



# Medical Associates Health Plan

# Medical Associates Team



*Health Insurance experience since 1999; since 2007 with MAHP*

Karen Brunton – [kbrunton@mahealthcare.com](mailto:kbrunton@mahealthcare.com)



*Health Insurance experience since 1999*

Amy Henry – [ahenry@mahealthcare.com](mailto:ahenry@mahealthcare.com)



# 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



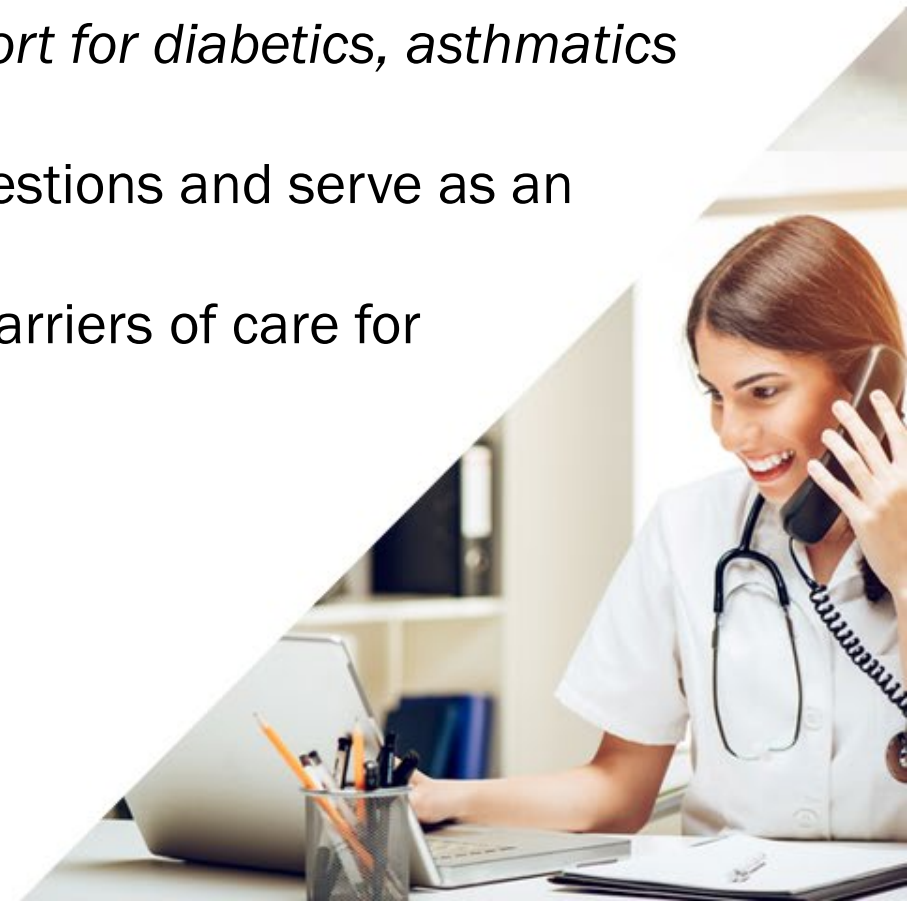
# Care Coordination

## 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

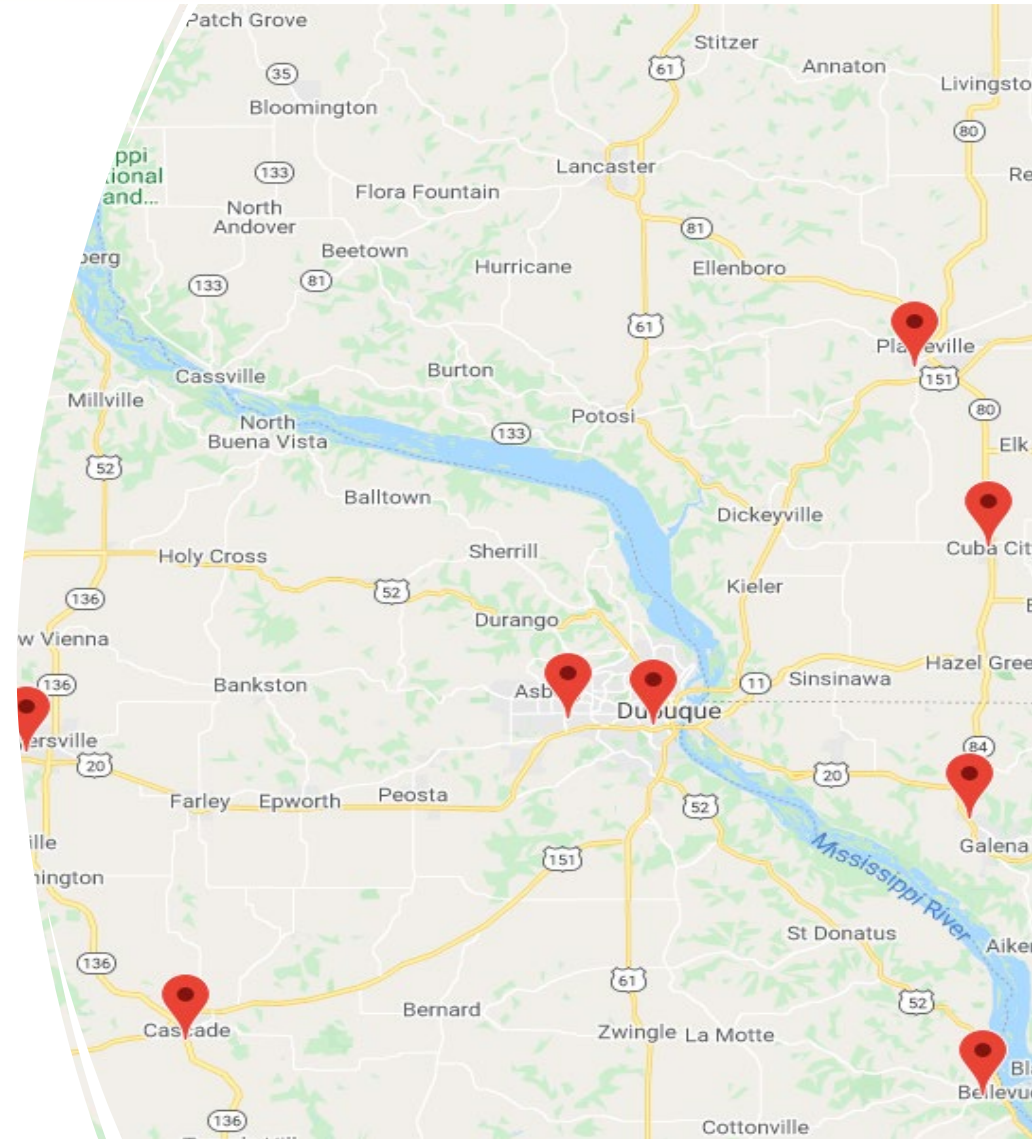
- ✓ Hospital to home
- ✓ Out of area emergent/urgent care



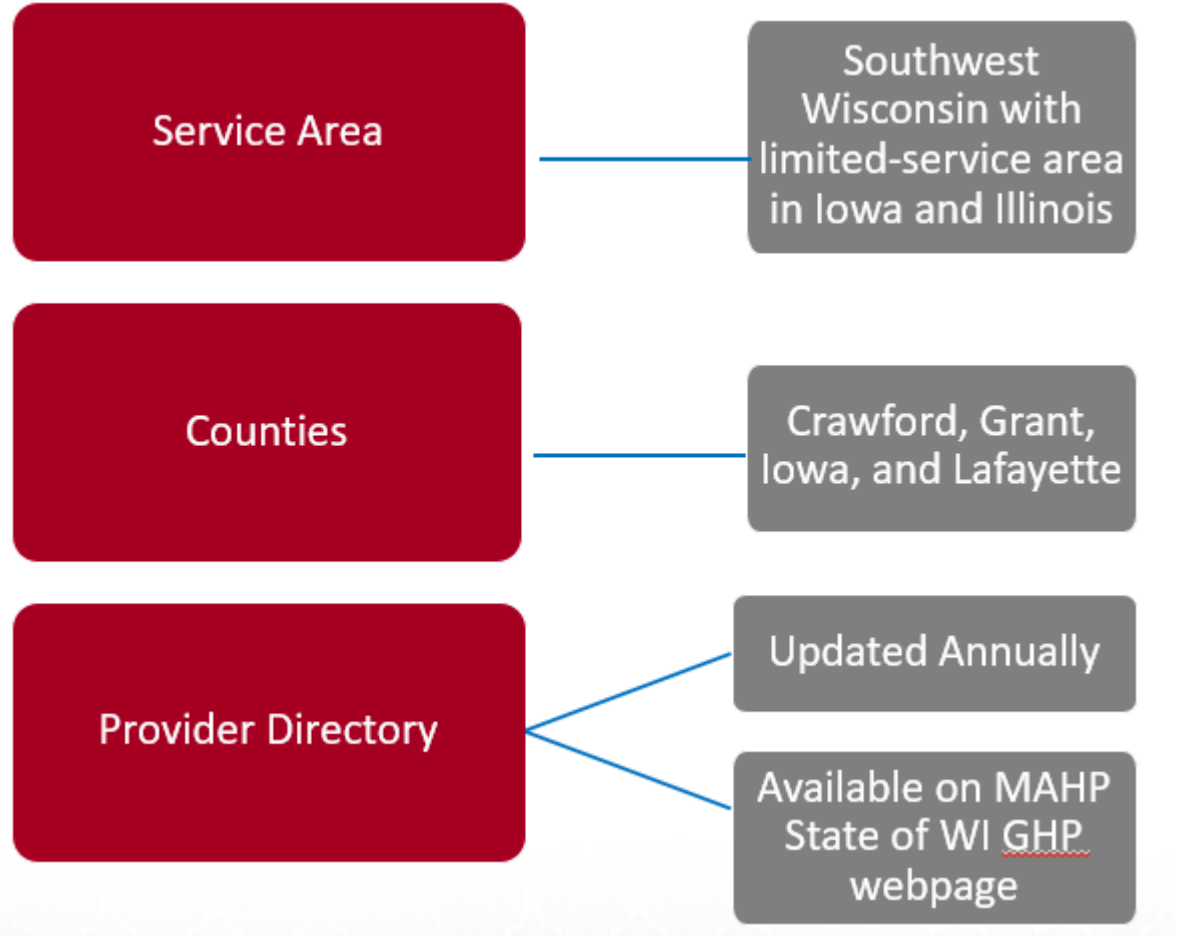
# Overview



- Over 40 Years as an offering in Southwest Wisconsin
- Currently 2,000 members
- Medical Associates Clinics located in Platteville & Cuba City



# Service Area/Provider Directories



[https://https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/](https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/)

# How to Find a Provider



- Go to <https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/> select Provider Directory

A screenshot of the Medical Associates website. The top left corner features the Medical Associates logo. The top right corner has the word "Employers". Below the logo is a navigation bar with four items: "SHOP PLANS", "FIND A DOCTOR", "FOR MEMBERS", and "FOR BUSINESSES". Below the navigation bar is a breadcrumb trail: "Home / Shop Plans / State of WI Group Health Insurance Program". On the left side, there is a sidebar menu with three items: "Shop Plans", "State of WI Group Health Insurance Program", and "2024 Plan Documents". The main content area has a large heading: "Welcome to Medical Associates State of Wisconsin Group Health Insurance Program!". Below the heading, there are several links: "2025", "Plan information: [etf.wi.gov/benefits-by-employer/all](https://etf.wi.gov/benefits-by-employer/all)", "Plan Documents", "Member Letter", "Provider Directory" (circled in red), "Directions for Choosing your Primary Care Provider", and "2025 Resource Guide".

# Providers No Longer Participating



Practitioner Name	Specialty	Facility/Clinic
Amanda Schroeder, ADC	Alcohol & Drug Counseling	Lafayette County Human Services
Julie Ehlinger, ARNP	Cardiology	Medical Associates Clinic
Emily McCullick, PA	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Holly Griswold-Hershberger, ARNP	Family Medicine	Crossing Rivers Health
Kenneth Kuehn, MD	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Kristen Huber, MD	Family Medicine	Crossing Rivers Health Center
Lisa Bourquin, ARNP	Family Medicine	Memorial Hospital of Lafayette County
Michelle Peterson, ARNP	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Nicole Barbee, MD	Family Medicine	Veterans Memorial Hospital
Robert Tomas, MD	Family Medicine	Medical Associates Clinic
Thomas Miner, DO	Family Medicine	Medical Associates Clinic
Cynthia Griffin, ARNP	Hospice & Palliative Medicine	Agrace HospiceCare Inc
David Watts, MD	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Elizabeth Conwell, ARNP	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Lori Richer, MD	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Mary Spiller, APNP	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Kim Ehlers, ARNP	Internal Medicine	Medical Associates Clinic
Abigail Argall, APSW	Mental Health Counselor	Memorial Hospital of Lafayette County
Alexia Thompson, PC	Mental Health Counselor	Northeast Iowa Mental Health Center
Elizabeth McErnlean, LISA	Mental Health Counselor	Northeast Iowa Mental Health Center
Katherine DeWall, CSW	Mental Health Counselor	Guttenberg Municipal Hospital
Kayfia Gordon, LPC	Mental Health Counselor	Northeast Iowa Mental Health Center
Nichol Hohenbrink, CSW	Mental Health Counselor	Northeast Iowa Mental Health Center
Daniel Finn, LISW	Mental Health Counselor	Guttenberg Municipal Hospital
Mary Sprosty, LCPC	Mental Health Counselor	Crawford County Health & Human Services
Phillip Smith, OT	Occupational Therapy	Medical Associates Clinic
Alethea Hein, MD	Ophthalmology	Medical Associates Clinic – Ophthalmology Dept
Anshul Agarwala, MD	Orthopaedics	Medical Associates Clinic
Kristen Anderson, DO	Pediatrics	Medical Associates Clinic
Meyer, Lisa, ARNP	Pediatrics	Medical Associates Clinic - Pediatrics Dept - East
Jacqueline Landess, MD	Psychiatry	Uplands Counseling Associates
Joni Downs, PhD	Psychology	Gundersen Boscobel Area Hospital and Clinics



# 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



- 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

Welcome to My eLINK, a unique online tool for accessing benefit, eligibility, and claims data.



### Log in for information about:

- Processed claims, including Explanation of Benefits statements
- Eligibility information for you and your enrolled dependents
- Summary of your benefits
- Network access information and provider search
- Forms and documents

### Login

Username

Password

Submit

[Forgot your username or password?](#)

**Need a username and password?**  
[Proceed to our sign up process.](#)

### Supported browsers

This portal supports the latest 2 versions of the following major browsers:

[Chrome](#) | [Firefox](#) | [Safari](#)

Older browsers are supported on a limited basis and the portal may display differently.

**Having issues logging in or creating an account? Contact us!**

**Medical Associate Health Plan Members**  
email [mahpbrship@mahealthcare.com](mailto:mahpbrship@mahealthcare.com)

- 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.mahealthplans.com](http://www.mahealthplans.com)

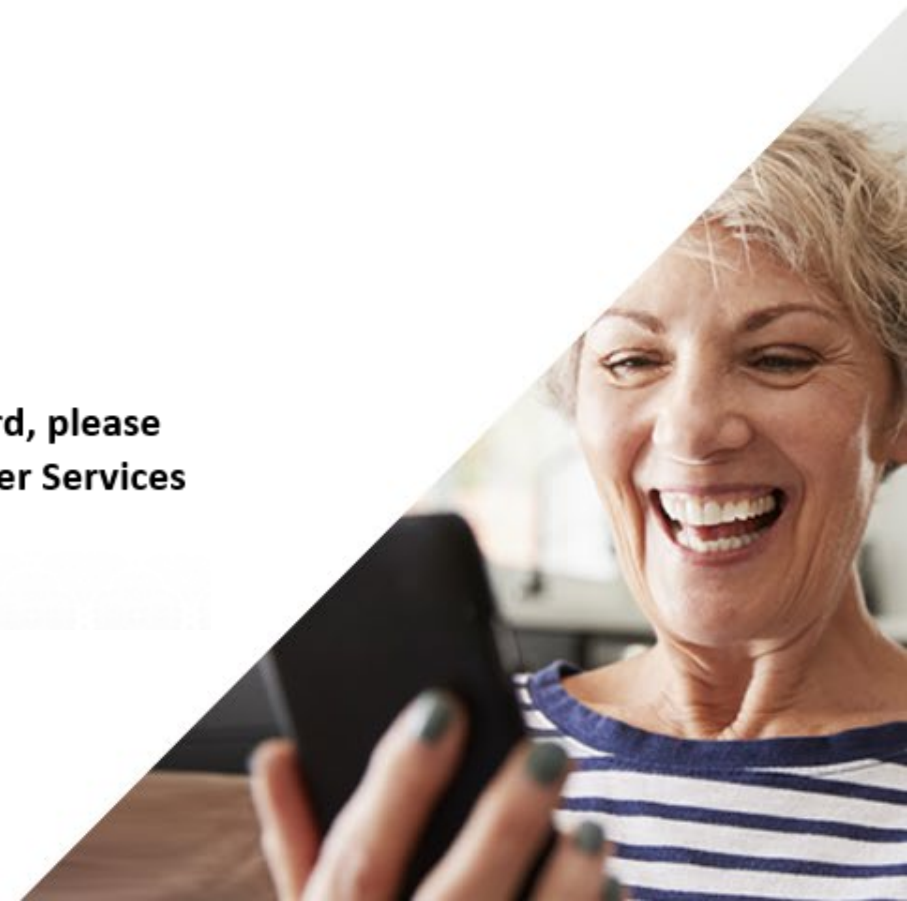
# Member ID Cards



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.



# Advance Care Planning



- Go to <https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/> select Planning for the Future: Advance Care Planning and End of Life Care

## Planning for the Future: Advance Care Planning and End of Life Care

The Wisconsin Department of Employee Trust Funds supports an effort to ensure that member's personal wishes and preferences are known and respected when faced with an acute or terminal illness. Therefore, ETF requires that all health plans participating in the State of Wisconsin Group Health Insurance Program offer Advance Care Planning programs.

### Why advance care?

*Advance Care Planning* involves learning about types of health related decisions that may need to be made, considering those decisions in advance, and letting others know your preferences. Advance care planning is important, even for those who do not need it immediately. Planning for the future can ensure your wishes are known and will be implemented if and when the time comes for decision making. This often includes putting your wishes into a written *advance directive*.

An *advance directive* is a legal document that goes into effect if and when you are incapacitated and unable to speak for yourself. These directives help others know what type of medical care you want, and allow you to express your values and desires related to end-of-life care.

### A choice for comfort.

When faced with a terminal illness and/or toward the end of life, you may come to a point when you decide on comfort measures only. *Comfort care* is anything that can be done to soothe and relieve your suffering while staying in line with your wishes. Comfort care includes managing shortness of breath, offering ice chips for dry mouth, limiting medical testing, providing spiritual and emotional counseling, and giving medication to manage pain, anxiety, nausea, and/or constipation.

### Hospice services.

Comfort care is often provided by *hospice*, which may be arranged in your home or at a hospice facility, skilled nursing facility or in a hospital. With hospice,



a team of healthcare providers work together to deliver the best possible quality of life in a patient's final days, weeks, or months. After death, the hospice team continues to offer support to the family.

If you are interested in more information or in discussing Advance Care Planning, the following resources are available:

- **ETF Website:** <https://etf.wi.gov/video/advance-care-planning>
- **Iowa:** 515.229-6213 or [idph.iowa.gov/ipost/form](http://idph.iowa.gov/ipost/form)
- **Mercy Medical Center (Dubuque):** 563.589.9660
- **Hospice of Dubuque:** 563.582.1220 or [www.hospiceofdubuque.org](http://www.hospiceofdubuque.org)
- **Upland Hills Hospice:** 608.930.7200 ext. 7172 or 6161 or [www.uplandhillshealth.org/patient-visitors/honoring-choices-advance-directives/](http://www.uplandhillshealth.org/patient-visitors/honoring-choices-advance-directives/)
- **Crossing Rivers Health Hospice:** 608.357.2262 or [www.crossingrivers.org](http://www.crossingrivers.org)
- **Grant County Hospice:** 608-723-6416 or [www.grantcountyhospice.com](http://www.grantcountyhospice.com)
- **Your primary care provider and/or local hospital**

### For more information:

Casey Reinert, RN CHC  
Medical Associates Health Plans  
1605 Associates Drive, Suite 101  
Dubuque Iowa 52002  
563.584.4777; 800.747.8900 ext. 4777  
[creinert@mahealthcare.com](mailto:creinert@mahealthcare.com)

# Questions & Answers

**Member Services**

**563-584-4885**