

Medical Associates Health Plans



PO Box 5002
1605 Associates Drive
Dubuque, IA 52004-5002
Phone Number (563) 556-8070
FAX Number (563) 556-5134
www.mahealthcare.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	28,288
Years of Operating Experience	23
Total Number of Primary Care Physicians (PCPs).....	122
Percentage of PCPs Accepting New Patients	89%
Percentage of Board Certified Specialty Care Physicians.....	95%
Number of Hospitals Affiliated with Plan.....	15
Number of Urgent Care Facilities	6
Number of Dentists	Open Access
Percentage of Dentists Accepting New Patients	100%

ADDITIONAL INFORMATION

Referral Requirements	Medical Associates Health Plans is an open access HMO. Members are able to seek the services from an MAHP Network Specialist without a referral from their PCP for covered services. See special requirements for mental health services below.
Prior Authorization Requirements	When the services are needed by a non-Medical Associates Health Plans Network Specialist or Physician, members must obtain a written authorization from the Medical Director prior to receiving services. If services cannot be provided within the network, your physician will initiate a request for prior authorization. Responses are provided in writing to you and your referring physician. Members should call the plan to confirm the status of their request.
Medicare Claims Procedure	Claims for members who are also covered by Medicare will be automatically processed by Medical Associates Health Plans. (Members are required to see participating physicians for coverage of coinsurance and deductible by the plan.)
OnLine Services	<p>Check out our web site at www.mahealthcare.com.</p> <ul style="list-style-type: none"> • Provider Directory (Click on "Health Plans" then "Provider Directory") • Well Child Guide • New Physicians added to Medical Associates Health Plans Network • Phone Directory • Clinic & Health Plan News • Women's Health Resource Guide • 24 Hour Help Nurse
Outpatient Mental Health Network/Policy	Members must have a referral authorized by the Mental Health Department at (563) 584-3500 or 1-800-648-6868. Outpatient mental health services must be provided by a Medical Associates Health Plans participating physicians and providers.
24-Hour Nurse Line	(563) 556-4357 or 1-800-325-7442
PCP Restrictions	There are no restrictions in choosing a participating primary care physician.
Dental Benefits If Provided	<p>Routine periodic exams at 6 months intervals - 100% coverage</p> <p>Full mouth x-rays once in any 3 year interval, and bite wing x-rays at 1 year intervals - 100% coverage. Limited to usual, customary and reasonable fees.</p> <p>Topical fluoride applications, once in any 6 month interval - 100% coverage.</p> <p>Open access for dental providers.</p>

ADDITIONAL INFORMATION

Quality Improvement Initiative	<ul style="list-style-type: none"> • Through reminders to members, increase diabetic eye exams, mammograms, cervical cancer screenings and post-partum depression screenings. Offering same day appointments in internal medicine, pediatrics, family practice, orthopedics and ophthalmology. • Encourage participation in smoking cessation program. • Improve accessibility to providers and wait time by increasing the number of available appointments. • Transition patient records from paper to electronic. • Work closely with the Behavioral Health Department to manage medications and increase antidepressant medication compliance. • Increase adolescent immunization rates by using state registries.
---------------------------------------	--

Counties in Service Area	Hospitals in County	Major Providers in County ~
Crawford, WI	 Prairie du Chien Memorial Hospital	Prairie Medicine
Grant, WI	 Boscobel Area Health Care  Grant Regional Health Center-Lancaster  Southwest Health Center-Platteville	Associated Hearing and Balance Clinic (Audiologist) Boscobel Clinic Bluff Street Clinic Family Resource Center – Platteville (Behavioral Health) Fennimore Clinic Fennimore Plattner Clinic Grant Regional Family Practice Lancaster Family Medical Center Medical Associates Clinic – Cuba City Medical Associates Clinic – Platteville WKM Psychology Clinic - Fennimore (Behavioral Health) WKM Psychology Clinic – Lancaster (Behavioral Health) WKM Psychology Clinic – Platteville (Behavioral Health) Boscobel Counseling Services
Iowa, WI	Upland Hills Health	Dodgeville Clinic Dr. McKenzie Optometry Office Mineral Point Medical Center
Lafayette	 Memorial Hospital of Lafayette County – Darlington	Argyle Clinic Eye Care Centre, Ltd. Medical Associates Family Practice Clinic – Darlington Memorial Hospital of Lafayette County – Outpatient Clinic Shullsburg Clinic Family Resource Center - Darlington (Behavioral Health)
Dubuque, IA	Finley Hospital Mercy Medical Center-Dubuque Mercy Medical Center-Dyersville	Medical Associates Clinic, P.C. East and West Campus and all Medical Associates Clinics and satellites. Women’s Wellness Center
Out-of-State Providers	Available in Iowa and Illinois	See provider directory or our web site for complete listing of participating providers.

~ This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.