

A photograph of a woman with long dark hair and a young girl with dark hair tied in a ponytail with a green hair tie. They are both looking at a tablet held by the woman. The woman is smiling and looking at the screen, while the girl is looking down at the screen with a focused expression. They are sitting on a light-colored couch. The background is a bright, out-of-focus indoor space.

We do what's
RIGHT
because it's
WHO WE ARE.

Health insurance is
WHAT WE DO.

CARE FOR THE WHOLE FAMILY, RIGHT AROUND THE CORNER

- 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 in the State of Wisconsin Group Health Insurance Program with **Froedtert Health, Children's Wisconsin and Ascension Wisconsin** in our provider network.
- **More than 36 years of insuring public employees** – Since 1984, we've been trusted experts in health insurance, 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 and comprehensive diabetes 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.



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

OUTSTANDING CARE

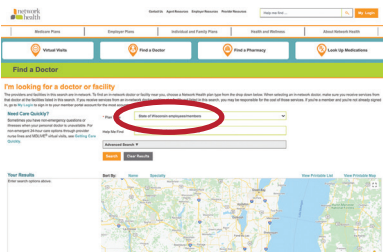
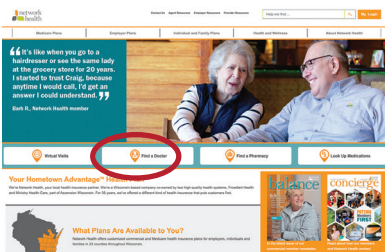
Network Health offers access to high-quality health care providers, giving you convenient access to excellent care close to home. Visit networkhealth.com/find-a-doctor to search our entire network.

- 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.

- Ascension Wisconsin
- Children's Hospital of Wisconsin (including Green Bay, Milwaukee and Neenah)
- Froedtert & the Medical College of Wisconsin
- Agnesian Healthcare
- Affinity Health System
- Ministry Health Care
- 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

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.

Our provider network may change throughout the year.

EXTRA CARE FOR YOU



SilverCloud

SilverCloud is a leading mental and behavioral health online platform. It allows you to access over 30 cognitive behavioral therapy solutions to support the treatment of depression, anxiety, chronic health,

insomnia, stress and general well-being.



SilverCloud

SilverCloud can be accessed at any time through the Network Health member portal at login.networkhealth.com.



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 treating specific conditions. These 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 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. Please contact our member experience team with questions about the acupuncture benefit at **844-625-2208**.



Prevent T2 Pilot Program

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.



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. If you have any questions or need help coordinating your health care, please call our care management team at **800-236-0208**.

If you would like more information about our programs

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.

ms 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



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



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.



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

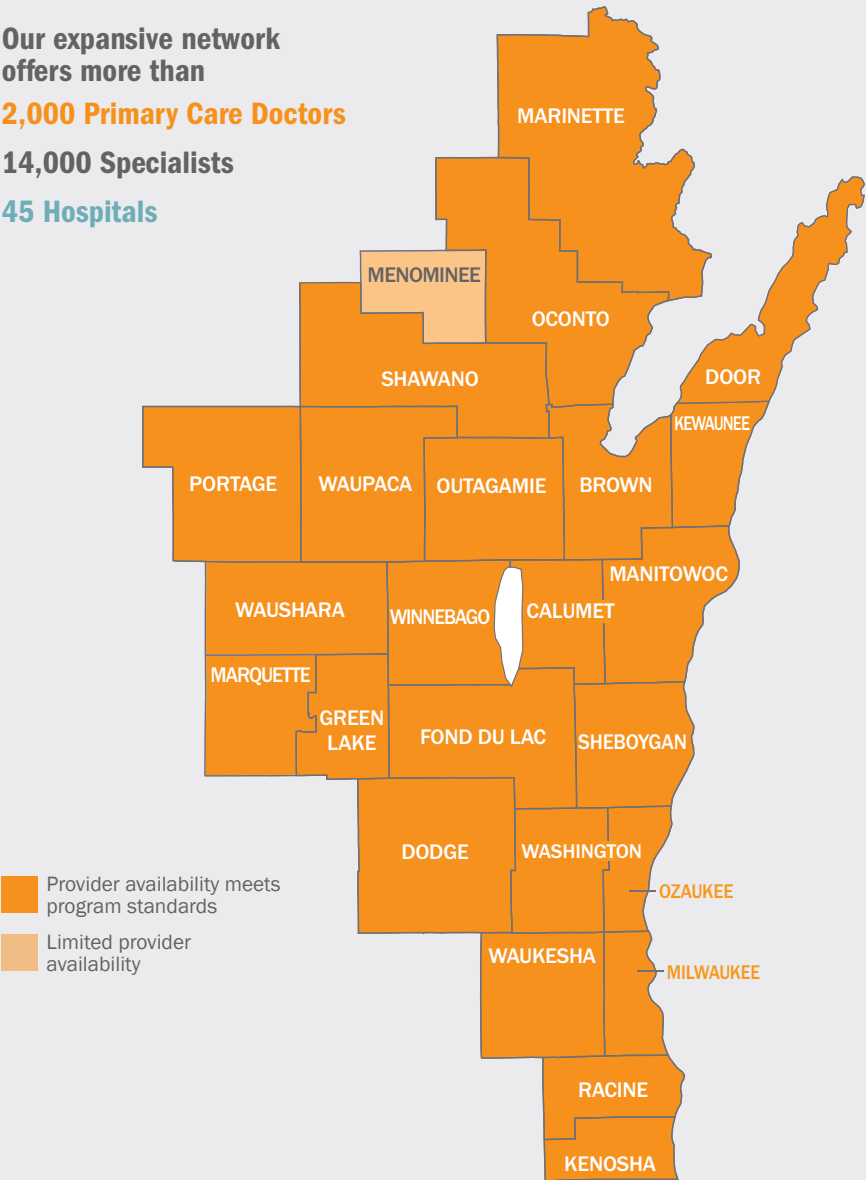
Network Health is co-owned by Froedtert Health and Ascension Wisconsin. We understand the importance of quality health care and believe it should be convenient.

**Our expansive network
offers more than**

2,000 Primary Care Doctors

14,000 Specialists

45 Hospitals



For nondiscrimination and multi-language services, visit networkhealth.com/language-assistance or call 844-625-2208. HMO plans underwritten by Network Health Plan. 2927-02-0821