

Wisconsin BadgerCare Plus HMO Program Guide



BADGERCARE+

Core Plan
Health Care for Adults with No Dependent Children
1-800-291-2002

Department of Health Services
Division of Health Care Access and Accountability

[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]

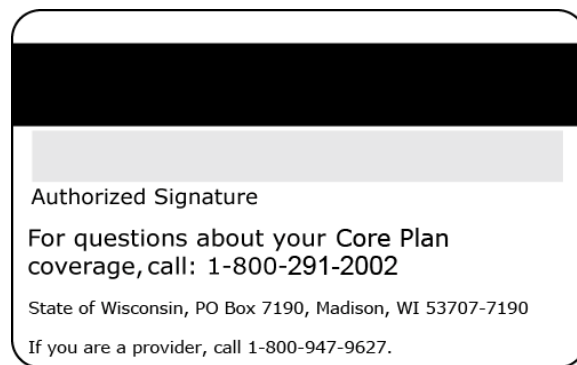
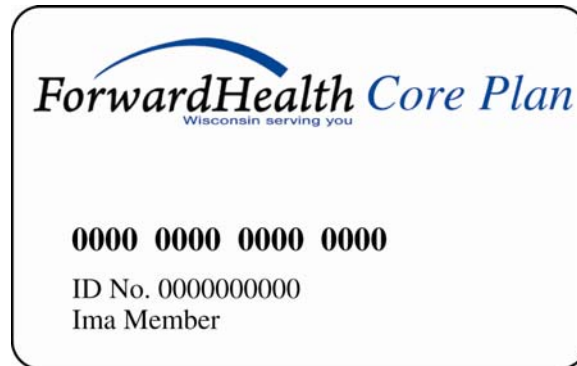
Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-291-2002.

[Hearing Impaired]

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

Identification Card for Core Plan and the BadgerCare Plus HMO Program

Each person who is enrolled in BadgerCare Plus Core Plan is issued a ForwardHealth card. Show your ForwardHealth card each time you receive health care services.



Enrollment in an HMO

One of the many benefits of the BadgerCare Plus Core Plan is the opportunity to enroll into a Wisconsin BadgerCare Plus Health Maintenance Organization (HMO).

Most Core Plan members must enroll in an HMO. Where there are two or more HMOs available, you choose which HMO you want to join.

To find out if you must choose an HMO, call the **HMO Enrollment Specialist at 1-800-291-2002.**

Benefits of an HMO

An HMO is a group of doctors, clinics and hospitals that work together to help you manage your health care. You will choose a primary care provider or primary care clinic.

BadgerCare Plus HMOs provide high quality health care by helping you to prevent illness and to manage chronic diseases you may have such as diabetes or asthma.

BadgerCare Plus Core Plan Services Covered by Your HMO

The Core Plan services your HMO will cover include the services listed below, if the services are medically necessary. Some additional services such as generic prescription drugs and some brand name drugs, chiropractic services, and family planning services provided by family planning clinics are covered by Wisconsin BadgerCare Plus, not your HMO.

- Doctor visits
- Hospital services
- Emergency room visits
- Emergency ambulance rides
- Physical therapy
- Occupational therapy
- Speech therapy
- Cardiac rehabilitation
- Durable medical equipment
- Disposable medical supplies

Some services covered under the Core Plan have service limits. Your HMO will provide coverage only up to those limits. Call the **HMO Enrollment Specialist at 1-800-291-2002** for more information about service limits.

Core Plan members are responsible for copayments (part of the cost) for some services.

How do you choose your HMO?

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.

Your health care providers may include your:

- Primary care provider
- Specialty doctor
- Hospital

Get in Touch!



Need help? Call the **HMO Enrollment Specialist at 1-800-291-2002!** 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.

How to Enroll in the HMO

- You can fill out, sign, and mail the HMO Enrollment Choice Form found in this packet.
- You can call the **HMO Enrollment Specialist at 1-800-291-2002** to give your choice of HMO over the telephone.

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 your primary care provider.

You must see doctors and other providers who belong to your HMO unless you have an approved referral from your HMO or you have a medical emergency.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by your HMO, call the **HMO Enrollment Specialist at 1-800-291-2002**. The Enrollment Specialist can help you take the next step.

What if I forget to choose an HMO?



If you do not choose an HMO, one may be chosen for you. You will receive a notice in the mail telling you which HMO was chosen for you. Call the **HMO Enrollment Specialist at 1-800-291-2002** 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 90 days of your HMO enrollment. This is called “open enrollment.”

When your open enrollment period ends, you cannot change your HMO until the next time you renew your Core Plan enrollment. This is called a “lock-in” period.

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, on audiotape or CD.

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 medications 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 who 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:

- You are refused care.
- You are unable to get an appointment.
- You are unable to see the doctor of your choice or a specialty doctor.
- You are unable to find someone who speaks your language.
- You are unhappy with the health care provider's attitude.
- You do not get help when you call the HMO's 800 number.
- You are denied medically necessary equipment or services.
- You get a bill your HMO should pay.

If these questions or problems happen to you, you can make things better.

Who to Call for Help

- Call your HMO and ask to speak to the Member Advocate.
- Call the BadgerCare Plus Ombudsman at 1-800-760-0001.
- Call the HMO Enrollment Specialist at 1-800-291-2002.

Choosing Your BadgerCare Plus HMO

IT IS TIME TO CHOOSE YOUR BADGERCARE PLUS HMO

Most Wisconsin BadgerCare Plus Core Plan members receive their health care through HMOs (Health Maintenance Organizations). These pages will help you choose an HMO.

Not all HMOs in this guide are available to you. You may choose only from the HMOs listed on your HMO Enrollment Choice form. HMOs marked “full” do not have room for new members.

The Wisconsin BadgerCare Plus HMO Enrollment Specialist is available toll free at **1-800-291-2002** 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 BadgerCare Plus 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 BadgerCare Plus HMO!



Who to Call:

To enroll in an HMO or to have your enrollment questions answered, call the **HMO Enrollment Specialist at 1-800-291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday.

Specific Questions About Health Care Services:

If you have questions about the health care services an HMO provides or other general questions about an HMO, call the HMO's member services. See the HMO Service Area Section for information on the counties these HMOs serve.

	<p align="center"><u>Abri Health Plan</u> 1-888-999-2404 or (262) 946-1160 (262) 946-1259 TDD</p>
	<p align="center"><u>Children's Community Health Plan</u> 1-800-482-8010 and 1-800-279-1301 (Columbia, Dane and Iowa Counties only) 1-877-733-6456 TDD</p>
<p align="center">Compcare</p>	<p align="center"><u>Compcare</u> 1-888-203-7771 or (715) 552-4310 1-800-947-3529 TDD</p>
	<p align="center"><u>Dean Health Plan</u> 1-800-279-1301 and 1-800-482-8010 (Milwaukee, Kenosha, Ozaukee, Racine, and Waukesha Counties only) 1-877-733-6456 TDD</p>

	<p><u>Group Health Cooperative of Eau Claire</u> 1-888-203-7770 or (715) 552-4300 1-800-947-3529 TDD</p>
	<p><u>Group Health Cooperative of Wisconsin – South Central</u> (608) 828-4853 (608) 828-4815 TDD</p>
	<p><u>Gundersen Lutheran Health Plan</u> 1-866-537-1477 or (608) 775-0150 1-800-947-3529 TDD</p>
<p>Health Tradition Health Plan</p>	<p><u>Health Tradition Health Plan</u> 1-800-545-8499 1-888-459-3020 TDD</p>
	<p><u>Independent Care Health Plan</u> 1-800-777-4376 or (414) 223-4847 1-800-947-3529 TDD</p>
	<p><u>Managed Health Services</u> 1-888-713-6180 or (414) 345-4646 1-800-446-6136 TDD</p>

 <p>P.O. BOX 2770, JANESVILLE, WI 53547-2770</p>	<p><u>MercyCare Insurance Company</u> 1-800-895-2421 1-800-947-3529 TDD</p>
	<p><u>Network Health Plan</u> 1-888-713-6180 or (414) 345-4646 1-800-446-6136 TDD</p>
	<p><u>Physicians Plus Insurance Corporation</u> 1-800-545-5015 or (608) 282-8900 (608) 260-7998 TDD</p>
	<p><u>Security Health Plan</u> 1-800-791-3044 1-800-791-3044 TDD</p>
	<p><u>UnitedHealthcare of Wisconsin</u> 1-800-504-9660 1-800-947-6644 TDD</p>
 <p>A UW Health Affiliated Company</p>	<p><u>Unity Health Plan</u> 1-800-362-3310 (608) 643-1421 TDD</p>

HMO Service Areas

The following chart indicates the counties that the Wisconsin BadgerCare Plus 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					A									A													A		A	A								
Children's Community Health Plan											A		A											A						A								
Compcare		A	A	A		P	A		A		P	A				A	A	A					A	A	A		P		A			P	A					
Dean Health Plan											A		A	A									A	A	A			A		P								
Group Health Cooperative of Eau Claire		A	A	A		P	A		A	P	P	A				A	A	A					A	A	A		P		A				A		P			
Group Health Cooperative of South Central Wisconsin													A																									
Gundersen Lutheran Health Plan						P						A										P					P		A			A						
Health Tradition Health Plan						P						P											P								A							
Independent Care Health Plan (iCare)																														A								
Managed Health Services					A			A		A					P									A				P		A				A	A	P		
MercyCare Insurance Company														P										P				P										
Network Health Plan					A			A		A					P									A				P		A				A	A	P		
Physicians Plus Insurance													A																									
Security Health Plan	P	P	A						A	A								A								P	A		P					A	A			
UnitedHealth-care of Wisconsin		P		A	A		A	A						A		A												A		A	A			A			A	
Unity Health Insurance											P		A	P									A					A										

A = HMO serves entire county

P = HMO serves only part of county

