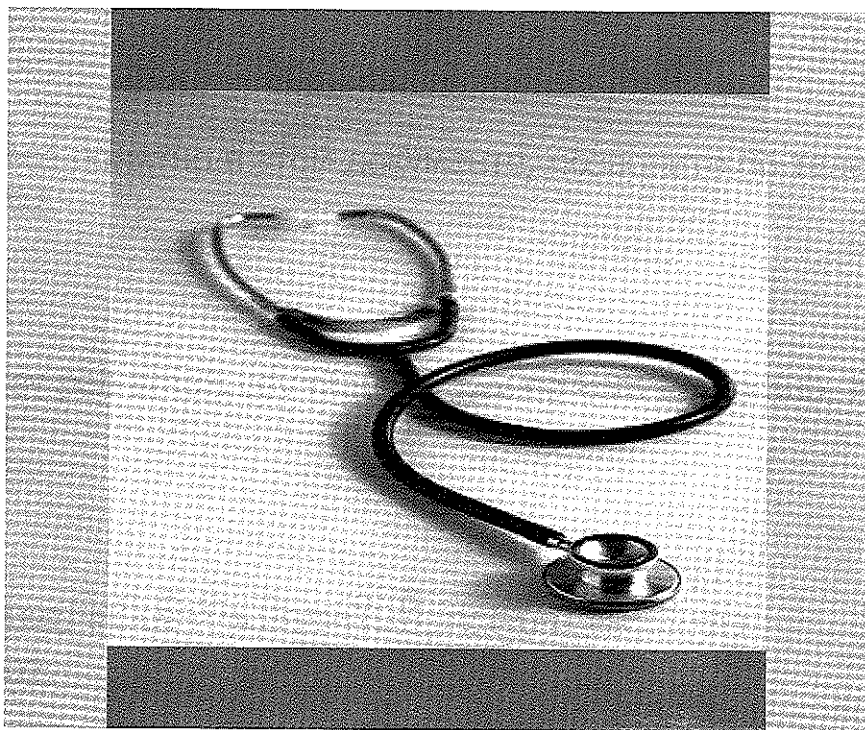


# Choosing Your HMO – A Guide to the Wisconsin Medicaid and BadgerCare HMO Programs

January 2007



Information in this booklet may  
have changed since printing.

The information in this booklet is for the  
Wisconsin Medicaid and BadgerCare HMO programs.

Questions? Call toll free at 1-800-291-2002  
(Español and Hmong translated).

Department of Health and Family Services  
Division of Health Care Financing

**[English]**

For help to translate or understand this document, please call  
1-800-291-2002.

**[Español]**

Si necesita ayuda para traducir o entender este texto, por favor llame al  
teléfono 1-800-291-2002.

**[Russian]**

Если вам не всё понятно в этом документе, позвоните по телефону  
1-800-291-2002.

**[Hmong]**

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-  
800-291-2002.

**[Laotian]**

ເພື່ອຊ່ວຍໃນການແປ ຫລືເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະຮຸນາໂທຣະສັບຫາ  
1-800-291-2002.

**[Hearing Impaired]**

For help to understand this document, please call  
TDD/TTY 1-800-291-2002.

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## Dear Potential Medicaid and BadgerCare HMO Enrollee

Most families participating in Wisconsin Medicaid and BadgerCare receive their health care through HMOs (Health Maintenance Organizations). This booklet will help you choose an HMO for your family. You must choose the same HMO for all eligible family members.

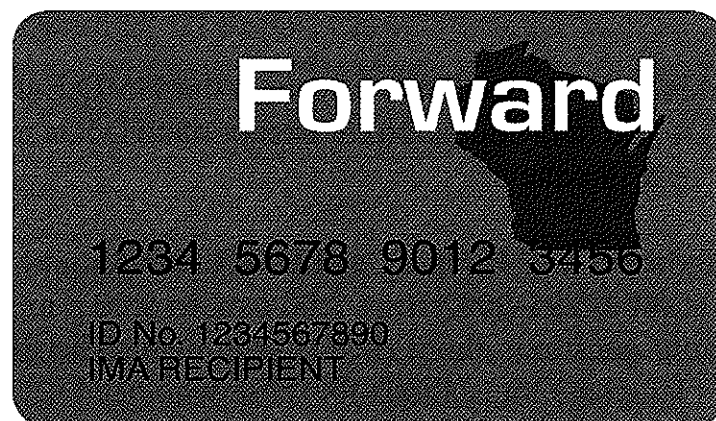
Not all HMOs in this book are available to you. Your HMO Enrollment Choice form lists the HMOs you may choose from, except that HMOs marked "full" do not have room for new members.

The **Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist** is available toll free at **(800) 291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday to answer your questions about HMO enrollment. The Enrollment Specialist provides language translations for those who need it.

The Enrollment Specialist can tell you if your doctor accepts any of the Medicaid and BadgerCare HMOs. The Enrollment Specialist can also enroll you into the HMO of your choice right over the telephone or they can help you complete the form.

Thank you for choosing your Wisconsin Medicaid and BadgerCare HMO!

This is a Wisconsin **Forward** card. This card is issued to individuals eligible for Medicaid and BadgerCare coverage. One of the many benefits of the Medicaid program is the opportunity to enroll into a Wisconsin Medicaid and BadgerCare Health Maintenance Organization (HMO).



### Enrollment in an HMO

Families with children who receive their health care through the Wisconsin Medicaid and BadgerCare program are enrolled in an HMO.

Most families must enroll in an HMO. Where there are two or more HMOs available to you and your family, you will have a choice of which HMO to enroll in.

### Benefits of the HMO

A primary care provider or primary care clinic of your choice will help you manage your and/or your family's health care needs.

HMO members do not have co-payments for services covered by the HMO. HMOs provide health care 24 hours a day, seven days a week. Some HMOs provide all your health care in one location.

### How do you choose your HMO?

Your health care providers may include your:

- Primary care doctor,
- Specialty doctor,
- Mental health,
- Hospital, and
- Pharmacy.

The HMO your health care providers accept could be the one for you! Your health care providers may not all belong to one HMO. You then need to decide which provider is most important to you.

Other things to consider are:

- What hours are the doctors, clinics, and other providers open that belong to that HMO?
- Do any of them have evening hours?
- Do you have other health insurance? You will be expected to see health care providers who accept other insurance as well as your HMO.

### Get in Touch!



**Need help?** Call the **Enrollment Specialist at (800) 291-2002!** The Enrollment Specialist can:

- Find out if your doctor, hospital, or clinic belongs to an HMO, and if so, which one.
- Help you select an HMO over the telephone or help you fill out an HMO Enrollment Choice form that you can mail.
- Answer your questions about how the HMO works.

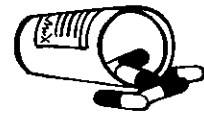
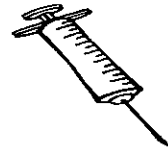
### Services HMOs Cover

HMOs cover medically necessary Medicaid covered services.

After you have joined an HMO, call the HMO to find out where to go for your health care.

The services your HMO will cover include:

- Doctor visits and hospital care
- Eye care, including eye glasses
- Outpatient and emergency care
- Drugs
- Prenatal care
- Medical equipment
- Mental health services
- Hearing services, including hearing aids.
- Family planning services and supplies
- Personal care services
- Physical and occupational therapy
- Dental care in certain counties
- Substance abuse (alcohol and other drug abuse) services.



### How to Enroll in the HMO

- You can fill out, sign, and mail the Enrollment Choice Form found in this packet.
- You can call the **Enrollment Specialist at (800) 291-2002** to give your choice of HMO over the telephone.
- You can meet with the Enrollment Specialist face-to-face. Call **(800) 291-2002** for details.

### What happens after I am enrolled in the HMO?

You will get a membership packet that will tell you more. The membership packet lists the doctors, hospitals, and clinics that belong to your health plan. It will also explain the services your HMO provides.

Once you are enrolled in an HMO, call the HMO to:

- Find out the services your HMO provides.
- Find out the doctors and clinics you can use.
- Pick or change you and/or your family's primary care provider.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by your HMO, call the **Enrollment Specialist at (800) 291-2002**. The Enrollment Specialist can help you take the next step.

### What if you forget to choose an HMO?



If you do not choose an HMO (where there is more than one to choose from), one will be chosen for you. You will receive a notice in the mail telling you which HMO was chosen for you and your family. Call the **Enrollment Specialist at (800) 291-2002** right away if you want to choose a different HMO.

### What if I am not happy with my HMO?

If you are not happy with the HMO you joined, you can change your HMO during the first three months of your enrollment, if one is available. This is called "open enrollment."

When your open enrollment period is over, you cannot change your HMO for nine more months. This is called a "lock-in" period. You will be sent a letter telling you when your lock-in period will end. When your lock-in period has ended, you may change to a different HMO if available.

The Enrollment Specialist can help you:

- Decide if you should change your HMO.
- Change your HMO over the telephone.
- Delay your enrollment or get permission not to join an HMO if you meet certain requirements.

### You Have Rights!

As a member of an HMO in Wisconsin, you have important rights:

- You have the right to information about your HMO and how it works.
- You have the right to ask questions and to file complaints and grievances.
- You have the right to fair treatment.

### Assistance for People with Disabilities

People with disabilities have the right to receive assistance. The health care providers in your HMO must assist people with disabilities. The Americans with Disabilities Act (ADA) guarantees this right. This means the doctor's office or hospital must be easy to enter and exit.

## **Assistance for People Who Are Deaf or Hard of Hearing**

The health care providers in your HMO must provide interpreter services for people who are deaf or hard of hearing.

## **Assistance for People Who Speak Different Languages**

The health care providers in your HMO must provide interpreter services for people who speak different languages.

## **Assistance for People Who Are Blind or Visually Impaired**

If you are blind or visually impaired, you can get a copy of the HMO's member handbook and other information in Braille or on audiotape.

## **You Have Responsibilities**

To get the best health care, you have to be responsible for:

- Telling the doctors and nurses how you feel.
- Getting medical care when you need it.
- Taking your prescriptions and following the doctors' advice.
- Following the HMO's rules for getting health services.
- Keeping the appointments you make.
- Asking your doctor, HMO, or care coordinator questions.
- Telling your HMO what you think so that they can help you get the best health care.

## **If You Have Problems or Questions**

If you have questions or problems about your doctor, your health care, or your HMO we want you to know what to do.

There are people that will help you get the health care you need. There are also many ways to solve problems and answer questions. Examples of problems and questions:

- Being refused care.
- Unable to get an appointment?
- Unable to see the doctor of your choice or a specialty doctor?
- Unable to find someone who speaks your language?
- Unhappy with the health care provider's attitude?
- Not getting help when you call the HMO's 800 number?
- Being denied medically necessary equipment or services.
- Getting a bill your HMO should pay.

If these questions or problems happen to you, you can make things better. See Who to Call for Help on the following pages.



## **Who to Call**

**To Enroll:** If you need help with enrollment call the **Enrollment Specialist** at (800) 291-2002.

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### **With Questions About Health Care Services:**

If you have questions about the health care services your HMO provides or other general questions about your HMO, call the HMO's member services.

#### **Abri Health Plan**

(888) 999-2404 or (262) 946-1160  
(262) 946-1259 TDD

#### **Managed Health Services**

(888) 713-6180 or (414) 345-4646  
(800) 446-6136 or (414) 345-4621  
TDD

#### **Children's Community Health Plan**

(800) 482-8010  
(877) 733-6456 TDD

#### **MercyCare Insurance Company**

(800) 895-2421 or (608) 756-6060  
(800) 947-3529 TDD

#### **Compcare**

(888) 203-7771 or (715) 552-4310  
(800) 542-9838 TDD

#### **Network Health Plan**

(888) 713-6180 or (414) 345-4646 or  
(800) 446-6136 or (414) 345-4621  
TDD

#### **Dean Health Plan, Inc.**

(800) 279-1301 or (608) 828-1301 or  
(888) 77306456 or (608) 827-4086 TDD

#### **Security Health Plan**

(800) 791-3044 or (715) 221-9797 or  
(800) 549-3174  
(877) 727-2232 TDD

#### **Group Health Co-op – EC**

(888) 203-7770 or  
(715) 552-4300 TDD

#### **UnitedHealthcare of Wisconsin**

(800) 504-9660  
(800) 947-6644 TDD

#### **Group Health Co-op – SC**

(608) 828-4853  
(608) 828-4815 TDD

#### **Unity Health Plan**

(800) 362-3310 or (608) 643-2491  
(608) 643-1421 TDD

#### **Health Tradition Health Plan**

(800) 545-8499 or (608) 783-9507  
(888) 459-3020 TDD

### **With Problems Getting Services:**

If you have problems getting services while you are enrolled with your HMO call the HMO advocate.

#### **Abri Health Plan**

(262) 946-1170

#### **Managed Health Services**

(414) 345-4600, ext. 23261

#### **Children's Comm. Health Plan**

(414) 266-2747

#### **MercyCare**

(608) 741-3343

#### **Compcare**

(888) 203-7771

#### **Network Health Plan**

(414) 345-4600-23246

#### **Dean Health Plan**

(608) 827-4221

#### **Security Health Plan**

(715) 221-9596

#### **Group Health Co-op – EC**

(888) 203-7770

#### **UnitedHealthcare of Wisconsin**

(414) 443-4529

#### **Group Health Co-op – SC**

(608) 257-9700

#### **Unity Health Plan**

(608) 821-4214

#### **Health Tradition Health Plan**

(800) 545-8499 or (608) 783-9507

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### **Complaints or Grievances:**

If you have a complaint or grievance with your HMO call: The Medicaid Managed Care Ombudsman at (800) 760-0001.

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### **Medicaid Eligibility:**

If you need help with your Medicaid eligibility contact your local county Department of Human or Social Services Agency. If you lose your Wisconsin Medicaid Forward card call: **Recipient Services at (800) 362-3002.**

## Choosing the HMO That is Best for Your Health Care Needs

When you choose an HMO, all family members listed on your HMO Enrollment Choice form must receive health care from that HMO. It is important to choose the one HMO that is best for all family members. It is important to learn about the HMOs in your area that provide care through the Wisconsin Medicaid and BadgerCare HMO program.

Read the materials about the HMOs carefully. Look over all the information provided. Do you know anyone who has used any of these HMOs? If so, ask them about the HMO.

### Take time to answer these questions before you choose your HMO:

#### Health Care Providers and Clinics

- Are the primary doctors your family uses in any of these HMOs?
- Is the clinic your family goes to connected with any of these HMOs?
- Does anyone in your family go to a health care specialist who belongs to an HMO?

#### Hospitals and Pharmacies (Drugstores)

- Is the hospital or pharmacy your family likes to use connected with any HMO?
- Is there a hospital or pharmacy close by that is connected with an HMO?

### Other Health Insurance

Do you have other health insurance? You will be expected to see health care providers who accept your other insurance as well as your HMO. The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can tell you how to match your HMO enrollment with your other insurance so you can use both insurance plans. Call the Wisconsin Medicaid and BadgerCare HMO **Enrollment Specialist at (800) 291-2002** (toll free).

### Other Providers

Are there any other providers your family uses, such as dentists, eye doctors, and counselors, connected with an HMO?

### Office Hours

- What hours are the doctors or clinics and other providers open that are with the HMO?
- Do any of them have evening hours?

### Special Health Services

- Does the HMO offer any special health care services your family needs?
- Does the HMO offer free health services?

If you need help, please call the Wisconsin Medicaid and BadgerCare HMO **Enrollment Specialist at (800) 291-2002** (toll free).



## Wisconsin Medicaid HMO Report Card

There are many things to think about when choosing an HMO. Which doctors, clinics, and hospitals are available? Where are they located? Which HMO performs the best in the areas of care and service that are important to you? The **HMO Report Card** can help you make this important choice. It compares one HMO to another in five areas of health care (HealthChecks, shots, and lead screens for children; pap tests for women; and mental health and substance abuse evaluations) and four areas of enrollee satisfaction (customer service, getting needed care, the health plan, and health care). For more information about HMOs, call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at **1-800-291-2002** (toll free).

Wisconsin Medicaid and BadgerCare 2005 HMO Report Card									
	Health Care					Consumer Satisfaction			
	Health Check	Shots	Lead Screens	Pap Tests	MH/DA Evaluation	Customer Service	Getting Needed Care	Health Plan	Health Care
Abri Health Plan	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Children's Community Health Plan	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CompCare	★★	★★★	★★	★★	★★	★★	★★	★	★
Dean Health Plan	★★★	★	★★	★	★★★	★★	★★★	★★	★★
Group Health Cooperative-South Central	★	N/A	N/A	★	★	★★	★★	★★★	★★
Group Health Cooperative-Eau Claire	★★★	★★★	★★	★★★	★	★★	★★	★	★★
Health Tradition Health Plan	★★	★★	★★	★★★	★★★	★★	★★	★★★	★★
MercyCare Insurance Corporation	★★★	★★	★★	★★	★	★★	★★	★	★★
Managed Health Services	★	★	★★	★★	★★	★★	★★	★★	★★
Network Health Plan	★★	★★	★★	★★★	★★	★★	★★	★	★★
Security Health Plan	★★	★★★	★★	★★	★★	★★	★★	★★	★★
UnitedHealthcare	★★	★	★★	★★	★★	★	★★	★	★★
Unity Health Plan	★★	N/A	★	★★★	★	★★	★★	★★★	★★
Range of scores (low - high)	75-94.4%	29.7-94.2%	48.4-87.1%	13.9-42.7%	2.6-10.9%	63.7-79.2%	85.7-96.9%	7.95-8.66*	8.5-8.88*

**Key:** ★★★ Above average

★★ Average

★ Below average

N/A Not applicable—not enough data to score the HMO on this measure.

\* These items scored on a 0-10 scale, with 0 being the worst and 10 being the best.

The Customer Satisfaction ratings show results obtained on a survey done in 2004. The survey is done every other year.

HMO Service Areas

The following chart indicates the counties that the Wisconsin Medicaid and BadgerCare HMOs serve. The key to the chart is at the bottom of the page.

	Adams	Ashland	Barron	Bayfield	Brown	Buffalo	Burnett	Calumet	Chippewa	Clark	Columbia	Crawford	Dane	Dodge	Door	Douglas	Dunn	Eau Claire	Florence	Fond du Lac	Forest	Grant	Green	Green Lake	Iowa	Iron	Jackson	Jefferson	Juneau	Kenosha	Kewaunee	La Crosse	Lafayette	Langlade	Lincoln	Manitowoc
Abri Health Plan																																				
Children’s Community Health Plan																													A							
CompCare Health Plan*		P	A	P		P	P		A			A				P	A	A				P					P		A			A				
Dean Health Plan													A															P								
Group Health Cooperative of Eau Claire		P	A	P		P	P		A	P						P	A	A									P								P	
Group Health Cooperative of South Central Wisconsin													A																							
Health Tradition Health Plan						P						P																			A					
Managed Health Services					A			A		A				P					A					A				P		A				A		P
MercyCare Insurance Company													P										P					P								
Network Health Plan					A			A		A				P					A					A				P		A				A		P
Security Health Plan	P	P	A						A	A							A			A						P	A		P					A	A	
UnitedHealth-care of Wisconsin					A			A											P				A						A	A						A
Unity Health Insurance												A																								

A = HMO serves entire county  
P = HMO serves only part of county

	Marathon	Marinette	Marquette	Menominee	Milwaukee	Monroe	Oconto	Oneida	Outagamie	Ozaukee	Pepin	Pierce	Polk	Portage	Price	Racine	Richland	Rock	Rusk	St. Croix	Sauk	Sawyer	Shawano	Sheboygan	Taylor	Trempealeau	Vernon	Vilas	Walworth	Washburn	Washington	Waukesha	Waupaca	Waushara	Winnebago	Wood	
Abri Health Plan					A					A						A																A	A				
Children's Community Health Plan					A											A																	A				
Compcare Health Plan*						A					P	P	P				P		P	P	P	P				A	A			A							
Dean Health Plan																		P			P																
Group Health Cooperative of Eau Claire	P										P	P	P		A				A	P		P			P	P				A							
Group Health Cooperative of South Central Wisconsin																																					
Health Tradition Health Plan						P																				P	P										
Managed Health Services	A		A	A	A		A	A	P							P		A					A	P	A				P		P	A	A	A	A	A	A
MercyCare Insurance Company																		A											A								
Network Health Plan	A		A	A	A		A	A	P							P							A	P	A					P		P	A	A	A	A	A
Security Health Plan	A						A							A	A				A			A			A			A		P			P			A	
UnitedHealth-care of Wisconsin			A	A	A		A	A								A							A	A							A	A	A	A	A		
Unity Health Insurance																																					

A = HMO serves entire county  
P = HMO serves only part of county



### Where can I get care?

Major Providers	Hospitals
<b><u>Behavioral Health (Mental Health and Substance Abuse through APS Healthcare) including:</u></b> Shorehaven Counseling Association Solutions Behavioral Health Group Renew Counseling ARO Counseling	<b><u>Kenosha County</u></b> Kenosha – Children’s Hospital of Wisconsin Kenosha – United Hospital Systems – Kenosha Medical Center Campus Kenosha – United Hospital Systems – St. Catherine’s Medical Center Campus
<b><u>Dental (through Southeast Dental Associates (SEDA)) including:</u></b> Downtown Dental Group Family Dental Centers Isaac Coggs Community Health Center Kenosha Community Health Center Lake Dental Clinic Marquette University Faculty Practice MDC Dental Clinic MLK-Heritage Health Center Smith Dental Suburban Dental Clinic	<b><u>Milwaukee County</u></b> Milwaukee – Columbia St. Mary’s – Milwaukee Campus Milwaukee – Sacred Heart Rehab Institute Milwaukee – Columbia St. Mary’s Columbia Campus Milwaukee – Columbia Center Milwaukee – Wheaton Franciscan Healthcare – St. Francis Milwaukee – Wheaton Franciscan Healthcare – St. Joseph Milwaukee – The Wisconsin Heart Hospital Milwaukee – Children’s Hospital of Wisconsin
<b><u>Primary Care and Specialty Services</u></b> All Saints Medical Group Covenant Medical Group Family Medical Clinic Kenosha Medical Center Clinics Lisbon Avenue Health Center MLK Clinic ProHealth Medical Center Sethi Medical Clinic Shafi Medical Clinic 16 <sup>th</sup> Street Clinic Southside Primary Care Clinic St. Catherine’s Medical Center Clinics	<b><u>Ozaukee County</u></b> Mequon – Columbia St. Mary’s – Ozaukee Campus
<b><u>Vision (through Herslof Optical Company) including:</u></b> Herslof Opticians/Vision Mart	<b><u>Racine County</u></b> Racine – Wheaton Franciscan Healthcare (All Saints) – St. Luke’s Campus Racine – Wheaton Franciscan Healthcare (All Saints) – St. Mary’s Campus
	<b><u>Waukesha County</u></b> Brookfield – Wheaton Franciscan Healthcare – Elmbrook Memorial Oconomowoc – Oconomowoc Memorial Hospital Waukesha – Waukesha Memorial Hospital

### General Information:

Customer Service: (888) 999-2404 (toll free), translation is available  
TDD Services: (262) 946-1259  
Web Site: [www.AbriHealthPlan.com](http://www.AbriHealthPlan.com)

Abri Health Plan has over 1,000 physicians to serve your health care needs. To find out what physicians are in your area, please call Customer Service at (888) 999-2404. The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find a physician in the Abri Health Plan network. Please call the HMO Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

### What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drug stores in your area including: Osco Drugs, Serv-U, K-Mart, ShopKo, Target Pharmacy, Walgreens and Wal-Mart and many more. To find out if Abri Health Plan will pay for your prescriptions from your favorite drug store, ask your Pharmacist or call Customer Service at (888) 999-2404 (toll free).

### What special services are available to me?

- Personalized and compassionate local customer service staff that speaks English, Spanish, Hmong, and German. Interpreter service is available for other languages free of charge.
- After-hours help line available 24 hours a day, seven days a week to help you with emergencies if you cannot reach your doctor.
- Newsletters and educational material filled with helpful tips and resources sent to you several times a year.
- Vision services.
- Behavioral health and substance abuse services.
- Transportation to and from any medical or dental appointments including pharmacy visits, lab work and behavioral health services.
- Walk-in clinics (Urgent Care) hours available on weekends and evenings.
- Member Advocates on staff to help you with any needs you may have getting health care or any problems you are experiencing with our providers and services.
- Outreach services to expecting mothers including newborn baby visits.
- Abri Health Plan covers all your prescription drugs and many over-the-counter drugs including stop smoking patches.
- Abri offers the **First Breath** program which is a statewide program that provides help for pregnant women to stop smoking.
- Abri has nurses and social workers who can work with you to help you access and arrange for your health care needs and teach you how to keep yourself and your children healthy.

### What enrollment rules must I follow?

We can help you to choose a primary care physician (PCP) when you enroll with us. Call us at (888) 999-2404 (toll free). You can change your PCP any time. Women can choose both an OB/GYN and another PCP.

Abri Health Plan provides chiropractic and dental services in certain counties. You may see any participating dentist or chiropractor in our network without a referral. Please see our provider directory for a complete listing or visit our Web site at [www.AbriHealthPlan.com](http://www.AbriHealthPlan.com). You may also call (888) 999-2404. Referrals to a specialist are handled through your primary care physician.

## Where can I get care?

Major Providers	Hospitals
All Saints Medical Groups Aurora Behavioral Health Network Aurora Health Care Children's Medical Group Columbia St. Mary's Physician Network Medical Associates Health Centers Medical College of Wisconsin United Hospital System Waukesha Elmbrook Health Care, SC Wheaton Franciscan Medical Groups (formerly Covenant)	Brookfield – Elmbrook Memorial Kenosha – Children's Hospital of WI Kenosha – Kenosha Medical Center Kenosha – St. Catherine's Medical Center Kenosha – Aurora Medical Center Menomonee Falls – Community Memorial Hospital Milwaukee – Aurora Psychiatric Hospital Milwaukee – Aurora Sinai medical Center Milwaukee – Children's Hospital of WI Milwaukee – Columbia St. Mary's Hospital – Columbia Campus Milwaukee – Columbia St. Mary's Hospital – Milwaukee Campus Milwaukee – Froedtert Hospital Milwaukee Orthopaedic Hospital of WI Milwaukee – Rogers Memorial Hospital Milwaukee – Sacred Heart Rehab Institute Milwaukee – St. Francis Milwaukee – St. Joseph Milwaukee – West Allis Memorial Hospital Milwaukee – Wisconsin Heart Hospital Oconomowoc – Oconomowoc Memorial Hospital Racine – Memorial Hospital of Burlington Racine – St. Luke's Campus Racine – St. Mary's Campus Waukesha – Waukesha Memorial Hospital
<b>Dental:</b> Southeast Dental Associates  <b>Vision:</b> Herslof Optical Company, Inc.  <b>Chiro:</b> Not covered by Children's Community Health Plan. This benefit is covered by Medicaid fee-for-service.	

## General Information:

Customer Service: (800) 482-8010 (toll free) Nurse Line: (800) 257-5861 (toll free)  
TTY/ TDD Services: (877) 733-6456 Web Site: [www.childrenschp.com](http://www.childrenschp.com)  
Hours: Monday-Thursday 7:30 a.m. to 5:00 p.m., Friday 8:00 a.m. to 4:30 p.m.

We cover your whole family. Children's Community Health Plan has a large selection of primary care physicians and specialist for adults and children. Please call our Customer Service Department toll free at (800) 482-8010 to find out what doctors, clinics and hospitals are with Children's Community Health Plan.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find out what doctors are with Children's Community Health Plan. Please call the Wisconsin Medicaid HMO Enrollment Specialist toll free at (800) 291-2002 if you have any questions.

## What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many pharmacies throughout the Children's Community Health Plan service area, including Aurora, Wheaton Franciscan (formerly Covenant), Kmart, Osco, Serv U, Target, Walgreens and Wal-Mart. To find out if Children's Community Health Plan will pay for specific prescriptions, ask your pharmacist or call Customer Service toll free at (800) 482-8010. Be sure to show the pharmacy your Forward card and any other insurance cards that you have.

## What special services are available to me?

- Dental, vision and behavioral health services.
- You will periodically receive a Children's Community Health Plan newsletter, with useful health advice and information.
- For members who live in Milwaukee County, non-emergency transportation is available at no charge to and from any medical appointments including pharmacy visits and lab work. Members who live in other counties can contact their county caseworker for help.
- Nurse line — Nurses who will assist you and your family in obtaining help or medical attention if you cannot reach your Primary Care Provider after normal business hours.
- Free classes offered through Children's Hospital and Health System, designed to help parents and caregivers improve the health of children.
- Free fittings and safety checks for car and booster seats.
- **Catch Your Breath — Asthma Survival Skills** class offered at no charge.
- The ClearPath Program which offers a short educational program for parents related to dental care, and guarantees that families never wait longer than six weeks for dental appointments for their children.

## What enrollment rules must I follow?

We would like you to choose a Primary Care Provider (PCP) for you and each member of your family when you enroll in Children's Community Health Plan. Each family member can have his or her own doctor. If you need help in choosing a PCP, you can call Customer Service at (800) 482-8010 (toll free). You can change doctors or clinics at any time by calling Customer Service at (800) 482-8010 (toll free). Women can see any Children's Community Health Plan OB/GYN without need for a referral.

Your PCP is responsible for coordinating all of your health care needs. Children's Community Health Plan will cover the care you receive from any of the providers within the Children's Community Health Plan network. Please see our Provider Directory for a complete list of the providers in our network, or visit our web site at [www.childrenschp.com](http://www.childrenschp.com). If you have a question about whether a specific doctor is in our network, you can contact Customer Service at (800) 482-8010 (toll free).

# Compcare

## Where can I get care?

Major Providers	Hospitals
Amery Regional Medical Center – 4 locations	Amery – Amery Regional Medical Center
Ashland Clinic	Ashland – Memorial Medical Center
Augusta Family Medicine Clinic	Baldwin – Baldwin Community Hospital
Baldwin Clinic	Barron – Barron Medical Center
Buffalo River Clinic	Black River Falls – Black River Memorial
Burnett Medical Clinic	Bloomer – Memorial Medical Center
Chequamegon Clinic	Chippewa Falls – St. Joseph’s Hospital
Cumberland Medical Clinic	Cumberland – Cumberland Memorial Hospital
Duluth Clinic – Main	Duluth – Miller Dwan Medical Center
Eau Claire Medical Clinic	Duluth – St. Luke’s Hospital
Fairchild Clinic	Duluth – St. Mary’s Medical Center
Hayward Clinic	Eau Claire – Luther Hospital
Hermantown Clinic	Eau Claire – Sacred Heart Hospital
Ingalls Family Medicine Clinic	Grantsburg – Burnett Medical Center
Krohn Clinic	Hastings – Regina Medical Center
Lakeside Clinic	Medford – Memorial Health Center
Loyal Clinic	Menomonie – Myrtle Werth Hospital
Mainstreet Clinic	Neillsville – Neillsville Memorial Hospital
Mariner Clinic	New Richmond – Holy Family Hospital
Marshfield Clinic – 13 locations	Osseo – Osseo Area Medical Center
Memorial Health Center – 3 locations	Rice Lake – Lakeview Medical Center
Midelfort Clinic – 11 locations	River Falls – River Falls Hospital
Northwoods Community Health Center	Shell Lake – Indianhead Medical Center
Osseo Medical Clinic	Spooner – Spooner Health System Hospital
Red Cliff Community Health Center	Stanley – Our Lady Victory Memorial
Regina Medical Group – 2 locations	Medical Center
Shell Lake Clinic	Superior – St. Mary’s Hospital
Southside Medical Clinic	
Spooner Clinic	
Stone Lake Medical Clinic	
Superior Clinic	
UW Health – Eau Claire Family Medicine	
West Duluth Clinic	

## General Information:

Call (888) 203-7771 (toll free) or (715) 552-4310 and ask for a Member Services Advocate. Interpreting services are available.

Compcare has many clinics and doctors in your neighborhood working to keep you and your family healthy. To find out if your doctor is a member of our provider network, or to get help choosing a doctor contact our Member Services Representative at the numbers listed above.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find a doctor in your HMO. Please call the HMO Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

## What pharmacies (drugstores) will fill my prescriptions?

Most local drugstores will fill prescriptions for Compcare members. Call our Member Services Advocates at (888) 203-7771 (toll free) or (715) 552-4310 to find out if Compcare will pay for prescriptions from your favorite drugstore.

## What special services are available to me?

Many of our doctors and nurses offer special health education classes, including nutrition and weight-control classes. Your clinic or doctor may also offer special one-on-one counseling on topics of interest to you and your family, such as how to stop smoking.

If you or a family member has a health condition you are concerned about, our advocates and nurses will do everything they can to answer your questions and help you make the best choices about your health care.

Nurses are available to answer your health questions after hours and on weekends by calling our 24-hour Nurse Advice Line. If you need more information call Compcare Member Services Advocates.

## What enrollment rules must I follow?

You should choose a primary care clinic when you enroll with us. Your clinic may offer doctors or other medical providers specializing in Pediatrics, Family Practice, Internal Medicine, or OB/GYN, and nurses with special advanced training. Our Member Services Advocates can help you choose or change your primary care clinic. You can call them at (888) 203-7771 (toll free) or (715) 552-4310.

If your doctor decides that you need to see a specialist outside your primary care clinic, he or she will refer you to see one of our specialists. You may need to have the approval of Compcare. You must have prior approval from the Compcare Medical Director in order to receive coverage for services provided outside of the Compcare network of providers. Please call our Member Services Advocates to find out if you will need a written approval. You can call them at (888) 203-7771 (toll free) or (715) 552-4310.

Dental and chiropractic services are covered under Medicaid fee-for-service, not Compcare. You may receive dental or chiropractic services from any dentist or chiropractor who is willing to accept the Medicaid Forward card.





# Dean Health Plan

## Where can I get care?

### Major Providers

#### Dean Central (Dane, Columbia, Rock and Sauk Counties) Major Providers:

Access Community Health Center  
 Affiliated Physicians of Edgerton  
 All Dean Clinics  
 All Dean SMDV – St. Mary's Regional Clinic Locations  
 Baraboo Internal Medicine  
 Beloit Area Community Health Center  
 Beloit Clinic  
 Bets Family Medical Clinic  
 Bouc Family Wellness Center  
 Clinton Clinic  
 Family Health Assoc. of Beloit  
 Fort HealthCare  
 Internal Medicine Pediatrics  
 Lake Mills Medical Clinic  
 Lakewood Family Clinics  
 Medical Associates of Baraboo  
 Meyers, Bradford, MD  
 Park Hills Clinic  
 UW Health – Belleville, Ft. Atkinson, Northeast, Palmyra, Verona, Wingra  
 Reedsburg Physician Groups  
 Spring Green Medical Center  
 West Side Medical Center  
 Wildwood Family Clinic

#### Dean Central Hospitals:

Madison – St. Mary's Hospital Medical Center  
 Baraboo – St. Clare Hospital and Health Services  
 Beloit – Beloit Memorial Hospital  
 Edgerton – Memorial Community Hospital  
 Fort Atkinson – Ft. Atkinson Healthcare  
 Reedsburg – Reedsburg Area Medical Center  
 Stoughton – Stoughton Hospital

#### Dean Southeast (Milwaukee, Kenosha, Racine, and Waukesha Counties) Major Providers:

All Saints Medical Groups  
 Aurora Behavioral Health Network  
 Aurora Health Center  
 Children's Medical Group  
 Columbia St. Mary's Physician Network  
 Medical Associates Health Centers  
 Medical College of Wisconsin  
 United Hospital System  
 Waukesha Elmbrook Health Care, SC  
 Wheaton Franciscan Medical Groups (formerly Covenant)

#### Dean Southeast Hospitals:

Brookfield – Elmbrook Memorial  
 Kenosha – Children's Hospital of WI  
 Kenosha – Kenosha Medical Center  
 Kenosha – St. Catherine's Medical Center  
 Kenosha – Aurora Medical Center  
 Menomonee Falls – Community Mem Hospital  
 Milwaukee – Aurora Psychiatric Hospital  
 Milwaukee – Aurora Sinai Medical Center  
 Milwaukee – Children's Hospital of WI  
 Milwaukee – Columbia St. Mary's Hospital – Columbia Campus  
 Milwaukee – Columbia St. Mary's Hospital – Milwaukee Campus  
 Milwaukee – Froedtert Hospital  
 Milwaukee – Orthopedic Hospital of WI  
 Milwaukee – Rogers Memorial Hospital  
 Milwaukee – Sacred Heart Rehab Institute  
 Milwaukee – St. Francis  
 Milwaukee – St. Joseph  
 Milwaukee – West Allis Memorial Hospital  
 Oconomowoc – Oconomowoc Mem Hospital  
 Oconomowoc – Rogers Memorial Hospital  
 Racine – Memorial Hospital of Burlington  
 Racine – St. Luke's Campus  
 Racine – St. Mary's Campus  
 Waukesha – Waukesha Memorial Hospital

### Major Providers (cont.)

**Dean Central Vision:** Vision benefits can be obtained from any Davis-Duehr Dean Provider, Shopko, Essential Family Vision Care and Riverview Clinic. This is not all inclusive, contact customer service.

**Dean Central Dental:** This benefit is covered under Medicaid fee-for-service

**Dean Central Chiro:** This benefit is covered under Medicaid fee-for service.

**Dean Southeast Vision:** Benefits are through Herslof Optical Company, Inc.

**Dean Southeast Dental:** Dental services are provided through Southeast Dental Associates.

**Dean Southeast Chiro:** This benefit is covered under Medicaid fee-for-service.

#### **General Information:**

Customer Services (800) 279-1301 (toll free) Interpreter Services: (608) 828-1301  
 TDD Services: (888) 773-6456 or (608) 827-4086  
 Nurse Line: Dane, Jefferson, Rock and Sauk – (800) 576-8773  
 Kenosha, Milwaukee, Waukesha and Racine – (877) 257-5861  
 Hours: Monday-Thursday 7:30 a.m. to 5:00 p.m., Friday 8:00 a.m. to 4:30 p.m.

Please call our Customer Service Department at (800) 279-1301 (toll free) to find out if your doctor is a Dean Health Plan doctor. The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find out what doctors are with your HMO. Please call the HMO Enrollment Specialist at (800) 291-2002 (toll free) if you have questions.

#### **What pharmacies (drugstores) will fill my prescriptions?**

You can fill your prescriptions at many pharmacies throughout the Dean Health Plan service area including: Shopko, Dean Pharmacies, Kmart, Target, Walgreens, and Wal-Mart. To find out if Dean Health Plan will pay for your prescriptions, contact Customer Service at (800) 279-1301.

#### **What special services are available to me?**

- Health education through our member newsletter.
- Nurse Line: Nurses are available to answer your health care questions.
- For members who live in Milwaukee and Dane counties transportation is available to you at no charge. Members who live in other counties can contact their county caseworker for help.
- The following services are available to those members that live in Kenosha, Milwaukee, Racine and Waukesha counties:
  - Free classes offered through Children's Hospital and Health System, designed to help parents and caregivers improve the health of children.
  - **Catch Your Breath – Asthma Survival Skills** class offered at no charge.
  - **The ClearPath Program** which offers a short educational program for parents related to dental care, and guarantees that families never wait longer than 6 weeks for dental appointments for their children.

#### **What enrollment rules must I follow?**

We would like you to choose a Primary Care Provider (PCP) for you and each member of your family. Each family member can choose his or her own doctor from our network. You can do this by calling Customer Service at (800) 279-1301 (toll free). If you need help in choosing or changing a PCP, you can call Customer Service. Women can see any OB/GYN in our network without needing a referral. Call Customer Service before you see any other doctor. Your doctor may have to give the other doctor a written referral. The other doctor must have approval and a copy from Dean Health Plan in order to see you.



COOPERATIVE of EAU CLAIRE

**Where can I get care?**

Major Providers	Hospitals
Amery Regional Medical Center – 4 locations	Amery – Amery Regional Medical Center
Ashland Clinic	Ashland – Memorial Medical Center
Augusta Family Medicine Clinic	Baldwin – Baldwin Community Hospital
Baldwin Clinic	Barron – Barron Medical Center
Buffalo River Clinic	Black River Falls – Black River Memorial
Burnett Medical Clinic	Bloomer – Memorial Medical Center
Chequamegon Clinic	Chippewa Falls – St. Joseph’s Hospital
Cumberland Medical Clinic	Cumberland – Cumberland Memorial Hospital
Duluth Clinic – Main	Duluth – Miller Dwan Medical Center
Eau Claire Medical Clinic	Duluth – St. Luke’s Hospital
Fairchild Clinic	Duluth – St. Mary’s Medical Center
Hayward Clinic	Eau Claire – Luther Hospital
Hermantown Clinic	Eau Claire – Sacred Heart Hospital
Ingalls Family Medicine Clinic	Grantsburg – Burnett Medical Center
Krohn Clinic	Hastings – Regina Medical Center
Lakeside Clinic	Medford – Memorial Health Center
Loyal Clinic	Menomonie – Myrtle Werth Hospital
Mainstreet Clinic	Neillsville – Neillsville Memorial Hospital
Mariner Clinic	New Richmond – Holy Family Hospital
Marshfield Clinic – 13 locations	Osseo – Osseo Area Medical Center
Memorial Health Center – 3 locations	Rice Lake – Lakeview Medical Center
Midelfort Clinic – 11 locations	River Falls – River Falls Hospital
Northwoods Community Health Center	Shell Lake – Indianhead Medical Center
Osseo Medical Clinic	Spooner – Spooner Health System Hospital
Red Cliff Community Health Center	Stanley – Our Lady Victory Memorial Medical Center
Regina Medical Group – 2 locations	Superior – St. Mary’s Hospital
Shell Lake Clinic	
Southside Medical Clinic	
Spooner Clinic	
Stone Lake Medical Clinic	
Superior Clinic	
UW Health – Eau Claire Family Medicine	
West Duluth Clinic	

**General Information:**

Call (888) 203-7770 (toll free) or (715) 552-4300 and ask for a Member Services Advocate. Interpreting services are available.

Group Health Cooperative of Eau Claire (“The Cooperative”) has many clinics and doctors in your neighborhood working to keep you and your family healthy. Please call our Member Services Advocate at (888) 203-7770 (toll free) or (715) 552-4300 to find out if your current doctor is a member of our provider network, or to get help choosing a doctor.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find out if your doctor is part of the network. Please call the Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

**What pharmacies (drugstores) will fill my prescriptions?**

Most local drugstores will fill prescriptions for “The Cooperative’s” members. Call our Member Services Advocates at (715) 203-7770 (toll free) or (715) 552-4300 to find out if “The Cooperative” will pay for prescriptions from your favorite drugstore.

**What special services are available to me?**

Many of our network doctors and nurses offer special health education classes, including nutrition and weight-control classes. Your clinic or doctor may also offer special one-on-one counseling on topics of interest to you and your family, such as how to stop smoking.

If you or a family member has a health condition you are concerned about, our advocates and nurses will do everything they can to answer your questions and help you make the best choices about your health care.

Nurses are available to answer your health questions after hours and on weekends by calling our 24-hour Nurse Advice Line. If you need more information call “The Cooperative’s” Member Service Advocates.

**What enrollment rules must I follow?**

You should choose a primary care clinic when you enroll with us. Your clinic may offer doctors or other medical providers specializing in Pediatrics, Family Practice, Internal Medicine, or OB/GYN, and nurses with special advanced training. Our Member Services Advocates can help you choose or change your primary care clinic. You can call them at (888) 203-7770 (toll free) or (715) 552-4300.

If your doctor decides that you need to see a specialist outside your primary care clinic, he or she will refer you to see one of our specialists. You may need to have the approval of “The Cooperative.” You must have prior approval from “The Cooperative’s” Medical Director in order to receive coverage for services provided outside of “The Cooperative’s” network of providers. Please call our Member Services Advocates to find out if you will need a written approval. You can call them at (888) 203-7771 (toll free) or (715) 552-4310.

If you use chiropractic services, “The Cooperative” provides this service. You will need to use a chiropractor that is part of our provider network. To find out if your current chiropractor is part of our network, or if you need help choosing a chiropractor, please call our Member Services Advocate at (888) 203-7771 (toll free) or (715) 552-4310.

Dental services are provided by Medicaid fee-for-service, not “The Cooperative”. You may receive dental services from any dentist who is willing to accept the Medicaid Forward card.



### Where can I get care?

Major Providers	Hospitals
Group Health Cooperative South Central WI UW Medical Foundation Access Community Health Centers	Madison – University of WI Hospital Madison – St. Mary’s Hospital medical Center (babies are delivered at St. Mary’s Hospital) Madison – Meriter Hospital Stoughton – Stoughton Hospital (Stoughton Hospital is <b>only</b> available to members who select UW Health-Stoughton for their primary care)

### General Information:

Member Services: (608) 828-4853  
TDD Services: (608) 828-4815

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find out if your doctor is part of our provider network. Please call the HMO Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

### What pharmacies (drugstores) will fill my prescriptions?

You can use pharmacies in the GHC network, including Walgreens, ShopKo, Wal-Mart, and GHC clinic pharmacies and many others. Feel free to call GHC Member Services at (608) 828-4853 for a list of pharmacies.

### What special services are available to me?

- Transportation to and from medical appointments.
- Free health education classes, including a stop-smoking program, a weight-loss program, and preparing for childbirth classes.
- Community Advocates to assist you at (608) 257-9700.
- Prenatal care program to assist pregnant members in connecting with community resources for both mother and baby and ensure a positive delivery experience at St. Mary’s Hospital.
- Member newsletter.
- Interpreter services.
- Services available through our complementary medicine and wellness center including acupuncture and massage are half price up to the benefit limit.
- Evening clinics with food provided are available to obtain health exams for school aged children.

### What enrollment rules must I follow?

We want you to choose a doctor for you and your family. Each family member can have his or her own doctor. You can change to a different doctor or clinic at any time by calling Member Services.

Dental services are not available through GHC. Your dental services are covered under Medicaid fee-for-service. You may see any dentist who is willing to accept the Medicaid Forward card.

### Clinics in the Group Health Cooperative Network

#### GHC Clinics

- GHC Capitol Clinic, 675 W. Washington Ave., Madison, WI. Telephone: 257-9700.
- GHC Deforest Clinic, 815 S. Main St., Deforest, WI. Telephone: 846-4787.
- GHC East Clinic, 5249 E. Terrace Drive, Madison, WI. Telephone: 222-9777.
- GHC Hatchery Hill Clinic, 3501 Cahill Main, Fitchburg, WI. Telephone: 661-7200.
- GHC Sauk Trails Clinic, 8202 Excelsior Drive, Madison, WI Telephone: 831-1766.

#### UW Health Clinics

- Cottage Grove, 500 Westlawn Dr., Cottage Grove, WI. Telephone: 839-3104.
- Stoughton, 100 Silverado Drive, Stoughton, WI. Telephone: 877-2660.

#### UW Department of Family Medicine Clinics

- Belleville, 21 South Vine Street, Belleville, WI. Telephone: 424-3384.
- Verona, 100 North Nine Mound Road, Verona, WI. Telephone: 845-9531.
- Wingra, 701 Dane Street, Madison, WI. Telephone: 263-3111.
- Northeast, 3209 Dryden Drive, Madison, WI. Telephone: 241-9020.

#### Access Community Health Center Clinics

- Evjue Clinic, 3434 East Washington Avenue, Madison, WI. Telephone: 443-5480.
- South Side Clinic, 2202 South Park Street, Madison, WI. Telephone: 443-5480.



# Health Tradition Health Plan

## Where can I get care?

Major Providers	Hospitals
Franciscan Skemp Healthcare Clinics: <ul style="list-style-type: none"><li>• Arcadia</li><li>• Caledonia</li><li>• Galesville</li><li>• Holmen</li><li>• Houston</li><li>• LaCrescent</li><li>• LaCrosse</li><li>• Onalaska</li><li>• Prairie du Chien</li><li>• Sparta</li><li>• Tomah</li><li>• Waukon</li></ul> Scenic Bluffs Community Center: <ul style="list-style-type: none"><li>• Cashton</li><li>• Norwalk</li></ul>	Arcadia – Franciscan Skemp Healthcare LaCrosse – Franciscan Skemp Healthcare Prairie du Chien – Prairie du Chien Memorial Hospital Sparta – Franciscan Skemp Healthcare Tomah – Tomah Memorial Hospital Waukon (Iowa) – Veteran’s Memorial Hospital
<p><b>Dental:</b> Dental services are covered under fee-for-service.</p> <p><b>Chiro:</b> Please refer to provider directory as we have many different chiropractic providers.</p> <p><b>Vision:</b> Any Franciscan Skemp Healthcare Clinic.</p>	

## General Information:

Member Advocate: (800) 545-8499 (toll free)  
(608) 783-9507  
TDD Services: (888) 459-3020 (toll free)

Translation services are available. Please contact Member Advocate for further information. The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find out if your doctor is an HMO network provider. Please call the HMO Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

## What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescription at any pharmacy that participates in the SXC Health Solutions, Inc. pharmacy network. To find out which pharmacies participate in SXC Health Solutions, Inc., ask your local pharmacy or call the Member Advocate at (800) 545-8499 (toll free) or (608) 783-9507.

## What special services are available to me?

- Personalized, high-quality, compassionate care through Franciscan Skemp Healthcare, a part of Mayo.
- Health System, with local providers.
- Walk-in clinic (urgent care) hours available at many sites.
- Educational programs for prenatal care and diabetes.
- Ask Mayo Clinic (24-hour Nurse Line), (877) 341-1746 (toll free) or (877) 728-3311 (TDD – toll free).
- Mayo Clinic Tobacco Quitline, (888) 642-5566 (toll free) or (866) 257-2971 (TDD - toll free).

## What enrollment rules must I follow?

Health Tradition Health Plan requires that you select a primary care doctor (refer to Family Practice, Center for Women’s Health, OB/GYN, Pediatrics, Family Health Clinic, or Internal Medicine) at the time of enrollment. If you do not select a primary care doctor, one will be selected for you. We encourage you to use the same primary care doctor at each visit. You can choose a different doctor for each family member covered by Health Tradition. If you need help in picking a primary care doctor, you can call the Member Advocate number above.

In order to access specialty care outside the Health Tradition network, you must get a referral from your primary care doctor. He or she can also help you in making the appointment with a Health Tradition specialist.

Chiropractic services are available through Health Tradition. You must select a chiropractor within the Health Tradition provider network. If you need help in picking a chiropractic provider, you can call the Member Advocate at (800) 545-8499 (toll-free) or (608) 783-9507.

Dental services are covered under Medicaid fee-for-service, not Health Tradition. Dental services may be received from any dentist who is willing to accept the Medicaid Forward card. For assistance, please call Recipient Services at (800) 362-3002 (toll free).



## Where can I get care?

Major Providers in these Cities			Hospitals
Antigo	Ixonia	Peshtigo	All Saints Medical Center
Athens	Jackson	Pewaukee	Aurora Baycare Medical Center
Appleton	Janesville	Plainfield	Aurora Medical Center – Kenosha, Manitowoc and Washington Counties
Brookfield	Johnson Creek	Pleasant Prairie	Aurora Sinai Medical Center
Beaver Dam	Juneau	Plymouth	Bay Area Medical Center
Beloit	Kaukauna	Port Washington	Beloit Memorial Hospital
Belgium	Kenosha	Pound	Berlin Memorial Hospital
Berlin	Keshena	Princeton	Calumet Medical Center
Birnamwood	Lake Mills	Pulaski	Children's Hospital of WI – Milwaukee, Kenosha, and Neenah
Brandon	Lakewood	Racine	Columbia Hospital
Brownsville	Little Chute	Redgranite	Community Memorial Hospital – Beaver Dam
Campbellsport	Manitowoc	Rib lake	Columbia/St. Mary's Ozaukee
Cedarburg	Manawa	Ripon	Community Memorial Hospital
Chilton	Marinette	Salem	Divine Savior Hospital
Clintonville	Marion	Seymour	Elmbrook Memorial Hospital
Colby	Marshfield	Shawano	Fort Memorial Hospital
Crivitz	Mayville	Sheboygan	Holy Family Medical Center
Darien	Medford	Slinger	Kenosha Hospital and Medical Center
Delavan	Menasha	Stratford	Lakeland Medical Center
DePere	Mequon	Thiensville	Langlade Memorial Hospital
East Troy	Menomonee Falls	Thorp	Memorial Health Center – Medford
Elcho	Milwaukee & Suburbs	Union Grove	Memorial Hospital – Neillsville
Elkhart Lake	Mosinee	Waukesha	Memorial Hospital of Burlington
Elkhorn	Mosinee	Watertown	Mercy Medical Center
Fond du Lac	Mount Calvary	Waterford	New London Family Medical Center
Fort Atkinson	Mukwonago	Waupaca	Oconomowoc Memorial Hospital
Fox Lake	Neillsville	Waupun	Our Lady of Victory Hospital
Germantown	Neenah	Wautoma	Ripon Medical Center
Gillette	Nekoosa	Wausau	Riverside Medical Center
Gilman	New Berlin	Weyauwega	Riverview Hospital
Grafton	New Holstein	West Bend	Shawano Medical Center
Green Lake	New London	Wild Rose	Sheboygan Memorial Medical Center
Greenwood	Oconomowoc	Winneconne	St. Agnes Hospital
Green Bay	Oconto	Wittenburg	St. Catherine's Medical Center
Hartford	Oneida	Wis. Rapids	St. Elizabeth Hospital
Hartland	Oostburg		St. Francis Hospital
Hilbert	Oshkosh		St. Joseph's Community Hospital
Hortonville	Owen		St. Joseph's Regional Medical Center
To find out what doctors and clinics are with Managed Health Services, please call Member Services at (888) 713-6180 (toll free) or (800) 446-6136 TDD.			St. Mary's Hospital – Green Bay
			St. Mary's Hospital – Milwaukee
			Sacred Heart Rehab Institution
			St. Nicholas Hospital
			St. Vincent Hospital
			Watertown Memorial Hospital
			Wausau Hospital
			Waukesha Memorial Hospital
			Waupun Memorial Hospital
			West Allis Memorial Hospital
			Wild Rose Community Memorial Hospital

## General Information:

Member Services: (888) 713-6180 (toll free) or (414) 345-4646

TDD Services: (800) 446-6136 (toll free) or (414) 345-4621

## What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drugstores in your county. To find out if Managed Health Services will pay for prescriptions from your favorite drugstore, call our Member Services Department at (888) 713-6180 (toll free) or (414) 345-4646.

## What special services are available to me?

- Each season of the year you will get a member newsletter. This will have helpful tips about health and information about MHS.
- MHS has an after-hours telephone line called NurseWise. This is staffed by nurses who can get you the help you need if you cannot reach your PCP.
- MHS has staff that speaks English, Spanish, and Hmong. We also have interpreter services for other languages, including American Sign Language. We also have materials on tape, in large print and in Braille.
- MHS offers special programs including smoking cessation, diabetes, asthma, and Start Smart for Your Baby.
- MHS has a Connections program to connect you to quality health care and social services:
  - Connections staff will talk to you on the telephone, send you information, and visit your home if you would like them to come.
  - Connections can also help connect you to community social services. If need food, housing, clothing, utility services, etc. Call for a Connection at (888) 713-6180.

## What enrollment rules must I follow?

We want you to choose a primary care doctor when you enroll with us. You can do this by calling our Member Services Department at (888) 713-6180 (toll free) or (414) 345-4646. You can change your primary care doctor by calling the same number.

Prescription drugs may require a prior authorization. If you or your doctor would like a list, please call MHS Member Services.

Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

To find out if dental services are available in your county please call our Member Services Department.

Chiropractic services are covered under Medicaid fee-for-service, not Managed Health Services. You may see any chiropractor that is willing to accept the Medicaid Forward card.

Referrals to a specialist are handled through your primary doctor.

### Where can I get care?

Major Providers	Hospitals
Beloit – Beloit Area Community Health Center Beloit – Mercy Beloit Medical Center Brodhead – Mercy Brodhead Medical Center Delavan – Mercy Delavan Medical Center Edgerton – Mercy Edgerton Medical Center Evansville – Mercy Evansville Medical Center  Janesville – Mercy Clinic East Janesville – Mercy Clinic South Janesville – Mercy Health Mall Clinic Janesville – Mercy Women’s Health Center Janesville – Mercy Sports Medicine & Rehab  Lake Geneva – Mercy Lake Geneva Med Ctr Lake Geneva – Mercy Walworth Med Ctr  Milton – Mercy Milton Medical Center  Sharon – Mercy Sharon Medical Center  Whitewater – Mercy Whitewater Med Ctr Harvard, IL – Mercy Harvard North and South Clinic	Elkhorn – Lakeland Medical Center (This facility is participating for obstetrical services only, and only when those services are provided by Mercy Health System Physicians.)  Janesville – Mercy Hospital  Lake Geneva – Walworth Hospital and Medical Center  Harvard, IL – Mercy Harvard Hospital
<p><b>Dental:</b> This benefit is covered under Medicaid fee-for-service.</p> <p><b>Chiro:</b> This benefit is covered under Medicaid fee-for-service.</p> <p><b>Vision:</b>  Janesville – Mercy Regional Eye Center  Janesville – Mercy Mall Vision Center  Lake Geneva – Mercy Walworth Medical Ctr</p>	

### General Information:

Customer Service:	(800) 895-2421 (toll free)
TDD Services:	(800) 947-3529 (toll free)
HMO Advocate:	(800) 752-3431, ext. 3033 (toll free)
24-Hour MVP Line:	(800) 756-6060 (toll free)

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find a doctor in your HMO network. Please call the HMO Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

Translation or interpretation services are available for those members who need them. Please contact Member Services Representatives at (800) 895-2421 (toll free).

### What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many pharmacies throughout the MercyCare service area. To find out if MercyCare will pay for prescriptions at your pharmacy, ask your pharmacist or call Customer Service at (800) 895-2421 (toll free).

### What special services are available to me?

- 24-Hour Access Line - Available to answer your questions 24 hours a day, seven (7) days a week.
- Health education classes.
- Diabetes and asthma counseling.
- Prenatal Care Coordination.
- Transportation (free rides) to and from any medical appointments.

### What enrollment rules must I follow?

As a member of MercyCare, you must choose a primary care doctor when you need health care. If you need help in choosing a doctor, call our Customer Service Department at (800) 895-2421 (toll free). You can change your doctor at any time by calling Customer Service at (800) 895-2421 (toll free). You must get a referral from your primary care doctor in order to access specialty care outside of the MercyCare network. If your primary care doctor decides that you should see a specialist, he or she will handle your referral.

### Where can I get care?

Major Providers in these Cities			Hospitals
Antigo	Ixonia	Peshtigo	All Saints Medical Center
Athens	Jackson	Pewaukee	Aurora Baycare Medical Center
Appleton	Janesville	Plainfield	Aurora Medical Center – Kenosha, Manitowoc and Washington Counties
Brookfield	Johnson Creek	Pleasant Prairie	Aurora Sinai Medical Center
Beaver Dam	Juneau	Plymouth	Bay Area Medical Center
Beloit	Kaukauna	Port Washington	Beloit Memorial Hospital
Belgium	Kenosha	Pound	Berlin Memorial Hospital
Berlin	Keshena	Princeton	Calumet Medical Center
Birnhamwood	Lake Mills	Pulaski	Children's Hospital of WI – Milwaukee, Kenosha, and Neenah
Brandon	Lakewood	Racine	Columbia Hospital
Brownsville	Little Chute	Redgranite	Community Memorial Hospital – Beaver Dam
Campbellsport	Manitowoc	Rib lake	Columbia/St. Mary's Ozaukee
Cedarburg	Manawa	Ripon	Community Memorial Hospital
Chilton	Marinette	Salem	Divine Savior Hospital
Clintonville	Marion	Seymour	Elmbrook Memorial Hospital
Colby	Marshfield	Shawano	Fort Memorial Hospital
Crivitz	Mayville	Sheboygan	Holy Family Medical Center
Darien	Medford	Slinger	Kenosha Hospital and Medical Center
Delavan	Menasha	Stratford	Lakeland Medical Center
DePere	Mequon	Thiensville	Langlade Memorial Hospital
East Troy	Menomonee Falls	Thorp	Memorial Health Center – Medford
Elcho	Milwaukee & Suburbs	Union Grove	Memorial Hospital – Neillsville
Elkhart Lake	Mosinee	Waukesha	Memorial Hospital of Burlington
Elkhorn	Mount Calvary	Watertown	Mercy Medical Center
Fond du Lac	Mukwonago	Waterford	New London Family Medical Center
Fort Atkinson	Mukwonago	Waupaca	Oconomowoc Memorial Hospital
Fox Lake	Neillsville	Waupun	Our Lady of Victory Hospital
Germantown	Neenah	Wautoma	Ripon Medical Center
Gillette	Nekoosa	Wausau	Riverside Medical Center
Gilman	New Berlin	Weyauwega	Riverview Hospital
Grafton	New Holstein	West Bend	Shawano Medical Center
Green Lake	New London	Wild Rose	Sheboygan Memorial Medical Center
Greenwood	Oconomowoc	Winneconne	St. Agnes Hospital
Green Bay	Oconto	Wittenburg	St. Catherine's Medical Center
Hartford	Oneida	Wis. Rapids	St. Elizabeth Hospital
Hartland	Oostburg		St. Francis Hospital
Hilbert	Oshkosh		St. Joseph's Community Hospital
Hortonville	Owen		St. Joseph's Regional Medical Center
To find out what doctors and clinics are with Managed Health Services, please call Member Services at (888) 713-6180 (toll free) or (800) 446-6136 TDD.			St. Mary's Hospital – Green Bay
			St. Mary's Hospital – Milwaukee
			Sacred Heart Rehab Institution
			St. Nicholas Hospital
			St. Vincent Hospital
			Watertown Memorial Hospital
			Wausau Hospital
			Waukesha Memorial Hospital
			Waupun Memorial Hospital
			West Allis Memorial Hospital
			Wild Rose Community Memorial Hospital

### General Information:

Member Services: (888) 713-6180 (toll free) or (414) 345-4646  
TDD Services: (800) 446-6136 (toll free) or (414) 345-4621  
Spanish and Hmong Services: (888) 713-6180 (toll free)

To find out what doctors and clinics are with Network Health Plan, call Customer Service at the number above or the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at (800) 291-2002 (toll free).

### What pharmacies (drugstores) will fill my prescriptions?

You can fill prescriptions at many drugstores in your county. To find out if Network Health Plan will pay for prescriptions from your favorite drugstore, call our Member Services Department at (888) 713-6180 (toll free) or (414) 345-4646.

### What special services are available to me?

- Each season of the year you will get a NHP Newsletter. This will have helpful tips about health and plan information.
- NHP has an after-hours telephone line called NurseWise. This is staffed by nurses who can get you the help you need if you cannot reach your PCP.
- NHP has staff that speak English, Spanish, and Hmong. We also have interpreter services for other languages.
- Special programs including smoking cessation, diabetes, asthma, and Start Smart for Your Baby.
- Connections program to connect you to quality health care and social services:
  - Connections staff will talk to you on the telephone, send you information, and visit your home if you would like them to come.
  - Connections can also help connect you to community social services. If you need food, housing, clothing, utility services, etc.
  - Call for a Connection at (888) 713-6180.

### What enrollment rules must I follow?

We want you to choose a primary care doctor when you enroll with us. You can do this by calling our Member Services Department at (888) 713-6180 (toll free) or (414) 345-4646. You can change your primary care doctor by calling the same number.

Prescription drugs may require a prior authorization. If you or your doctor would like a list, please call Member Services.

Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

To find out if dental services are available in your county, please call our Member Services Department.

Chiropractic services are covered under Medicaid fee-for-service, not Managed Health Services. You may see any chiropractor that is willing to accept the Medicaid Forward card.

Referrals to a specialist are handled through your primary doctor.

Where can I get care?

Major Providers in these Cities			Affiliated Hospitals		
Amherst Antigo Ashland Athens Augusta Birnamwood Black River Falls Cadott Chetek Chippewa Falls Colby/Abbotsford Cornell Crandon Cumberland Eagle River Eau Claire Edgar Elcho Gilman Greenwood Hayward Iola Ladysmith Land O'Lakes	Laona Loyal Marathon Marshfield Medford Menomonie Mercer Merrill Minocqua Minong Mosinee Neillsville Nekoosa Osseo Owen Park Falls Phelps Phillips Plover Prentice Radisson Rhineland Rib Lake Rice Lake Rosholt	Stanley Stevens Point Stone Lake Stratford Thorp Three Lakes Tomahawk Waupaca Wautoma Weston Wisconsin Rapid Wittenberg Woodruff	Antigo – Langlade Memorial Hospital Ashland – Memorial Medical Center Black River Falls – Black River Memorial Hospital Chippewa Falls – St. Joseph's Hospital Cumberland – Cumberland Memorial Hospital Eagle River – Eagle River Mem Hosp Eau Claire – Oakleaf Surgical Hospital Eau Claire – Sacred Heart Hospital Hayward – Hayward Area Mem Hosp Ladysmith – Rusk County Mem Hosp Marshfield – St. Joseph's Hospital Medford – Memorial Health Center Merrill – Good Samaritan Health Center Neillsville – Memorial Hospital Park Falls – Flambeau Hospital Rhineland – Lakeview Medical Center Stanley – Our Lady of Victory Hospital Stevens Point – St. Michael's Hospital Tomahawk – Sacred Heart Hospital Waupaca – Aspirus Wausau Hospital Weston – St. Claire's Hospital of Weston Wisconsin Rapids – Riverview Hospital Woodruff – Howard Young Medical Center		
Dental/Chiropractic Services			Vision Providers in these Cities		
Dental and chiropractic services are covered under Medicaid fee-for-service, not Security Health Plan. You may receive dental and chiropractic services from any provider who accepts your Forward ID card. If you have any questions about dental or chiropractic services, contact your county economic support caseworker.			Antigo Ashland Barron Black River Falls Bloomer Chetek Chippewa Falls Colby Cornell Crandon Cumberland Eagle River Eau Claire Hayward	Ladysmith Marathon Marshfield Medford Menomonie Merrill Minocqua Mosinee Neillsville Nekoosa Park Falls Phillips Pittsville Plover Rhineland Rice Lake	Rothschild Schofield Spooner Stanley Stevens Point Thorp Tomahawk Turtle Lake Wausau WI Rapids Wittenberg Woodruff

General Information:

Customer Service/Pharmacy Questions:	(800) 791-3044 (toll free)
Mental Health/AODA Services:	(800) 791-3044 (toll free)
24-Hour Nurse Line:	(800) 549-3174 (toll free)
Hearing Impaired (TTY):	(877) 727-2232 (toll free)
Web Site Address:	www.securityhealth.org

Security Health Plan has over 2,500 providers to serve your health care needs. To find out if your provider is in our Medicaid/BadgerCare network, call our Customer Service department at (800)791-3044 (toll free) or visit our web site.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find a doctor who is a provider in your HMO. Call the Enrollment Specialist at (800) 291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

All chain (retail store) pharmacies and many independent (local) pharmacies in your area will fill your prescription. Call Customer Service at (800) 791-3044 if you have questions about getting your prescriptions filled.

What special services are available to me?

- Customer service from people who live in your area and who know and care about the needs of residents of eastern, northern, western and central Wisconsin.
- Toll free 24-hour nurse line, which you can call to ask health-related questions for you and your family.
- Quarterly member newsletters.
- Assistance with transportation arrangements for medical appointments.
- Health education information and services on tobacco cessation, asthma management, diabetes education, prenatal/postnatal care and prenatal care coordination, preventive care, behavioral health and cardiovascular education.
- Access to HMO network specialists without referral from your Primary Care Provider (PCP).
- Access to walk-in clinics (urgent care) at many sites.
- HealthChecks are usually done at your provider's office, but may also be done at local health departments in some counties.

What enrollment rules must I follow?

You must pick a Primary Care Provider (PCP) from our list who will coordinate your health care needs. We encourage you to use the same PCP at each visit. You are able to change your PCP any time simply by calling customer service at (800) 791-3044 (toll free).

Where can I get care?

Major Providers	
<b>Physician</b> 16 <sup>th</sup> Street Clinic All Saints Medical Clinic Aurora Medical Group Bellin Physician Group Berlin Hospital Physician Group Children's Medical Group Columbia/St. Mary's Physician Group Covenant/Wheaton Medical Group Divine Savior Physicians Group Downtown Health Center Elmbrook Internal Medical Associates Hispanic Medical Center Independent Physicians Network Lakeshore Medical Clinic Marsho Family Medical Group Medical Associates Medical College of Wisconsin Medpoint Family Care Milwaukee Health Services Milwaukee Immediate Care ProHealth Physician Group Riverside Medical Center Sethi Medical Clinic Shafi Medical Center Shawano Clinic ThedaCare Physician Group United Hospital System UW Health Fox Valley Family Practice Villard Primary and Specialty Care Westside Healthcare	<b>Medical Services</b> Appleton – Appleton Medical Center Fond du Lac – St. Agnes Hospital Green Bay – Aurora Baycare Green Bay – Bellin Memorial Hospital Kenosha – Aurora Medical Center Kenosha – United – St. Catherine's Mequon – St. Mary's Hospital – Ozaukee Milwaukee – Columbia St. Mary's Milwaukee – Froedtert Memorial Milwaukee – Aurora Sinai Milwaukee – Children's Hospital of WI Milwaukee – St. Francis Hospital Milwaukee – Wisconsin Heart Hospital Neenah – Theda Clark Medical Center Oconomowoc – Oconomowoc Memorial Oshkosh – Aurora Medical Center Portage – Divine Savior Hospital Racine – All Saints Medical Center Shawano – Shawano Medical Center Waukesha – Waukesha Memorial West Allis – West Allis Memorial West Bend – St. Joseph's  <b>Dental</b> Doral Dental USA  <b>Vision</b> Herslof Optical

General Information:

Customer and Translation Services: (800) 504-9660 (toll free)  
TDD Services: (800) 947-6644 (toll free)  
Interpreter Services: (800) 504-9660 (toll free)  
Doral Dental: (800) 417-7140 (toll free) or (800) 404-4721 (toll free)  
Herslof Vision Care: (800) 796-6296 (toll free) or (414) 462-5522  
Transportation Services: (800) 504-9660 (toll free) or (414) 479-9400

For general information or to find out if your doctor is a member of our provider network, please call the Enrollment Specialist at (800) 291-2002 (toll free).

What pharmacies (drugstores) will fill my prescriptions?

UnitedHealthcare has contracts with Walgreens, K-Mart, CVS/Osco, Wal-Mart, Kohl's Rx, Target, ShopKo, and other pharmacies in Wisconsin. Ask your pharmacist if they are a UnitedHealthcare provider. Be sure to show them your Forward card and any other insurance card you may have. Prescription drugs may require a prior authorization.

What special services are available to me?

- UnitedHealthcare has prenatal support programs, nutritional counseling, smoking cessation, diabetes and asthma programs. Call the Customer Service number above for more information about other health-related and community programs.
- UnitedHealthcare has social workers that can help with questions about nutrition/WIC, labor and delivery, breastfeeding, quitting smoking, fetal development, newborn care, etc., through our Healthy First Steps program. To learn more call (414) 443-4630 or (888) 303-6163.
- UnitedHealthcare has an Advocacy Program to assist with access to care issues and cultural sensitivity. Please call Customer Service if you have any questions about the advocacy services.
- UnitedHealthcare provides common carrier transportation for covered medical services in Milwaukee County.
- UnitedHealthcare has a 24-hour emergency service to help you and your family get care in emergency situations. Call the Customer Service number above for more information.

What enrollment rules must I follow?

Every enrollee must choose a primary care doctor. If you do not choose a doctor, one will be chosen for you.

This doctor will see you for most of your health care needs. To change your doctor, you must call UnitedHealthcare Customer Service at (800) 504-9660 (toll free). You can see your new doctor on the first day of the month after we receive your call.

Telephone numbers are mailed to you in a member packet. Review your member handbook and your doctor listings.

UnitedHealthcare offers services to help you talk with your doctor or other health care workers. You can get this service if you do not speak English or have hearing and speech barriers. We can help you get language and sign language services. Call our Customer Service number listed above for help.

If you need to see another doctor or specialist, your primary care doctor must say it is okay. Your primary doctor will send the other doctor a written referral. The other doctor must have a copy of this written referral to see you. Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

Prescription drugs may require prior authorization.

UnitedHealthcare provides dental services only in the following counties: Kenosha, Milwaukee, Racine, and Waukesha. For all other counties, your dental services are covered under Medicaid fee-for-service.

You may receive dental services from any dentist that is willing to accept the Medicaid Forward card.

Your chiropractic services are covered under Medicaid fee-for-service. You may receive chiropractic services from any chiropractor that is willing to accept the Medicaid Forward card.



Where can I get care?

Major Providers	Hospitals
UW Health Clinics in: <ul style="list-style-type: none"><li>• Belleville</li><li>• Cottage Grove</li><li>• Cross Plains</li><li>• Deforest</li><li>• Fitchburg</li><li>• Madison</li><li>• McFarland</li><li>• Monona</li><li>• Mt. Horeb</li><li>• Oregon</li><li>• Stoughton</li><li>• Sun Prairie</li><li>• Verona</li><li>• Waunakee</li></ul>	Madison – UW Children’s Hospital Madison – UW Hospitals and Clinics Madison – Meriter Hospital Stoughton – Stoughton Hospital
<p><b><u>Vision:</u></b></p> <p>UW Health providers.</p> <p><b><u>Dental:</u></b></p> <p>Covered under Medicaid fee-for-service, not Unity Health Insurance.</p> <p><b><u>Chiro:</u></b></p> <p>Covered under Medicaid fee-for-service, not Unity Health Insurance.</p>	

General Information:

Customer Service: (800) 362-3310 (toll free) or (608)-643-2491  
TDD Services: (608) 643-1421  
Interpreter Services: (800) 362-3310 (toll free)

Please call Unity’s Customer Service number listed above to find out if your doctor is a Unity Health Insurance doctor or contact the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at (800) 291-2002 (toll free).

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drugstores in Unity’s service area. Ask your pharmacist if he or she is a Unity Health Insurance provider or call Customer Service.

What special services are available to me?

- All primary care clinics offer stop smoking counseling. Certain UW Health clinics offer the First Breath stop smoking program to pregnant women.
- Community Outreach Manager to help assess and arrange for your health care needs call (800) 362-3008 (toll free) and ask for the Medicaid Advocate.
- “Health Bound” educational programs at UW Hospital and Clinics.
- Member newsletter.
- Wellness First Program offers a \$50 reimbursement each year for Unity approved health education classes at Unity’s hospital and clinics.
- Transportation arrangements to medical and dental appointments for members in the Madison area.
- A “Welcome Baby” program and gift is offered to members that get healthy prenatal care.
- “Get In and Win” - Each month a drawing for Wal-Mart gift certificates is held for members who received a HealthCheck exam.

What enrollment rules must I follow?

You must choose a primary care provider (PCP) for each family member when you enroll with Unity. Initially we will assign you a doctor, but you may change this at any time by calling us at (800) 362-3310 (toll free) or (608) 643-2491. If you call us by the twentieth day of the month, you can go to your new doctor the first day of the next month.

Your clinic and/or PCP’s name will be on your Unity identification card. If you choose a doctor at one of the clinics listed below, you can see any doctor at that clinic.

- UW Health — Belleville Family Medical Clinic
- UW Health — Northeast Family Medical Clinic
- UW Health — Research Park Clinic
- UW Health — Wingra Family Medical Center
- UW Health — Verona

Be sure to check your Unity identification card to make sure the doctor or clinic listed is your doctor. If it is not, call Unity Customer Service at (800) 362-3310 (toll free) or (608) 643-2491 to change it.

Your Unity Health Insurance doctor may refer you to another doctor (a specialist) for certain health problems. You may not make an appointment to see a specialist until you have contacted your PCP first. Your PCP will submit a referral request for your treatment or visits to the specialist. Call Customer Service at (800) 362-3310 (toll free) or (608) 643-2491 with any questions about Unity.

Department of Health and Family Services  
Division of Health Care Financing  
PHC 12020 (01/07)