At Network Health, we do what's right because it's who we are. Health insurance is what we do.

Enroll now in a Tier 1 health plan.

network health

OUTSTANDING QUALITY

- When it comes to offering access to **local, high-quality providers and health systems**, Network Health is a smart choice. We have **Froedtert Health**, **Ascension Wisconsin** and **Children's Wisconsin** hospital and clinic locations in our network, to help ensure the best care possible is available to you— right around the corner.

- **Trusted experts in insurance for nearly 40 years** – A lot has happened and changed in the last four decades, but Network Health has remained as dependable and reliable as ever, providing health insurance to Wisconsin public employees.

- **Wisconsin-based customer service** – Calls to Network Health are answered locally, giving you superior service because we take the extra steps to do the right thing.

- **One-on-one support** – We help connect everyone on your care team to make sure everyone's on the same page, ensuring you get the right care, at the right place and the right time.

- Network Health is one of the **top-rated plans for quality** in the Group Health Insurance Program, and is the **#1 plan** for postpartum care, comprehensive diabetes care and hospitalization follow-up care.

- **Provider-owned** – We're co-owned by two of the highest-quality health systems in the state, Froedtert Health and Ascension Wisconsin, providing a fully integrated provider network which allows us to help transform our communities' health and well-being.

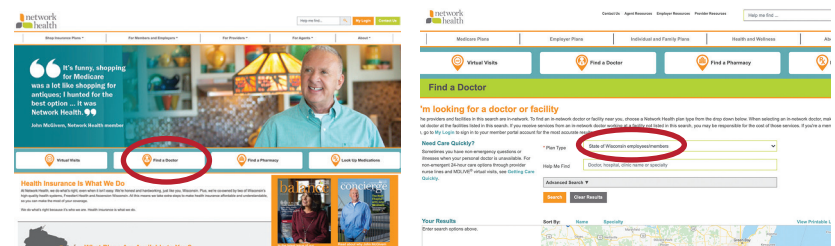# CARE FOR THE WHOLE FAMILY, RIGHT AROUND THE CORNER

Network Health offers access to high-quality health care providers, giving you convenient access to excellent care close to home. Visit **networkhealth.com/find-a-doctor** to search our entire network.

- **More than 2,000 primary care providers**
- **More than 14,000 specialists**
- **More than 40 hospitals**

Our network includes the following providers and health systems, as well as many more.

- Ascension Wisconsin
- Children's Hospital of Wisconsin (including Green Bay, Milwaukee and Neenah)
- Froedtert & the Medical College of Wisconsin
- SSM Health (Agnesian Healthcare)
- Affinity Health System
- Columbia St. Mary's
- Wheaton Franciscan Healthcare
- Bellin Health
- Door County Medical Center

- Family Care of the Fox Cities
- Community Memorial Menomonee Falls
- Froedtert South (Kenosha Medical Center)
- St. Catherine's Medical Center
- St. Joseph's Hospital – West Bend
- Holy Family Memorial
- HSHS St. Nicholas Hospital
- Prevea Health
- Primary Care Associates of Appleton, LTD

Both the provider and the provider facility must be **in-network and located in Network Health's service area** for medical services to be covered by your Network Health benefits plan. To confirm your doctor is an in-network provider, go to **networkhealth.com/find-a-doctor** and select **State of Wisconsin employees/ members** under the Plan Type dropdown.

Note: *HMO plans do not cover out-of-network care, except in an emergency. Aurora Health Care, ThedaCare and ProHealth Care providers are out-of-network. Non-emergency services by these providers are not covered unless prior authorization is obtained.*

Our provider network may change throughout the year.

EXTRAS FOR YOU

SilverCloud

SilverCloud is a leading mental and behavioral health online platform. SilverCloud's programs can be completed on your own or with the support of a coach, are designed to be completed at your own pace and can be used with other mental health benefits or therapies. SilverCloud provides programs for a variety of conditions, including **anxiety, depression, stress, chronic pain, depression and anxiety (co-occurring), alcohol, insomnia and sleep issues** and **diabetes**. All programs are confidential, judgment-free and available 24/7 from any smart or internet connected device.

To get started, log in to your member portal at **login.networkhealth.com**, select the **My Wellness** tab at the top right of the page, select **SilverCloud** from the menu and follow the instructions to create your SilverCloud account.

Breathe at Ease Program

Breathe at Ease is our condition management program designed to help you avoid flare-ups, control symptoms and potentially improve your lung conditions. It's intended to supplement a physician's care of chronic bronchitis, emphysema and chronic obstructive pulmonary disease (COPD). Enroll by contacting a Breathe at Ease respiratory therapists to or ask your doctor for a referral.

Prevent T2

Our Prevent T2 Lifestyle Change Program is a yearlong program designed for people with prediabetes who want to lower their risk of developing type 2 diabetes. To be eligible for Prevent T2, you must have a fasting glucose of 100 – 125 mg/dL and a Body Mass Index (BMI) greater than 25. If you'd like to learn more about Prevent T2, please email **NHpreventT2@networkhealth.com**.

Pilot Program – Acupuncture Services

For State of Wisconsin members, we offer a "Pilot" program to help you access the care you need to be well. This program is not part of uniform benefits and is unique to Network Health. Pilot program is subject to change without notice.

Network Health will cover 12 acupuncture visits with no cost to you for the treatment of chronic headaches, chronic neck pain, chronic low back pain and osteoarthritis of the knee. If you have demonstrated improvement of your condition, we will cover an additional eight sessions, for a total of 20 visits over six months. Contact our member experience team with questions about the acupuncture benefit at **844-625-2208**.

CARE AND CONDITION MANAGEMENT

Our care and condition management programs can help you identify your unique wellness needs. Individuals who participate in these programs have access to one-on-one support to help them meet their goals.

Care Management

The care management team helps members who are facing difficult diagnoses, complex medical conditions or behavioral health conditions. Our compassionate group of nurses and social workers helps you get the care you need at the right time and in the right place. Your care manager can assist with the following.

- Developing customized care plans and goals
- Informing you about signs indicating a condition is worsening and when to call the doctor
- Coordinating care with health care providers
- Reviewing your medications and treatment plans
- Coordinating community resources
- Advance care planning and advance directives

Condition Management

Our condition management team empowers you to take charge of your chronic condition and be the healthiest you can be. Our skilled team of registered nurses will engage you in one-on-one health coaching about your ongoing care, provide educational resources, help build connections to community programs and help you identify and reach health goals.

We offer programs for these chronic conditions.
- Chronic obstructive pulmonary disease (COPD)
- Asthma
- Diabetes
- Heart failure
- Heart disease or stroke

For questions or help coordinating health care, please call our care management team at **866-709-0019** or request services online at **networkhealth.com/wellness/request-support**.

If you would like more information about our programs or if you have any questions, call 844-625-2208.

ACCESS TO CARE 24/7

Sometimes, your personal doctor may be unavailable when you experience a non-emergency illness or issue. When this occurs, you can use our virtual visit provider network to see a provider using your phone, tablet or computer.

MDLIVE® Telehealth Provider

As a Network Health member, you have access to virtual, online doctor visits through MDLIVE for your telehealth benefit. By using your phone, smartphone, tablet or computer, you can connect with a board-certified physician or pediatrician for treatment of a wide range of medical and behavioral health conditions.

Virtual visits are a convenient way to get care for covered health services including the diagnosis and treatment of non-emergency medical conditions. Virtual visits are designed as a convenient alternative to urgent care or personal doctor visits for non-emergency medical conditions.

Nurse Call Lines

Network Health partners with our health care systems that offer nurse lines. Visit **networkhealth.com/employer/etf/mdlive** for a current listing of provider nurse lines. You may also call your personal doctor's office directly.

When should you call the nurse line?

- When you have a symptom like a sore throat, muscle pain or a fever

- When you have questions about your medications or are prescribed a new medicine and want to know more about it

- When you want more information on a health issue

- When you need help determining where to go for care and it's not an emergency

Nurse lines are available 24/7, seven days a week.

WHERE TO GET CARE

Below are the differences between primary care, urgent care, virtual care and emergency care. The costs for each type of care are different. This is important to know, because emergency care can be much more costly. If your situation is not an emergency, you can keep your costs down by using other types of care.

Primary care

This is same-day or routine care for established patients. Areas of primary care include the following.

- Annual wellness visits and physicals
- General concerns
- Coughs and colds
- Sore throats
- Vaccinations

Virtual Care

Virtual visits, offered through MDLIVE®, are a convenient way to get care for covered health services that include the diagnosis and treatment of medical conditions through electronic means. MDLIVE is designed as an alternative to urgent care visits for non-emergency medical conditions. See the MDLIVE virtual visits section later in this guide for more detail.

Urgent Care

Urgent care is for an unexpected injury or illness that is not life threatening, but still needs attention quickly so it doesn't develop into a serious problem. Areas of urgent care include the following.

- Fever
- Pink eye
- Cuts requiring stitches
- Vomiting
- Sinus infections
- Allergic reactions

Emergency Care

An emergency is an illness, injury, symptom or condition so serious, that a reasonable person would seek care right away to avoid serious harm. Emergency care conditions include the following.

- Chest pain
- Sudden numbness in an arm or leg
- Trouble breathing
- Head or neck injury
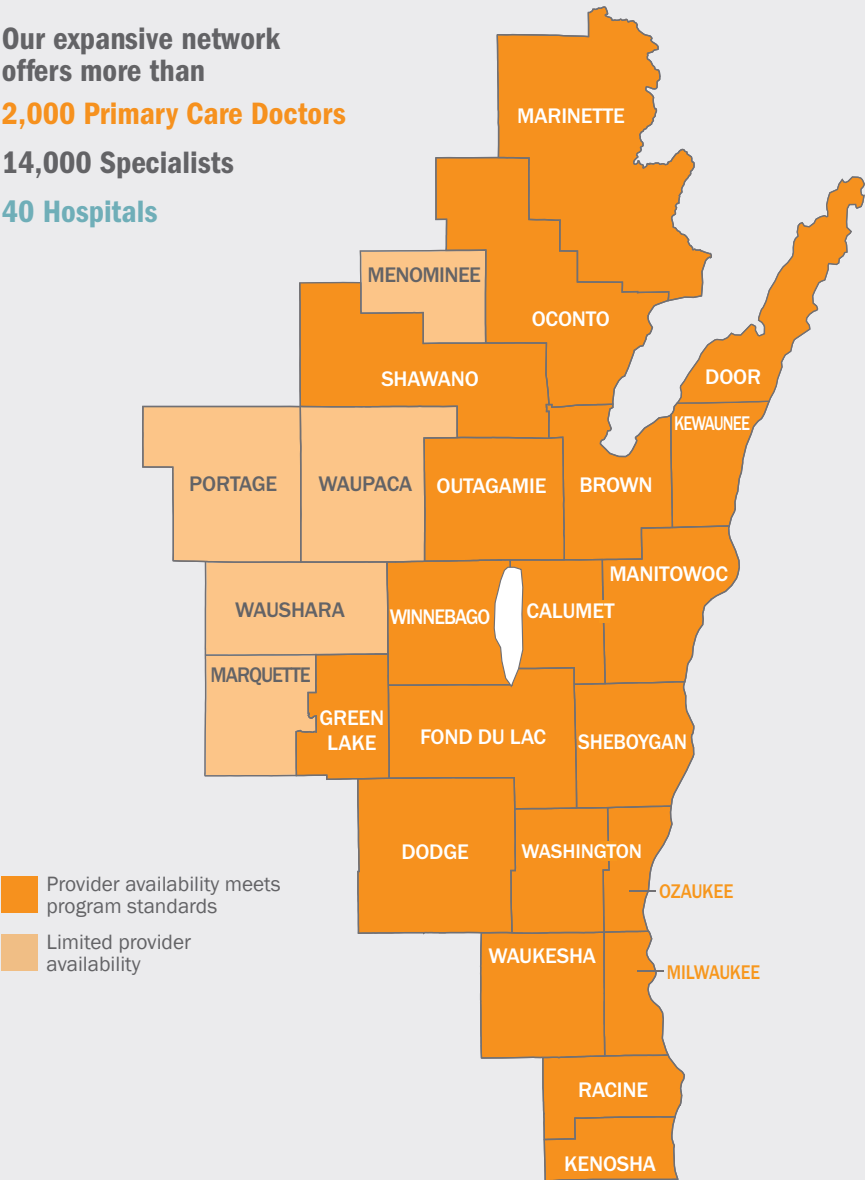
NETWORK HEALTH SERVICE AREA

Network Health is co-owned by Froedtert Health and Ascension Wisconsin. We understand the importance of quality health care and believe it should be convenient.

Our expansive network offers more than

2,000 Primary Care Doctors

14,000 Specialists

40 Hospitals

MARINETTE

MENOMINEE

OCONTO

SHAWANO

DOOR

KEWAUNEE

PORTAGE

WAUPACA

OUTAGAMIE

BROWN

WAUSHARA

WINNEBAGO

CALUMET

MANITOWOC

MARQUETTE

GREEN LAKE

FOND DU LAC

SHEBOYGAN

DODGE

WASHINGTON

OZAUKEE

WAUKESHA

MILWAUKEE

RACINE

KENOSHA

Provider availability meets program standards

Limited provider availability

network health

For nondiscrimination and multi-language services, visit networkhealth.com/language-assistance or call 844-625-2208. HMO plans underwritten by Network Health Plan.
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