" and a Login button. At the bottom, there is a footer with icons and labels for Clinic, Health Plans, Help Nurse, Welcome Center, Business Office, and Optical Shop.

- Check on claims
- View and print EOB (Explanation of Benefits)
- Search for a provider
- Print and request I.D cards
- Benefit Information
- View Authorizations

www.mahealthcare.com

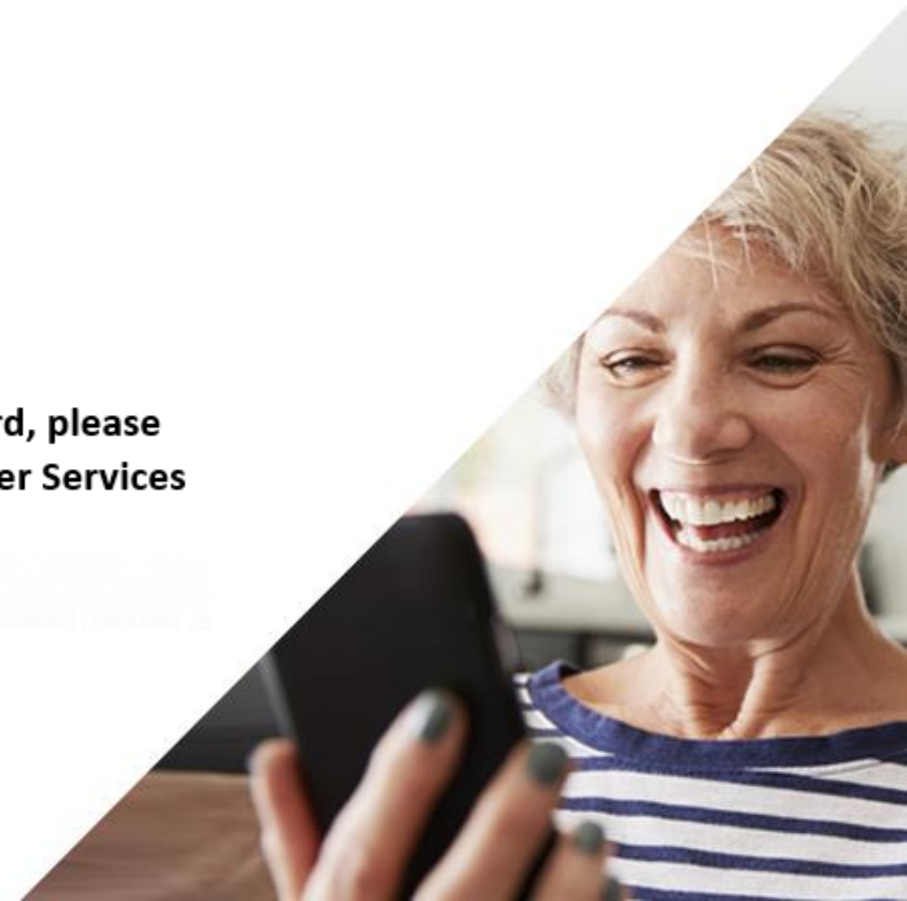
Member ID Cards



New Member ID Cards will be mailed directly to your home if benefits change.



If you need a replacement card, please request via [eLink](#) or call Member Services 866.421.3992.



Questions & Answers

Member Services

563-584-4885