



Unity Health Plans Insurance Corporation
Community Network
 840 Carolina Street
 Sauk City, WI 53583
 (800) 362-3310 FAX (608) 643-2564
 unityhealth.com



Type of Plan.....	Health Maintenance Organization
Total Number of Members	77,147
Years of Operating Experience.....	23
Total Number of Primary Care Physicians (PCPs).....	467
Percentage of PCPs Accepting New Patients	92%
Percentage of Board Certified Specialty Care Physicians	86.9%
Number of Urgent Care Facilities	28
Number of Dentists	348
Percentage of Dentists Accepting New Patients	Greater than 99%

ADDITIONAL INFORMATION

Referral Requirements	<p>No written referral requests are needed when you seek care for medically necessary covered services from Unity Community providers. In addition, covered benefits for chiropractic care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your Primary Care Physician (PCP), but you must use a participating network specialist.</p> <p>Out-of-plan provider requests do require a written referral request from your physician that must be approved by Unity and will be reviewed only for services that are not available from participating providers in the Community Network. You, your PCP and the specialist to whom you're being referred will receive notification in writing from Unity stating the decision on your referral request. Please contact Unity Customer Service at 1-800-362-3310 with any questions.</p>
Prior Authorization Requirements	<p>Some medical services, procedures and equipment require prior authorization and your physician must obtain approval from Unity for covered benefits to be paid. For behavioral health requirements, please refer to the Outpatient Mental Health Network/Policy on the next page. All prior authorized services are reviewed for medical necessity. Your physician submits the prior authorization request to Unity. You, your PCP, and the specialist requesting the service will receive notice in writing from Unity stating the decision on your prior authorization request.</p>
Medicare Claims Procedure	<p>Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.</p>
OnLine Services	<p>Unity's web site is a valuable resource of information. Visit unityhealth.com to:</p> <ul style="list-style-type: none"> • Learn more about Unity's health and wellness programs. Just click on the Fitness and Wellness icon on the home page. This will give you access to information on Unity's Fitness First and Fitness First for Kids programs, in addition to Health First, Wellness First and Weight Watchers® programs. • Find participating providers by clicking on the Find a Doctor icon on the home page. Next, select State and Local Government Participant and then you choose your network to access our provider directory. • Access Benefits Assistant, a secure portal to your claim information and authorizations. With Benefits Assistant you can perform enhanced provider searches and view your eligibility and specific health plan benefits. In addition, you can change your PCP or request new ID cards. Benefits Assistant is a fast, easy, and convenient online service that places your health insurance information at your fingertips – 24 hours a day, 7 days a week.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 for prior authorization of all mental health and AODA assessments and treatment. A referral from your PCP is not needed.
24-Hour Nurse Line	Not Available
PCP Restrictions	Each family member may select a different PCP within the Community Network. Changes to your PCP are made by contacting Unity and your payroll office. The change will be effective the first of the month following Unity's receipt of your request.
Dental Benefits If Provided	Your dental benefits are offered through Delta Dental and you have access to both Delta Dental Premier and Delta Dental PPO provider networks. Delta Dental will provide preventive and specified restorative care. Covered benefits will be paid at 100% up to \$1,000 per member each calendar year. Orthodontic care is covered at 50% of the first \$3,000 in covered services for a lifetime maximum payment of \$1,500. Call Delta Dental at 1-800-236-3712 for more information about the benefits and visit www.deltadentalwi.com to find a network dentist near you.
Quality Improvement Initiatives	<p>Because quality is important, Unity's focus is on the following initiatives:</p> <ul style="list-style-type: none"> • Establish a new depression health management program. • Focused customer service training in Unity Member Services to enhance member retention and improve Unity's 94% member satisfaction rating. • Establish a Fitness First for Kids program for children 5-18 years of age because Unity knows the value of developing good exercise habits at an early age. • Continued focus on Health Plan Employer Data and Information Set (HEDIS) and Consumer Assessment of Health Plans (CAHPS) results to again be named one of the country's top 50 commercial health plans <i>by US News and World Report</i>. Unity is working with physicians and members to improve colorectal cancer screening rates. Unity is also improving the patient reminders for our disease prevention programs. • Change Social Security based identification (ID) numbers to randomly assigned ID numbers to help protect your privacy.

Counties in Service Area	Hospitals in County	Major Providers in County
Adams	✓	To find out if your physician is a participating provider, visit our web site at unityhealth.com and click on the Find a Doctor icon, or call Unity Customer Service at 1-800-362-3310 to request a 2007 State of Wisconsin Provider Directory and Member Information book. You also have access to UW Hospital, Meriter Hospital and the UW Health specialists in Madison.
Columbia	✓	
Crawford	✓	
Dodge	✓	
Fond du Lac	✓	
	✓	
	✓	
Grant	✓	
	✓	
	✓	
Green	✓	
Iowa	✓	
Jefferson	✓	
Marquette	✓	
Richland	✓	
Rock	✓	
	✓	
	✓	
Sauk	✓	
	✓	
	✓	
Vernon	✓	
	✓	
Walworth	✓	