



UnitedHealthcare of Wisconsin Southeast

1331 North Rd.

Green Bay, WI 54313

Phone (800) 357-0974 Fax (920) 499-0645

www.unitedhealthcare.com

For enrollment questions, please call the Open Enrollment
Hotline toll free (866) 873-3903



Type of Plan	Health Maintenance Organization
Total Number of Members.....	350,000
Years of Operating Experience	17
Total Number of Primary Care Physicians (PCPs).....	1577
Percentage of PCPs Accepting New Patients	88%
Percentage of Board Certified Specialty Care Physicians.....	N/A
Number of Urgent Care Facilities	44
Number of Dentists.....	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements	UnitedHealthcare Choice HMO provides you the freedom to see any network physician from our broad network of physicians and other health care professionals for office visits, at any time, without a referral from a primary physician. If specific covered health services are not available from a network physician, you may be eligible for benefits when covered health services are received from non-network physicians. In this situation, your network physician must notify UnitedHealthcare Care Coordination to request a network gap exception. You and your physician will be notified of the decision prior to services rendered.
Prior Authorization Requirements	In most cases, UHC does not require prior authorization before a physician can begin treatment. UHC uses a notification process as a gateway to our Care Coordination activities. In general, network providers are responsible for notifying Care Coordination before they provide services to you. There are some benefits, however, for which you are responsible for notifying the Care Coordination staff: <ul style="list-style-type: none"> • Covered dental/oral surgery services as outlined in the uniform benefits • Emergency health services if you admitted to a non-network hospital Please refer to the Outpatient Mental Health Network Policy section for requirements pertaining to mental health and substance abuse treatment. <p>For in-network services, while the physician or other health care professional is responsible for notification to UHC, the ultimate responsibility resides with the enrollee to ensure that this process was completed. Questions concerning Care Coordination can be answered by calling the telephone number on your ID card.</p>
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. If the provider has accepted assignment, Medicare's payment should go directly to the provider with Medicare's EOB (Explanation of Benefit). You or your physician should then submit an itemized bill and a copy of Medicare's EOB to UnitedHealthcare for processing as the secondary carrier.
OnLine Services	As a UHC member, you will have access to myuhc.com for instant, convenient online access to health information. Once you have received your UnitedHealthcare ID card, you can register on myuhc.com and access services such as: <ul style="list-style-type: none"> • Review claims and history • Check eligibility and benefit information • Print an ID card • Get personalized health information <p>To find participating physicians or facilities online, go to myuhc.com and click on View Physician and Facility to access our provider directory. When entering</p>

ADDITIONAL INFORMATION

your search criteria, select UnitedHealthcare Choice HMO/Choice Plus HMO plan from the drop down box.

Outpatient Mental Health Network/Policy	<p>The Managed Mental Health and Substance Abuse (MHSA) Program for UnitedHealthcare is administered by UnitedHealth Group's wholly owned subsidiary, United Behavioral Health (UBH). Through the toll-free number, 1-800-851-5188, the enrolled individual has easy access to a comprehensive panel of licensed behavioral health practitioners. An Intake Coordinator greets the caller and begins initial screening to determine the urgency of the call.</p> <p>Individuals may also select a network practitioner through the UnitedHealthcare Physician and Practitioner Directory or online through myuhc.com. The enrolled individual is responsible for contacting UBH for authorization after he or she has chosen a clinician.</p>
24-Hour Nurse Line	<p>More than a health information line, Care24SM is a comprehensive service that gives public employees and their dependents 24-hour access to a wide range of resources including nurses and counselors. By calling Care24 at 1-888-887-4114, you will be in touch with a qualified representative on a completely confidential basis, 24 hours a day.</p>
PCP Restrictions	<p>Enrollees are not required to choose a participating primary care physician. They can see any physician or specialist in the UnitedHealthcare HMO network without a referral.</p>
Dental Benefits Provided	<p>No routine dental coverage offered.</p>
Quality Improvement Initiatives	<p>UnitedHealthcare offers a wide range of programs aimed at improving the quality of care that physicians provide and patients receive. We screen enrollees for more than 20 chronic conditions and offer disease management programs to support those with these conditions. Through Care Coordination, we provide education on treatment options and medication compliance for conditions including depression. In addition, UnitedHealthcare sends reminders to seek preventive care or regular screenings such as mammograms, pap smears, and childhood immunizations.</p> <p>For physicians, we provide evidence-based information on industry-accepted treatment practices, both online and in print. We also send regular reports on their own treatment practices and compare them to their peers.</p>

Counties in Service Area	Hospitals in County	Major Providers in County
Kenosha	<ul style="list-style-type: none"> ✓ Aurora Medical Center ✓ United-Kenosha Medical Center United-St. Catherine's Medical Center 	<p>To find out if your physician is in-network, visit our web site at myuhc.com or call UnitedHealthcare's Customer Service Center at (800) 357-0974. For a copy of the directory, please request "mirror order # FWOAH20-608."</p>
Milwaukee	<ul style="list-style-type: none"> ✓ Aurora Sinai Medical Center Children's Hospital of Wisconsin ✓ Columbia St. Mary's Hospital ✓ Froedert Memorial Lutheran Hospital ✓ St. Francis Hospital ✓ St. Joseph's Hospital ✓ St. Luke's Hospital St. Michael's Hospital ✓ West Allis Memorial Hospital 	
Ozaukee	<ul style="list-style-type: none"> ✓ St. Mary's Hospital 	
Walworth	<ul style="list-style-type: none"> Aurora Lakeland Medical Center 	
Washington	<ul style="list-style-type: none"> Aurora Medical Center of Washington St. Joseph's Community Memorial Hospital West Bend 	
Waukesha	<ul style="list-style-type: none"> ✓ Community Memorial Hospital ✓ Elmbrook Memorial Hospital ✓ Oconomowoc Memorial Hospital 	

**Counties in Service
Area**

Hospitals in County

Major Providers in County



Waukesha Memorial Hospital