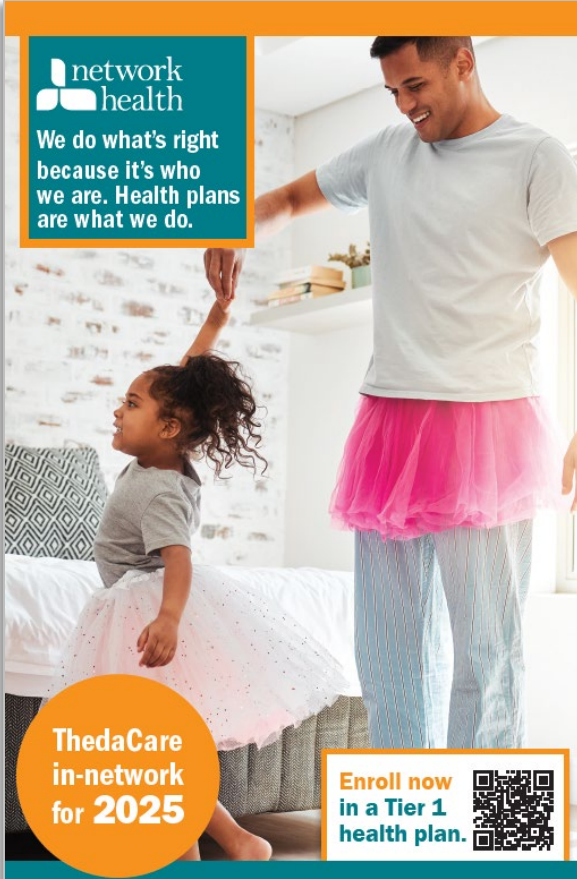




2025 Group Health Insurance Program Open Enrollment

About Network Health


- We're local
- Owned by, and partner with, health care providers
- We've been working with ETF for over 40 years
- Wisconsin-based customer service
- One-on-one support available



network health
We do what's right because it's who we are. Health plans are what we do.

ThedaCare in-network for 2025

Enroll now in a Tier 1 health plan.



We do what's right because it's who we are.

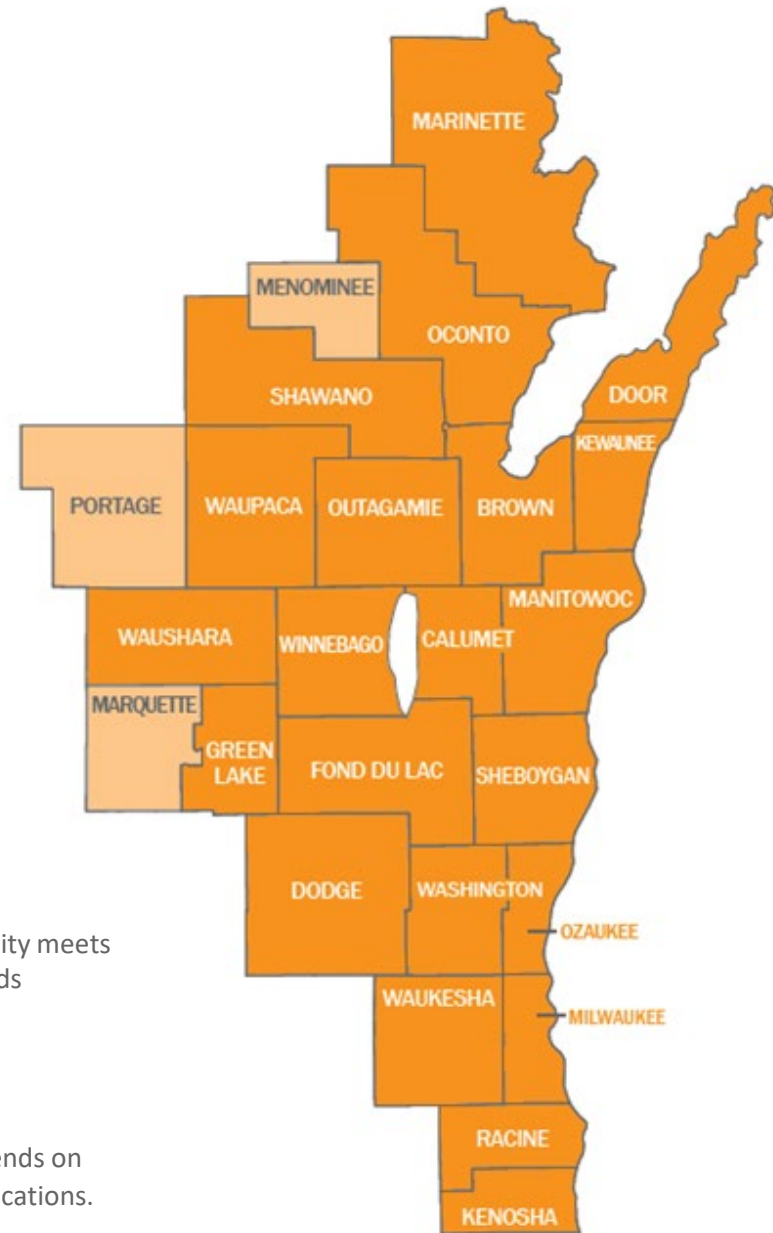
Health plans are what we do.


- When it comes to offering access to local, high-quality providers and health systems, Network Health is a smart choice.
 - We are the **only health plan** in the State of Wisconsin Group Health Insurance Program with **Froedtert** Health, **Children's** Wisconsin, **ThedaCare** and **Ascension** Wisconsin all in our provider network.
- **Provider-owned** – We're owned by one of the highest-quality health systems in the state, Froedtert ThedaCare Health, Inc.


Service Area

Our expansive network includes the following.

- More than 2,400 primary care doctors
- Over 18,500 specialists
- More than 55 hospitals
- Over 2,300 ancillary services providers



 Provider availability meets program standards

 Limited provider availability

Provider availability depends on State of Wisconsin qualifications.

Provider Network

Network Health offers access to high-quality health care providers, giving you convenient access to excellent care close to home. Our network includes the following providers and health systems, as well as many more.

- **Froedtert & the Medical College of Wisconsin**
- **Children's Hospital** of Wisconsin (including Green Bay, Milwaukee and Neenah)
- **ThedaCare**
- Affinity Health System
- Ascension Wisconsin
- Bellin Health
- Columbia St. Mary's
- Community Memorial Menomonee Falls
- Door County Medical Center
- Family Care of the Fox Cities
- Holy Family Memorial
- Prevea Health
- Primary Care Associates of Appleton, LTD
- SSM Health
- Wheaton Franciscan Healthcare

Find-A-Doctor

Visit networkhealth.com/find-a-doctor to find in-network providers and facilities. Click on the Start Your Search button and select **State of Wisconsin employees/members** as your plan type when prompted.

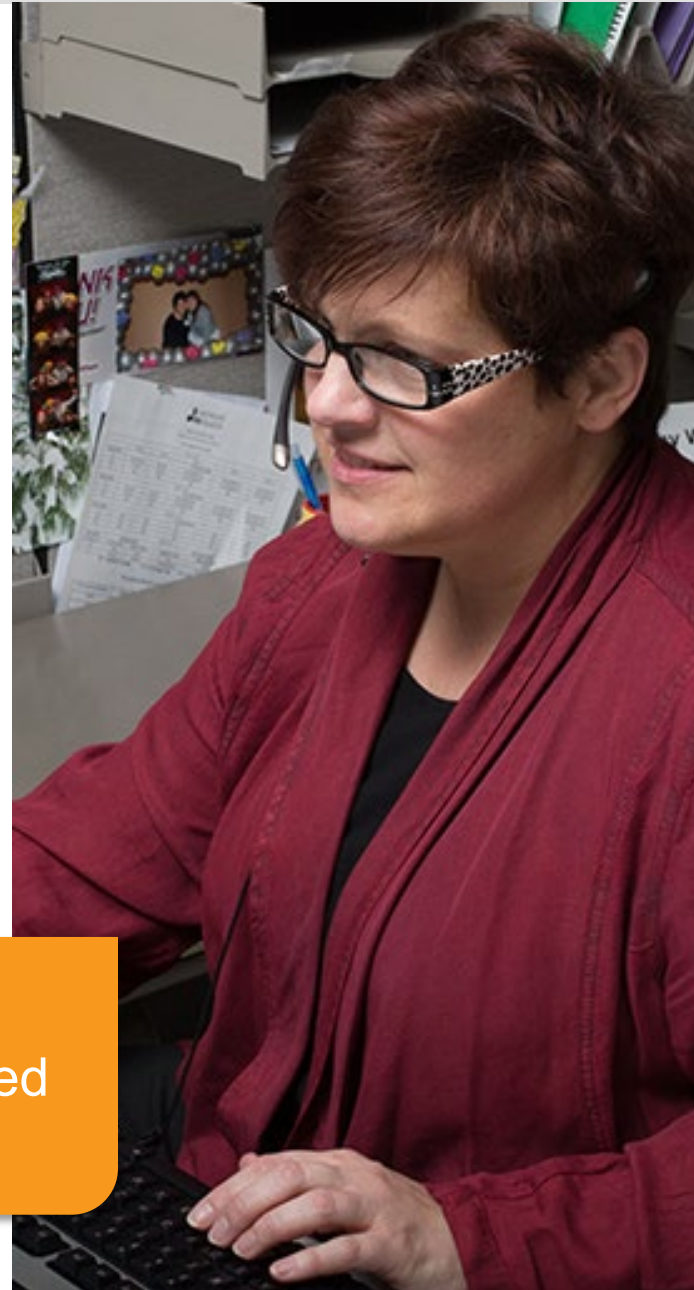
The screenshot shows the Network Health website's 'Find a Doctor' page. At the top, there are navigation links for 'Find a Doctor', 'Find a Pharmacy', and 'Look Up Medication', along with a search bar containing 'Help me find...'. The Network Health logo is on the left, and 'LOGIN' and 'Contact' buttons are on the right. Below the logo is a navigation menu with links for 'Shop Insurance Plans', 'For Members', 'For Employers', 'For Providers', 'For Agents', and 'About'. The main heading is 'Find a Doctor or Health Care Provider'. A paragraph explains that the search functionality has been revised to make it easier for members to find doctors and facilities. A prominent orange 'Find a Doctor' button is centered. Below this, a note states that the search includes in-network providers and facilities, but not all providers at a selected facility may be participating. It also mentions that if services are received from an in-network doctor at a non-listed facility, the member may be responsible for the cost. A link to 'My Login' is provided for members. At the bottom, there is a 'More info' section with two expandable items: 'Choosing a Primary Care Provider (PCP) or Personal Doctor' and 'Finding a Specialist'.

Member Experience

Calls are answered right here in Wisconsin providing you excellent service because we take the extra steps to do the right thing.

Member experience representatives are available Monday - Friday from 8 a.m. to 4:30 p.m.

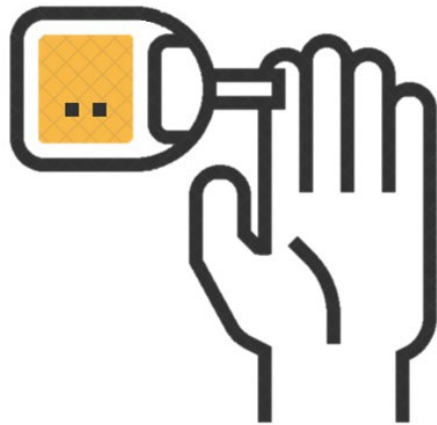
Member experience representatives located in Menasha



Quality of Care

Network Health is the 2nd ranked health plan for quality in the Group Health Insurance Program quality program.

- #1 in the ratings for health plans
- #1 plan for comprehensive diabetes care
- #1 plan for follow-up care after hospitalization for mental illness



Care and Condition Managers



Care managers help members who are facing difficult diagnoses, complex medical conditions or behavioral health conditions.



Condition managers empower you to take charge of your chronic condition and be the healthiest you can be.

One-on-one support – We help connect everyone on your care team to make sure everyone's on the same page, ensuring you get the right care, at the right place and the right time.

Help Transitioning your Care to Network Health

We all know changing health insurance carriers or personal doctors can be a stressful time. Network Health wants to help ease that burden.

Care managers are available during enrollment to do the following.

- Answer your questions
- Develop goals and a care plan
- Encourage self-care and decision-making
- Work with health care providers to coordinate care
- Provide guidance for avoiding complications
- Follow-up and monitor conditions
- Link members with community resources

Care in the right place, at the right time for your needs

Primary Care

This is same-day or routine care for established patients. Areas of primary care include the following.

- Annual wellness visits and physicals
- Coughs and colds
- Lab work and vaccinations
- General concerns
- Sore throats
- Fever
- Pink eye



Urgent Care

Urgent care is for an unexpected injury or illness that is not life threatening, but still needs attention quickly so it doesn't develop into a serious problem. If you're unable to see your primary care physician, urgent care can help with these types of medical issues.



On average, urgent care costs **\$600 LESS** than going to the emergency room

- Minor sprains, strains and fractures
- Persistent vomiting or diarrhea
- Cuts requiring stitches
- Sinus infections
- Allergic reactions

Care in the right place, at the right time for your needs

Virtual Care

Virtual care options are available now more than ever, contact your personal doctor directly for his or her availability. Sometimes, you may have a non-emergency question or illness when your personal doctor is unavailable. When this occurs, Network Health, in partnership with our providers, offers options for non-emergent care that are available 24 hours a day, seven days a week.



Emergency Care

An emergency is an illness, injury, symptom or condition so serious, that a reasonable person would seek care right away to avoid serious harm. Emergency care conditions include the following.

Emergency room costs can cost up to seven times more than other care

- Chest pain
- Sudden numbness in an arm or leg
- Trouble breathing
- Head or neck injury
- Severe burns



Telehealth

Provider Telehealth

- If your provider offers services through telehealth, your plan has additional coverage in 2024.

Virtual Visits with MDLIVE®

- Access to virtual, online doctor visits through MDLIVE.
- Connect with a board-certified physician or pediatrician for treatment of a wide range of medical and behavioral health conditions.



How to Use Your HMO

Your plan is a Health Maintenance Organization (HMO)

- You have to use in-network doctors, hospitals, clinics and specialists for services to be covered under your health plan.
- If you use an out-of-network facility or provider for health care services, you will be financially responsible for the full cost of the services unless you receive prior authorization from Network Health.
- HMO plans do not cover out-of-network care, except in an emergency.

Please Note – Both provider AND the provider facility must be in-network and located in Network Health's service area for medical services to be covered by your Network Health benefits plan

What's Changing in 2025

- Nutritional counseling coverage to allow for services related to weight management
- Expanded lifetime limit on Orthoptic Eye Training from two to twelve
- Maximum Out of Pocket Changes adjustment for federal limits (\$9450/18900 to 9200/18400)
- High Deductible Health Plan deductible adjustment for federal requirements (\$1600/\$3200 to \$1650/\$3300)

What's New in 2025

- ThedaCare is an in-network participating provider.
- Pilot Program - Remote Patient Monitoring (RPM)
 - For State of Wisconsin members, we offer a “pilot” program to help access the care you need to be well. This program is not part of uniform benefits and is unique to Network Health. Pilot program is subject to change without notice.

Network Health is offering a new pilot program for Remote Patient Monitoring (RPM) visits and devices for managing obesity, hypertension, sleep apnea and atrial fibrillation. The program reduces member cost-share to \$0 for RPM visits and devices, helping you manage their condition more efficiently and effectively.

Open Enrollment Reminder

Enroll by October 25

If you are a current member, you do not need to take any action to re-enroll for 2025.

Important Information

- 2025 ID Cards will arrive after December 15
- Log into your member portal to update your personal information
 - login.networkhealth.com
- Designate your primary care provider



Questions?

Contact Information

Vanessa Cagal

920-720-1504

Member Experience

844-625-2208