



A different kind of health
insurance company



Our mission is to create **healthy** and
strong Wisconsin communities.



GOING ABOVE AND BEYOND

- When it comes to offering access to **local, high-quality providers and health systems**, Network Health is a smart choice. We are the only health plan for State of Wisconsin employees with **Froedtert and the Medical College of Wisconsin, Ascension and Children's Hospital Health Systems** all in our Network.
- **More than 35 years of insuring state employees** - Since 1984, we've offered a different kind of health insurance to State of Wisconsin employees, putting members first and helping improve their lives and those of their families.
- **Wisconsin-based customer service** - Calls to Network Health are answered locally, giving you superior service because we know we are helping our neighbors, friends and family.
- **One-on-one support** - We work with members and providers to improve the effectiveness of your care, ensuring you get the right care, at the right place and the right time.
- **Provider-owned** - We're co-owned by two of the highest-quality health systems in the region—Froedtert Health and Ministry Health Care, a part Ascension Wisconsin, providing a fully integrated provider network which allows us to help transform our communities' health and well-being.



Kathy W.
Member Experience Representative
with Network Health for 8 years

OUTSTANDING CARE

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 45 hospitals

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

- | | |
|--|--|
| • Agnesian Healthcare | • Community Memorial Menomonee Falls |
| • Ascension Wisconsin | • Froedtert South (Kenosha Medical Center) |
| • Affinity Health System | • St. Catherine's Medical Center |
| • Ministry Health Care | • St. Joseph's Hospital – West Bend |
| • Columbia St. Mary's | • Holy Family Memorial |
| • Wheaton Franciscan Healthcare | • HSHS St. Nicholas Hospital |
| • Bellin Health | • Prevea Health |
| • Children's Hospital of Wisconsin (including Green Bay, Milwaukee and Neenah) | • Primary Care Associates of Appleton, LTD |
| • Door County Medical Center | |
| • Family Care of the Fox Cities | |
| • Froedtert & the Medical College of Wisconsin | |

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: Aurora Health Care, ThedaCare and ProHealth Care providers are out-of-network, therefore, non-emergency services by these providers are not covered. HMO plans do not cover out-of-network care, except in an emergency.

WHAT'S NEW FOR 2021



Introducing SilverCloud

SilverCloud is a leading mental and behavioral health online platform. It provides access to over 30 digital cognitive behavioral therapy solutions. It supports the treatment of such conditions as depression, anxiety, dealing with chronic disease, insomnia, stress related to higher education, chronic health and general well-being. You can access these programs independently or at the recommendation of your providers.



Pilot Programs

Network Health is always looking for ways to improve the health of our members. For State of Wisconsin members, we offer several pilot programs aimed at specific conditions. These pilot programs are not part of uniform benefits and are subject to change without notice.



Acupuncture Services Pilot Program

Network Health will cover 12 acupuncture visits with no cost sharing to you for the treatment of chronic headaches, chronic neck pain, chronic low back pain and osteoarthritis of the knee. Prior authorization and a medical necessity review are required for coverage. If you have demonstrated improvement of your condition, we will cover an additional eight sessions. The additional visits will also need prior authorization. Please contact our member experience team with questions about the acupuncture benefit at 844-625-2208. For prior authorization requests, contact our utilization management department at 800-236-0208.



Prevent T2 Pilot Program

Our Prevent T2 Lifestyle Change Program is a yearlong program designed for people with prediabetes and who are at high risk for type 2 diabetes and want to lower their risk. The program follows the Centers for Disease Control and Prevention (CDC) Guidelines. 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.



Evidenced Based Integrated Care Plan (EBICP) Pilot Program

Network Health, in partnership with Delta Dental, helps you access enhanced dental benefits available to members who are diabetic or are experiencing a high-risk pregnancy. Your Uniform Dental Benefit coverage allows for an additional cleaning as part of its Evidenced Based Integrated Care Plan (EBICP). If you have any questions or need help coordinating your health care, please call our care management team at 800-236-0208.

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 get treatment over your phone, tablet or computer.



MDLIVE® Virtual Visits

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. If a prescription is needed, you can take care of that as well.

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.



Member Portal

Your member portal is the gateway to secure information about your Network Health plan. In it, you'll find links unique to you. You'll also find tools, tips and important information to help you enhance your life, health and wellness.

When you sign in, you'll see a customized dashboard specific to you and your plan. From this dashboard, you can view benefit information, view out-of-pocket expenses, reorder an ID card, access plan materials and more. You can also select communication preferences, so you can choose to receive your Explanation of Benefits (EOB) statements by email instead of mail.

CARE MANAGEMENT

We offer care management services to support members who are transitioning from a hospital stay to home, and to those with complex medical or behavioral health needs and conditions such as cancer, end stage renal disease, organ transplant and traumatic injuries. We identify members who could benefit from services through claims, health risk assessment data, authorization data, and doctor or self-referrals.

Our experienced nurse and social work care managers help members through the following.

- Developing customized care plans and goals
- Coordinating care with health care providers
- Facilitating access to care at the most appropriate care level
- Coordinating community resources
- Reviewing medications
- Explaining medical instructions
- Providing guidance on care and how to avoid problems
- Informing about signs indicating a condition is worsening and when to call the doctor
- Making follow-up calls so members know what to do, who to see and where to get the treatment needed



For questions or help coordinating health care, please call our care management team at **800-236-0208** or request services online at networkhealth.com/wellness/request-support.

Yvonne M., BSN, RN, CCP, care manager at Network Health for 12 years

CONDITION MANAGEMENT

At Network Health, we understand that having a chronic condition can be difficult for you and for your family. Sometimes a little extra support can make a big difference. Condition management is an added benefit available at no cost to you.



Our team of registered nurses are available to help you prioritize your personal health needs and goals. They can provide resources, tools and self-management strategies to improve the way you and your family live with a chronic condition.

This may include the following.

- Help finding the information you need to make important health care decisions
- Information about your condition, as needed or requested
- Health coaching services to help you identify and reach your health goals
- Wellness resources that can help keep you healthy

We offer condition management programs for these chronic conditions.

- Chronic obstructive pulmonary disease (COPD)
- Asthma
- Diabetes
- Heart failure
- Heart disease or stroke



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

MAKING IT EASY TO STAY INFORMED

networkhealth.com

You can keep track of your health with free tools, information and programs. Sign in to your online member portal to access information specific to your plan, benefits, claims and more.



Blog

Network Health's blog is full of stories and articles on life, health and wellness. It features Network Health employee and member advice on how to meet health goals and insights to help navigate life's journey. Visit networkhealth.com/grow-in-the-know today.



Social Media



Stay connected with us for valuable health tips, contests and information. Follow @NetworkHealthWI on Facebook, Instagram, LinkedIn, Twitter and YouTube.

Member Newsletter – *Balance*

You'll receive *Balance* twice a year. Each issue features stories from members, healthy tips, news and updates on our services and programs. Our member newsletters are another way we keep our members informed while providing education on important topics.



HMO plans underwritten by Network Health Plan.
2927-01-0820