



HUMANA-WESTERN REGION

PreferredOne provider network
 Two Riverwood Place – Suite 300
 N 19 W24133 Riverwood Place
 Waukesha, WI 53188
 800-4HUMANA (800-448-6262)
 www.humana.com



*For enrollment questions, please call the Open Enrollment Hotline toll free at 1-888-393-6765 between 7 AM and 7 PM, Monday – Friday or e-mail to oe@humana.com for a response with 2 business days. TDD services available 1-800-526-0844.

Type of Plan	Health Maintenance Organization (For Profit)
Total Number of Members.....	74,000
Years of Operating Experience	19 years
Total Number of Primary Care Physicians (PCPs).....	500+
Percentage of PCPs Accepting New Patients	80%
Percentage of Board Certified Specialty Care Physicians	N/A
Number of Dentists.....	Provider of your choice

ADDITIONAL INFORMATION

Referral Requirements	Referrals are required to see any provider outside the PreferredOne Humana Western network. Members or physicians can call Humana referral unit at 1-800-626-2698 for referrals, e.g. for oral surgeons or for out-of-area students (the number is on the Humana ID card). The caller will be notified of any denied referral. Referrals will be posted on your personal, confidential web page, MyHumana, the online Self Service Center, at www.humana.com .
Prior Authorization Requirements	Providers are responsible for calling PreferredOne to pre-authorize hospitalizations, and therapy services. Humana must pre-authorize all oral surgery services and any non-network hospitalization or procedure. Any denials will be communicated to you and your provider in writing. Pre-authorizations processed and approved by Humana will be posted on MyHumana, the online Self Service center.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefit (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
OnLine Services	<p>Humana has a custom web site for the State of Wisconsin, accessible through a link on the ETF web site. From the “How to Contact the Health Plans” page you will be connected to a wide range of Humana services and tools specific to your plan administration. As a Humana member, you will have access to powerful resources that can help you make decisions that affect your health. Once you’ve received your Humana ID card, you can register for MyHumana and customize a personal page. At MyHumana, you can:</p> <ul style="list-style-type: none"> • Find participating providers with the Physician Finder Locator (provider directory). • Visit Condition Centers to learn about symptoms, treatments and tests. Use tools to track your condition; print reports to discuss with your doctor. • Take a health assessment; print the results to share with your doctor. • View your Humana claims for medical care. • View the status of authorizations and referrals. • Create your own health record, including family history, immunizations, allergies and medications. • Order replacement ID cards. • Receive secure emails from Humana: health and money-savings tips; guidance in using your benefits wisely. <p>For additional information, visit www.humana.com</p>
Outpatient Mental Health Network/Policy	You may use any of the mental health/substance abuse providers listed in the PreferredOne section of the Provider Directory. For assistance in identifying a specific mental health/substance abuse provider, contact PreferredOne at 1-800-451-9597.

ADDITIONAL INFORMATION

24-Hour Nurse Line	A 24-hour, 7-day-a-week medical information line, HumanaFirst, is available for Humana members. The phone number is on the Humana ID cards.
PCP Restrictions	Each family member can select any Humana Western (PreferredOne) PCP.
Dental Benefits	Oral Surgery under Uniform Benefits requires medical network providers. Included in the Humana plan is a Humana Dental supplemental benefit which provides 100% preventative care; 50% after deductible basic care; 50% orthodontic coverage (up to an individual ortho lifetime maximum of \$1,200). Orthodontic coverage is limited to covered dependent children under age 18. Select your own dentist. However, charges are subject to usual and customary limitations for services provided by a non-contracted provider. See the Provider Directory for a listing of contracted providers or visit the web site: www.humanadental.com .
Quality Improvement Initiatives	<ul style="list-style-type: none"> Expand use of telephone outreach, reminder mailers and e-mails across a broader range of preventive health care measures to promote immunizations, screenings, prenatal education, and cardiovascular risk reduction. Partner with behavioral health provider to enhance identification and treatment of depression in the primary care setting, and improve outcomes in the treatment of anxiety. Improve health outcomes through Health Management Programs for members with chronic conditions including diabetes, end stage renal disease, coronary artery disease, congestive heart failure, cancer, asthma, and rare diseases.

Counties in Service Area	Hospitals in County*	Major Providers in County*
Barron	Barron Medical Center – Mayo Health System Cumberland Memorial Hospital	PreferredOne
Bayfield	No hospital in county, see surrounding counties	PreferredOne
Buffalo	No hospital in county, see surrounding counties	PreferredOne
Burnett	Burnett Medical Center	PreferredOne
Chippewa	Bloomer Mem. – Mayo Health System St. Joseph's Hospital	PreferredOne
Douglas	St. Mary's Hospital of Superior	PreferredOne
Dunn	Myrtle Werth Hospital	PreferredOne
Eau Claire	Luther Hospital; Midelfort Clinic	PreferredOne
Pepin	Chippewa – Valley Hospital	PreferredOne
Pierce	River Falls Area Hospital	PreferredOne
Polk	Amery Regional Medical Center Osceola Medical Center	PreferredOne
St. Croix	Holy Family Hospital Baldwin Hospital Hudson Hospital	PreferredOne
Sawyer	Hayward Area Memorial Hospital	PreferredOne
Trempealeau	Osseo Area Medical Center	PreferredOne
Washburn	Indianhead Medical Center Spooner Health System	PreferredOne

* This column provides only a general summary of major provider groups, and the key counties serviced by Humana. Please see the Its Your Choice map for a county specific map. For a complete listing of all 6,000 Wisconsin physicians, as well as the PreferredOne physicians in Minnesota, please access the custom web site for the State of Wisconsin, accessible through a link on the ETF web site, "How to Contact the Health Plans" page. You can also access these directories at: <http://www.humana.com/misc/ProviderDirectory.asp#WStates>.

Enrollment materials, including a directory, can be obtained by calling the Madison WI Open Enrollment Hotline at 1-888-393-6765. Enrollment materials, including a directory, can be obtained by calling the WI Open Enrollment Hotline at 1-888-393-6765 or emailing to oe@humana.com with your address.