



2018 RESOURCE GUIDE

STATE OF WISCONSIN GROUP HEALTH INSURANCE PROGRAM



MEDICAL ASSOCIATES

HEALTH PLANS[®]

www.mahealthcare.com

About Us

Our mission is to provide superior healthcare and an excellent patient experience.

Medical Associates Clinic is a well-established multispecialty group practice with over 170 providers and a staff of over 1,000 health care professionals and support personnel. The group was founded in 1924 and is Iowa's oldest multispecialty group practice. Today, Medical Associates Clinic is the area's leading health care provider and only multispecialty group practice. Medical Associates Clinic has been recognized since 1998 as a "better performing practice" by the Medical Group Management Association.

In 1982, Medical Associates developed the Tri-State's first health maintenance organization, Medical Associates Health Plans, which offers comprehensive health benefits to over 400 employers and 45,000 members.

Quality Healthcare



In 2017, Medical Associates Health Plans was awarded Accreditation by the National Committee for Quality Assurance (NCQA). Scores are based upon excellence in health prevention, consumer satisfaction, and clinical treatment. This is great news for you. It affirms that your medical care is in compassionate and expert hands.

When you choose Medical Associates Health Plans, you are entrusting your health to expert practitioners who are committed to your wellbeing.

Health Care Services

Personalized Care

Our Case Managers act as a resource for our members, offering a "go to" person - someone to answer their questions, to be their advocate.

- **Locally based service** – we are your neighbors, your friends – we have a vested interest in providing quality care. Our members can visit the Medical Associates Health Plans office to get their questions answered quickly.
- **Quality, Cost Effective Care** – This is always a challenge. Our Nurses are aware of all of the services available so before a member is referred out of plan we make sure that all internal resources are utilized. And then once a member is referred out of plan, we ensure that the member is redirected back in plan when appropriate.
- **Less Paperwork /Less Hassle** – Our members need only call Health Care Services about care needed out of service area such as for students, vacationers. The Case Manager can walk the member through getting the care they need, and no paperwork is needed. Again, our 800-telephone number is good within the boundaries of the U.S. and is answered 24 hours a day.
- **Continuity of Care** – Our Health Care Services staff coordinate emergent /urgent care for our members that is needed out of the service area between the hospital and home, making the transition a smooth one.

Disease Management and Complex Case Management

Medical Associates Health Plans makes a continuous effort to improve the quality of services that we deliver. One of the ways we strive to accomplish this is through our case management programs, into which members are automatically enrolled free of charge. We offer a comprehensive Disease Management (DM) program to benefit members with diabetes and hypertension. In addition, we provide Complex Case Management services for members who are faced with multiple and complicated medical conditions.

Both of these valuable programs are coordinated by highly skilled, compassionate registered nurses who personalize and tailor their services to benefit each individual person. Our nurses work in tandem with the physician to reinforce and strengthen the member's understanding and management of their medical condition(s).

Preventive Services

Preventive services and immunizations will be covered with no Member liability when you utilize an in-network physician or in-network provider. Medical Associates Health Plans will adhere to the preventive care services guidelines presented by the U.S. Preventive Services Task Force as "A" or "B" recommendations and will follow the immunization guidelines recommended by the U.S. Centers for Disease Control and Prevention Immunization Practices Advisory Council. Some covered preventative services include:

- **Adult preventive exams**, which include lab tests, pap smears, breast and pelvic examinations.
- **Child and adolescent preventive exams** for members ages 7-17 years, including preventive laboratory tests.
- **Well Baby and child preventive examinations** for members through age 6, including preventive laboratory tests, audiometry, visual acuity and lead screening.
- **Coverage for colorectal cancer screening**
- **Mammography examinations**

Limits apply. Refer to your certificate of coverage for specific benefit information.

24-Hour Help Nurse

This is a free service provided exclusively for our patients. Calls are answered 24 hours a day, 7 days a week by a Medical Associates nurse.

563-556-4357 or 800-325-7442

Service Area

Our service area includes:

- 60 mile radius of Dubuque
- Primary and Specialty Care Practitioners
- Primary and Satellite sites

Located in the following counties:

Crawford, Grant, Iowa, Lafayette

Patient Station

**Fast, easy connection
to your health information**



**View your
health
records**



**View lab
results**



**Request an
appointment**



**Message
your
provider**



**Refill
prescriptions**



PatientStation

YOUR PERSONAL HEALTH PORTAL

Medical Associates has a new and improved Patient Station!

Patient Station is a free online tool provided by Medical Associates that allows you to take an active role in your healthcare. Your health information is stored in a secure portal that you can conveniently access whenever you need to.

With Patient Station you can...

- View a summary of your visits, vital signs, medications, allergies, and immunizations
- View your lab and radiology results
- Send a secure message to your provider's office
- View and request appointments
- Request a prescription refill
- View after-visit care summaries

Registration instructions:

1. Go to www.mahealthcare.com
2. On the Patient Station tab, click on the "Enroll Me" link.
3. Complete the registration form.

Please enroll within 3 days of your visit. For detailed instructions on how to self-enroll in Patient Station, click on the "Get Started" link and view the Self Enrollment Training Video.

Explanation of Benefits

When the services you receive from your healthcare provider apply to your deductible, coinsurance, or a denied claim, you will receive an Explanation of Benefits (EOB).

MEDICAL ASSOCIATES
1605 Associates Drive, Suite 101
 P.O. Box 5002
 Dubuque, IA 52002

201401173323

Electronic Service Requested

18065 0-3584 AB 0-381
 18065 0-3584 AB 0-381
 JOHN DOE 63
 123 ANY STREET
 CITY, STATE 00000

My eLink is a new online tool giving members easy access to claims and benefits information. Now available at www.mahealthcare.com

THIS IS NOT A BILL

Questions?
Please contact Customer Service at (563) 584-4885 or (866) 821-1365

Patient's Name: JOHN DOE
Identification #: R0000000000
Claim Number: 000000000000
Dates of Service: 12/27/13 - 12/27/13
Group Name: COMPANY NAME

Provider Name: DR. JANE DOE
Date Paid: 01/16/14

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EXPLANATION OF BENEFITS

Line	Days/Count	Billed Amount	Allowed Amount	Disallow Amount	Denied Amount	Copay Amount	Deduct Amount	Coins Amount	Other Ins Payment	Amount Paid	Expl. Code
1	1.00	182.95	122.08	60.87	.00	.00	122.08	.00	.00	.00	45,01
Minimum Patient Responsibility										122.08	

*Patient's Responsibility reflects only applicable Deductible, Copay, Coinsurance, and Denied Amounts on this claim.
 **You may also be responsible for any denied amounts and/or amounts over usual and customary.

Line	Service Description
1	99214 OFFICE VISITS

Expl. Code	Description
45	CHARGE EXCEEDS FEE SCHEDULE/MAXIMUM ALLOW OR CONTRACTED FEE ARRANGEMENT MEMBER WILL NOT BE RESPONSIBLE FOR AMOUNT IN THE DISALLOW COLUMN.
01	DEDUCTIBLE AMOUNT

- 1 The total amount charged by the provider.
- 2 This is the contracted rate for the service. Medical Associates Health Plans negotiates this discount on your behalf.
- 3 The amount you are required to pay for a non-covered service.
- 4 This is the flat co-pay amount (if applicable) you pay for the service.
- 5 This is the percent of the allowed amount you pay for the service.
- 6 The amount of the charge paid to the provider by Medical Associates Health Plans.
- 7 The amount you owe to the provider. This amount should match the invoice from the provider.

If you have any questions regarding an EOB, please call:
 563-584-4885 or 866-821-1365
 Monday-Friday | 8am-5pm

Online access to your benefit information

My eLink is a convenient, confidential web portal offering online access to your personal health plan information 24/7.

Some of the features available to you through *My eLink*:

- check on claims
- view and print EOB (Explanation of Benefits)
- search for a provider
- submit basic questions
- print and request I.D. cards

Membership Services:

Our courteous and expert staff are available here in our Dubuque offices, Monday through Friday from 8:00 a.m. to 5:00 p.m. They will be happy to answer any questions you have about *My eLink*.

Call 563-584-4885 or 866-821-1365.



1. Go to **www.mahealthcare.com** and click on My eLink in the Fast Find section
2. Choose the Member portal
3. On the login page, first-time users need to click on "Sign Up" to register



Discrimination is Against the Law

Medical Associates Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Medical Associates Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Medical Associates Health Plans provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats.

Medical Associates Health Plans provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact our Member Services Department at Medical Associates Health Plans.

If you believe that Medical Associates Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Member Services, Medical Associates Health Plans
1605 Associates Drive
Dubuque, IA 52002

Telephone: 563-584-4885 or 1-866-821-1365, TTY 1-800-735-2942
Fax: 563-584-4760
Email: memberservices@mahealthcare.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services Department at Medical Associates Health Plans is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-747-8900, TTY 1-800-735-2942.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-747-8900, TTY 1-800-735-2942.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-747-8900, TTY 1-800-735-2942.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-747-8900, TTY 1-800-735-2942.

مقرب لصلتا. ناجملا لكل رفاوتت مكبل او مصل افتاه: 1-800-747-8900 (مقرب) TTY 1-800-735-2942

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-747-8900, TTY 1-800-735-2942.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-747-8900, TTY 1-800-735-2942. 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-747-8900, TTY 1-800-735-2942.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-800-747-8900, TTY 1-800-735-2942.

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-800-747-8900, TTY 1-800-735-2942.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-747-8900, TTY 1-800-735-2942.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-747-8900, TTY 1-800-735-2942.

ध्यान दः यद आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध हा 1-800-747-8900 TTY 1-800-735-2942 पर कॉल कर।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-747-8900, TTY 1-800-735-2942.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-747-8900, TTY 1-800-735-2942.



MEDICAL ASSOCIATES

HEALTH PLANS®

1605 Associates Drive | Dubuque, IA 52004
563-556-8070 | Toll-Free 800-747-8900 | Fax 563-556-5134
www.mahealthcare.com