



## HUMANA-EASTERN REGION PREMIER NETWORK

Two Riverwood Place – Suite 300  
N19 W24133 Riverwood Place  
Waukesha, WI 53188  
800-4HUMANA (800-448-6262)  
www.humana.com



For Benefit & Enrollment questions, call Enrollment Hotline at 1-888-393-6765 or email to [oe@humana.com](mailto:oe@humana.com) for response within 2 business days. (TDD 1-800-526-0844)  
Service issues call 1-800-448-6262 or email via MyHumana, a confidential web page.

Type of Plan .....	Health Maintenance Organization
Total Number of Members .....	Over 8 Million Nationwide
Years of Operating Experience .....	20 years
Total Number of Primary Care Physicians (PCPs) .....	1,200
Percentage of PCPs Accepting New Patients .....	85%
Percentage of Board Certified Specialty Care Physicians .....	85%
Number of Dentists .....	Provider of your choice

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	Referrals are not required to see any Premier network specialist. Referrals are required for non network providers as well as oral surgery and therapy services. Please see the Member Handbook for details. We will send you and your doctor written notification of any denied referral. Referral status is available on MyHumana, and through Customer Service at 1-800-4Humana.
<b>Prior Authorization Requirements</b>	Providers must telephone Humana to pre-authorize hospitalizations, and certain procedures. Authorizations are available on MyHumana, and through Customer Service at 1-800-4Humana.
<b>Medicare Claims Procedure</b>	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). Submit the itemized bill and the EOMB to Humana for processing.
<b>OnLine Services</b>	Humana has a web "landing page" customized to your group. Go to the URL below or access through the Related Links on the ETF web page. This site has information unique to your group. You can set up a MyHumana web page that offers a wide range of services and tools, including: <ul style="list-style-type: none"> <li>• Health risk assessment and Condition Centers identify your at-risk issues.</li> <li>• Create your own health records tracking immunizations and medications.</li> <li>• View your Humana medical claims plus status of authorizations &amp; referrals.</li> <li>• Search provider networks, replace ID Cards or print a Certificate of Coverage.</li> </ul> Additional information: visit the "landing page", Member Handbook or <a href="http://www.humana.com">www.humana.com</a> . Custom landing page: <a href="http://apps.humana.com/egroups/wisconsin/home.asp">http://apps.humana.com/egroups/wisconsin/home.asp</a>
<b>Outpatient Mental Health Network/Policy</b>	Members need to call our 24-hour, 7-day-a-week access line, toll-free at 1-877-948-6262 for an initial assessment.
<b>24-Hour Nurse Line</b>	The HumanaFirst phone number is on your medical ID card.
<b>PCP Restrictions</b>	Each family member can select any Humana Eastern (Premier Network) PCP.
<b>Dental Benefits</b>	Included in the Humana plan is a HumanaDental supplemental benefit that provides 100% preventive care; 50% after deductible basic care; 50% orthodontic coverage (up to an individual lifetime maximum benefit of \$1,200). Orthodontic coverage is limited to covered dependent children under age 18. You get additional savings from Humana network dentists. <b>To get 100% coverage of Uniform Benefits oral surgery, you must use medical network providers for oral surgery benefits. More information on dental benefits is in the member handbook &amp; on the "landing page".</b>

### ADDITIONAL INFORMATION

- Quality Improvement Initiatives**
- New call center unit to improve customer service support to your group.
  - Expanding use of telephone outreach, reminder mailers and emails across a broad range of preventive health care measures to promote immunizations, screenings, prenatal education, and cardiovascular risk reduction.
  - Humana contracts with an expanding "Best in Class" network of disease management programs to improve health outcomes for members with chronic conditions including asthma, cancer, congestive heart failure, coronary artery disease, diabetes, end stage renal disease and rare diseases.

Counties in Service Area	Hospitals in County	Major Providers in County*
Brown	Aurora Baycare Medical Center	Aurora Medical Group
Dodge	Waupun Memorial	Full access to entire network
Fond du Lac	St. Agnes Hospital	Agnesian Health Care
Jefferson	Fort Atkinson Memorial Watertown Memorial	Watertown Healthcare
Kenosha	AMC-Kenosha UHS Kenosha UHS St. Catherine's	Aurora Medical Group
Manitowoc	AMC-Manitowoc Holy Family Memorial Medical Center	Aurora Medical Group
Milwaukee	Aurora-Sinai AMC-St. Luke's AMC-St. Luke's South Shore AMC-West Allis Children's Hospital Columbia Hospital Columbia St. Mary's Froedtert Memorial Lutheran St. Mary's	Aurora Medical Group  Medical College Advanced Healthcare CSM Alliance
Ozaukee	Columbia St. Mary's	
Racine	Burlington Memorial	Aurora Medical Group
Rock	Beloit Memorial	Aurora Medical Group Beloit PHO
Sheboygan	AMC-Valley View St. Nicholas Sheboygan Memorial	Aurora Medical Group Physicians' Health Network
Walworth	AMC-Lakeland	Aurora Medical Group
Washington	St. Joseph Community	
Waukesha	Community Memorial Oconomowoc Memorial Waukesha Memorial	Advanced Healthcare Aurora Medical Group Medical Associates
Winnebago	Children's Hospital of Wisconsin Aurora Medical Center Oshkosh	Medical College of Wisconsin Aurora Medical Group

\*Please refer to the Humana Provider Directory for a complete listing of all the providers available in each county.

**Enrollment materials, including a Humana Provider Directoy: Please call the Enrollment Hotline at 1-888-393-6765, or email your request and address to [oe@humana.com](mailto:oe@humana.com).**

Custom landing page: <http://apps.humana.com/egroups/wisconsin/home.asp>