



Physicians Plus – Meriter & UW

PO Box 2078
 Madison, WI 53701-2078
 (608) 282-8900 or 1-800-545-5015
 Web Site: www.pplusic.com



Type of Plan	Health Maintenance Organization
Total Number of Members.....	91,941
Years of Operating Experience	19
Total Number of Primary Care Physicians (PCPs).....	392
Percentage of PCPs Accepting New Patients	83%
Percentage of Board Certified Specialty Care Physicians	77%
Number of Urgent Care Facilities	13
Number of Dentists.....	50
Percentage of Dentists Accepting New Patients	98%

ADDITIONAL INFORMATION

Referral Requirements	No written referral requests are required when receiving medically necessary care from participating specialty care providers. Participating specialty care providers include all UW Health Physicians and other community physicians listed in the State of Wisconsin/Wisconsin Public Employees Provider Directory under “Specialty Care Providers.” Before receiving care from non-participating providers, members must have their Primary Care Physician submit a referral to Physicians Plus. Physicians Plus reviews these referrals and notifies members in writing of approval or denial.
Prior Authorization Requirements	Certain treatments, services, supplies and equipment, such as inpatient services, cardiac rehabilitation and durable medical equipment, require advance prior authorization from Physicians Plus. Primary Care Physicians submit the prior authorization requests, and Physicians Plus will notify members of approval or denial in writing.
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 Benefits (EOMB) statement. You or your provider should then submit the itemized bill for medical services and the EOMB to Physicians Plus for processing.
OnLine Services	Members can connect to www.pplusic.com to: <ul style="list-style-type: none"> • Review benefit summaries • Access Uniform Benefits information • Download member materials • Find information on wellness initiatives • Access the current provider directory by clicking “Find A Provider” Also available from www.pplusic.com is GO-TO SM , a direct link that provides members health plan access 24 hours a day, 7 days a week to: <ul style="list-style-type: none"> • Review claims • Update personal information • Select a primary care provider • Order ID cards and more
Outpatient Mental Health Network/Policy	When you need a mental health provider, contact UWMF Behavioral Health Consultation System at (608) 282-8960 or (800) 683-2300 for prior authorization. A mental health professional will assess your situation and refer you to the appropriate provider.
24-Hour Nurse Line	NursePlus SM , available at 866-PPLUSRN (866-775-8776), offers 24-hour, seven-day-a-week contact with a registered nurse trained to address health care questions and concerns. We can help you and your family make informed health care decisions, answer questions about care guidelines and provide information about tests or procedures. In addition, the Audio Message Center provides access to over 700 pre-recorded messages on a wide variety of medical topics and conditions.

ADDITIONAL INFORMATION

PCP Restrictions	Members choose a primary care physician (PCP) from the list of family practitioners, internal medicine doctors, pediatricians, and obstetricians/gynecologists listed in our State of Wisconsin/Wisconsin Public Employees Provider Directory. Each family member can select a different PCP from our list of participating providers.
Dental Benefits Provided	Preventive dental coverage is available through participating dental providers including; 100% coverage for cleanings (one every six months), diagnostic, preventive and specific restorative procedures. <i>Extractions of primary teeth for orthodontic purposes</i> are covered at 50%. Orthodontic coverage is provided at 50% of the first \$3,000 in services. Treatment must be completed before the patient reaches age 19. All other services are covered at 50% up to \$250. Please call our Member Service department for more specific benefit information.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Clinically, we continue to focus on evidence-driven, population-based health care to improve the health of our members. This includes chronic illness management programs for diabetes, congestive heart failure, depression, and hyperlipidemia (high cholesterol). • We have implemented a new systematic way of sharing information with providers to help them make more informed care decisions for our members. • Our Customer Input Advocacy process incorporates member feedback to improve specific services and our business as a whole. • We continue to focus on maintaining customer responsiveness levels and problem resolution measures above nationally recognized standards of call center performance through additional training and support. • Physician Plus participates in the Wisconsin Forward Award program, a quality improvement initiative designed to improve performance and efficiency across all business processes. These improvements result in cost controls and more efficient services for our members

Counties in Service Area	Hospitals in County	Major Providers in County
Columbia	<ul style="list-style-type: none"> ✓ Columbus Community Hospital ✓ Divine Savior Hospital 	For a complete listing of our hospitals, physicians and other healthcare providers, please visit the state section of our web site or consult the Physicians Plus State of Wisconsin/Wisconsin Public Employees Provider Directory. To obtain a Provider Directory, call our Member Service Representatives at (608) 282-8900 or (800) 545-5015.
Dane	<ul style="list-style-type: none"> ✓ Meriter Hospital ✓ University of Wisconsin Hospital & Clinics ✓ Stoughton Hospital 	
Iowa	<ul style="list-style-type: none"> ✓ Memorial Hospital of Iowa County 	
Green	<ul style="list-style-type: none"> ✓ The Monroe Clinic/St. Clare Hospital 	
Jefferson	<ul style="list-style-type: none"> ✓ Fort Atkinson Memorial Health Services 	
Richland	<ul style="list-style-type: none"> ✓ Richland Hospital 	
Rock	<ul style="list-style-type: none"> ✓ Memorial Community Hospital 	
Sauk	<ul style="list-style-type: none"> ✓ Sauk Prairie Memorial Hospital ✓ St. Clare Hospital-Barbaroo 	
Walworth		