



**We do what's right  
because it's who  
we are. Health plans  
are what we do.**



**ThedaCare  
in-network  
for 2025**

**Enroll now  
in a Tier 1  
health plan.**



# OUTSTANDING QUALITY

- ThedaCare now part of provider network - Starting January 1, 2025, ThedaCare will be a participating in-network provider for Network Health members. The ThedaCare system features over 180 points of care in northeast Wisconsin, including hospitals, clinics, and surgery centers. Visit [networkhealth.com/find-a-doctor](https://networkhealth.com/find-a-doctor) to find a ThedaCare provider in our service area.
- When it comes to offering access to **local, high-quality providers and health systems**, Network Health is a smart choice. In addition to other health systems, we have **Froedtert Health, Ascension Wisconsin, Children's Wisconsin** and, starting January 1, 2025, **ThedaCare** 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 health plans for over 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 by real people who live and work right here in Wisconsin, giving you a superior, personalized experience. To speak with a specially trained member experience team member, call **844-625-2208**, Monday-Friday from 8 a.m. to 4:30 p.m.
- **One-on-one support** – We help connect your entire 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 **scored #1** in the ratings for health plans, as well as for comprehensive diabetes care and hospitalization follow-up care for mental health.
- **Health system-owned** – We are owned by Froedtert ThedaCare Health, Inc., one of the highest-quality health systems in the state, 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

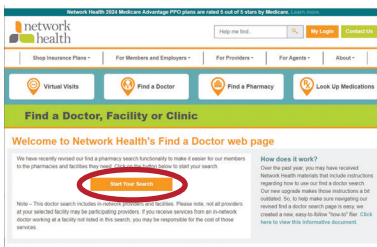
Network Health offers access to high-quality health care providers, giving you convenient access to excellent care close to home. Visit [networkhealth.com/find-a-doctor](https://networkhealth.com/find-a-doctor) to search our entire network.

- More than 2,400 primary care providers
- More than 18,500 specialists
- More than 55 hospitals
- More than 2,300 ancillary services providers

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

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

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 plan. To confirm your doctor is an in-network provider, go to [networkhealth.com/find-a-doctor](https://networkhealth.com/find-a-doctor) and click on the **Start Your Search** button, and then choose **State of Wisconsin employees/members** when asked to select a plan type.



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

Our provider network may change throughout the year.

# EXTRAS FOR YOU



## Breathe at Ease Program

Breathe at Ease is our proactive 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).

The program is conducted by a registered respiratory therapist (RRT) or certified respiratory therapist (CRT) from an outpatient pulmonary department. A telehealth option is also available. Once enrolled, you'll have a one-on-one meeting with a **Breathe At Ease** respiratory therapist and receive an assessment, discuss your health history and develop an action plan.

To learn more about the program and available locations, contact Network Health's Condition Management team at **866-709-0019** (TTY 800-947-3529), or ask your personal doctor for a referral.



## Prevent T2

Our Prevent T2 Lifestyle Change Program is a yearlong program designed for people with prediabetes or a predisposition for developing Type 2 diabetes and want to lower their risk. Designed to help you make small changes that make a big difference to your health, this proven program is facilitated by Network Health lifestyle coaches and is part of the National Diabetes Prevention Program.

To be eligible for Prevent T2 or to be included in future classes, 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, visit [networkhealth.com/wellness/prevent-t2](https://networkhealth.com/wellness/prevent-t2) or email [NHpreventT2@networkhealth.com](mailto:NHpreventT2@networkhealth.com).



## Pilot Program - Remote Patient Monitoring (RPM)

For State of Wisconsin members, we offer a "pilot" program to help 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 is offering a new pilot program for Remote Patient Monitoring (RPM) visits and devices for managing obesity, hypertension, sleep apnea and atrial fibrillation. The program reduces member cost-share to \$0 for RPM visits and devices, helping you manage their condition more efficiently and effectively. Contact our member experience team with questions about the RPM 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

Our local 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 personalized care plans and goals
- Education on the signs that indicate 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 directives



## Condition Management

Our condition management team empowers you to take charge of your chronic condition to be the healthiest you can be. Our skilled team of local registered nurses will work directly with you on your continued care, provide educational resources, help build connections to community programs and help you identify and reach your 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](https://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, Network Health, in partnership with our providers, offers you options for non-emergent care, providing you care when and where it is convenient for you.



## **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 from the comfort of home. Virtual visits are designed as a convenient alternative to urgent care or personal doctor visits for non-emergency medical conditions.



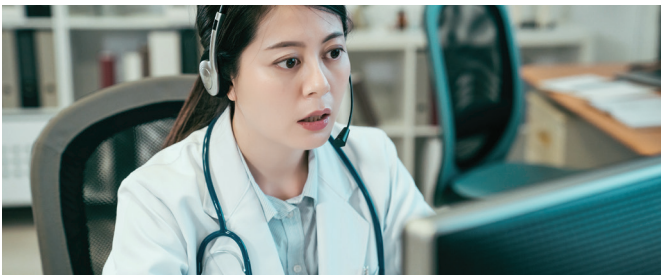
## **Nurse Call Lines**

Network Health partners with our health care systems that offer nurse lines. Visit [networkhealth.com/employer/etf/mdlive](https://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 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 it's not an emergency and you need help determining where to go for care

**Nurse lines are available 24 hours a day, 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 , non life-threatening injury or illness that 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. MDLIVE is designed as an alternative to urgent care visits for non-emergency medical conditions.

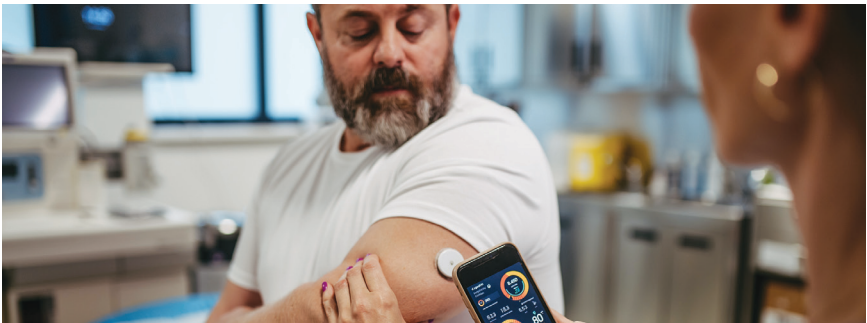


## Emergency Care

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 owned by Froedtert ThedaCare Health Inc. We understand the importance of quality health care and believe it should be convenient.

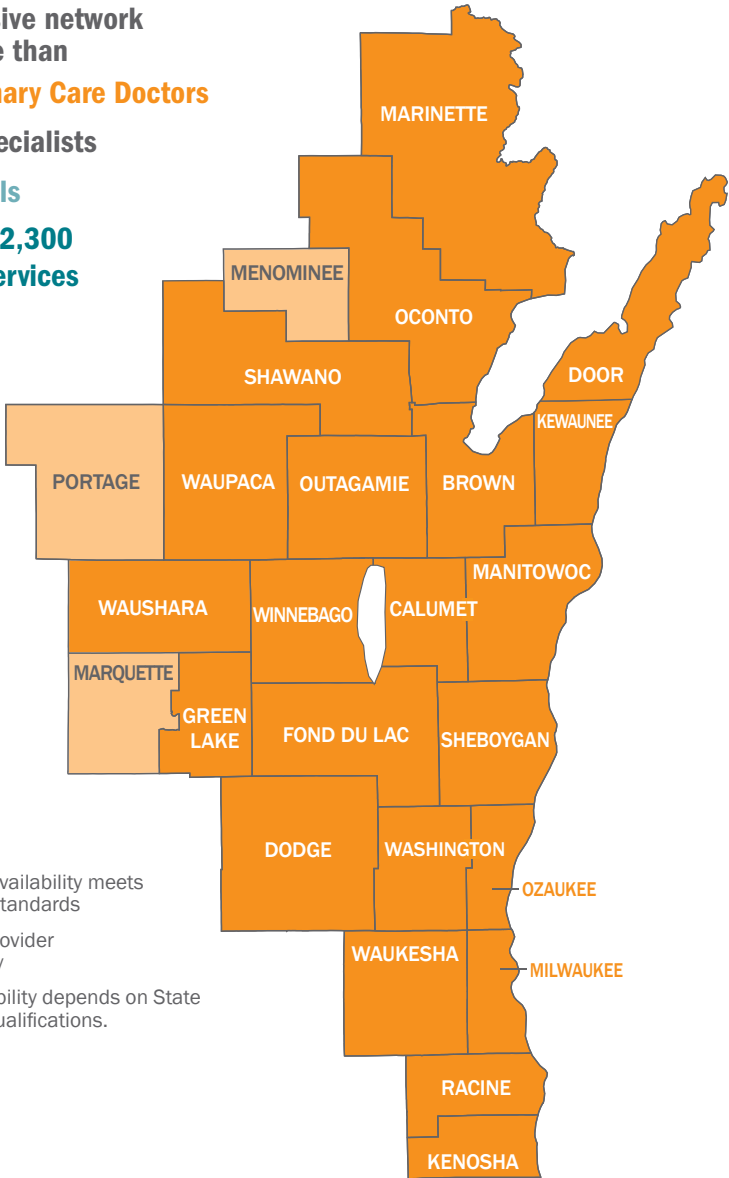
**Our expansive network offers more than**


**2,400 Primary Care Doctors**

**18,500 Specialists**

**55 Hospitals**

**More than 2,300 ancillary services providers**



 Provider availability meets program standards

 Limited provider availability

Provider availability depends on State of Wisconsin qualifications.



For nondiscrimination and multi-language services, visit [networkhealth.com/](http://networkhealth.com/) language-assistance or call 844-625-2208. HMO plans underwritten by Network Health Plan. Network Health is contracted by the Wisconsin Department of Employee Trust Funds (ETF). 2927-05-0624