



September 12, 2018

Dear Medical Associates Health Plans Member,

Thank you for choosing Medical Associates Health Plans (MAHP). We are committed to providing you the service you deserve and innovative resources for healthy living. It is our mission to provide superior healthcare and an excellent patient experience. We are pleased to be offered to the State of Wisconsin State and Local Employees and Retirees once again in 2019.

Here is an update for your coverage for 2019 and how to get the most out of our partnership.

\*Please note: the It's Your Choice open enrollment period will be October 1 through October 26, 2018.

The following changes will apply to all State and Local members of the State of Wisconsin Group Health Insurance Program effective January 1, 2019:

- Provider to Provider telehealth services will be covered 100% for non-High Deductible Health Plan (HDHP) options. HDHP participants pay the full cost until their deductible is met.
- Medically necessary home sleep studies will be covered 100%.
- One set of medically necessary hard contact lenses for the treatment of keratoconus will be covered per member per lifetime. Members should consider supplemental vision coverage for additional sets.

MAHP is committed to helping members save on their healthcare costs. [My e-Link](#), a personal member portal, is a free resource available to help you actively manage your claims and benefit information and keep track of your healthcare costs. With My e-Link, you can stay connected with MAHP from any computer or mobile phone with resources available at your fingertips 24/7, by using My e-Link at [www.mahealthplans.com](http://www.mahealthplans.com), or our direct link for ETF members (<https://www.mahealthcare.com/insurance/products-and-services/state-of-wi-plan/>).

You may also contact our Member Services Department with any questions you may have regarding your coverage at 1-866-421-3992, or email [memberservices@mahealthcare.com](mailto:memberservices@mahealthcare.com).

**Referrals, Prior Authorizations, Out-of-Network Care** - Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures and out-of-network providers prior to receiving care. When a referral or prior authorization is requested, you will receive a written notification of the approval or denial. If you are unsure if a service, test or procedure requires prior authorization, or a referral out of the network, please contact 1-866-421-3992 prior to your appointment. MAHP recognizes UW Health | University of Wisconsin Hospital and Clinics (UWHC) as a preferred referral center when care cannot be provided by an in-network provider. Prior authorization would be required for any services provided by UWHC.

**Provider Information** - Enclosed is an update of providers who are not participating in the Medical Associates Health Plans network in 2019. To access the complete provider directory please visit

1605 Associates Drive | Dubuque, IA 52004  
Toll-Free 866-421-3992 | Fax 563-584-4760  
[www.healthplans.com](http://www.healthplans.com)

<https://www.mahealthcare.com/insurance/>, then click on “Provider Directory” and enter the Employer Group Number found on your medical card. To request a printed directory be mailed to you, call 1-866-421-3992.

**Patient Portal** - Medical Associates Health Plans (MAHP) offers members who utilize Medical Associates Clinic providers a patient portal, Patient Station. Patients can view medical records including visit summaries, vital signs, medications, allergies, immunizations, and lab and radiology results. They can also send secure messages to their providers, view and request appointments, and request prescription refills. [www.mahealthcare.com/medical-services/patient-station-information](http://www.mahealthcare.com/medical-services/patient-station-information).

**Disease Management & Complex Case Management** - Medical Associates Health Plans continuously improves the quality of services that we deliver. One of the ways we accomplish this is through our case management programs, 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).

We are privileged to serve all of your health plan needs.

Medical Associates Health Plans does not discriminate on the basis of disability in the provision of programs, services, or activities. If you need this printed material interpreted or in an alternative format, or need assistance in using any of our services, please contact our office at 1-866-421-3992, TTY 1-800-735-2943.

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.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-421-3992, TTY 1-800-735-2943.

**LUS CEEV:** Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-866-421-3992, TTY 1-800-735-2943



**Provider Network Update**

*The following providers are no longer participating in the Medical Associates Health Plans Network in 2019*

<u>Practitioner Name</u>	<u>Specialty</u>	<u>Facility/Clinic</u>
Mark Wertheimer, MD	Medical Associates Clinic	Medical Associates Clinic
Amy E. Reisen, ARNP	Medical Associates Clinic	Medical Associates Clinic
Lawrence J. Kukla, MD	Medical Associates Clinic	Medical Associates Clinic
Stephen G. Odaibo, MD	Medical Associates Clinic	Medical Associates Clinic
Theresa A. Larson, MD	Medical Associates Clinic	Medical Associates Clinic
Margaret A. Mulderig, MD	Medical Associates Clinic	Medical Associates Clinic
Philip M. Spence, DO	Medical Associates Clinic	Medical Associates Clinic
Dana Hamann, PhD	Medical Associates Clinic	Medical Associates Clinic
Lauren B. Welter, PhD	Medical Associates Clinic	Medical Associates Clinic
Steven D. Bush, MD	Crossing Rivers Health Medical Center	Crossing Rivers Health Medical Center
Meenakshi Maski, MD	Drs. Maski & Maski	Drs. Maski & Maski
Ravikant Maski, MD	Drs. Maski & Maski	Drs. Maski & Maski
Brian A. Quick, PA-C	Lancaster Family Medical Center	Lancaster Family Medical Center
Kent S. Kramer, MD	Mineral Point Medical Center	Mineral Point Medical Center
Richard J. Unger, DO	Regional Family Health	Regional Family Health
John M. Lehman, DO	Upland Hills Health Clinic	Upland Hills Health Clinic
Candace A. Bolton-Flynn, LPC	WKM Psychology Clinic	WKM Psychology Clinic
Mark Wertheimer, MD	Medical Associates Clinic	Medical Associates Clinic
Amy E. Reisen, ARNP	Medical Associates Clinic	Medical Associates Clinic
Lawrence J. Kukla, MD	Medical Associates Clinic	Medical Associates Clinic
Stephen G. Odaibo, MD	Medical Associates Clinic	Medical Associates Clinic