



# State of Wisconsin Benefit Directory 2023



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# About MercyCare Health Plans

**MercyCare Health Plans is pleased to have you as a network provider for our members in southern Wisconsin and northern Illinois.**

The MercyCare Provider Manual is designed to convey our policies and procedures, including provider services, prior authorization, claims, and eligibility.

Please visit [mercycarehealthplans.com](http://mercycarehealthplans.com) for the most current version of our Provider Manual. MercyCare reserves the right to revise or alter the material and information detailed in this manual at any time.

## **Why MercyCare?**

MercyCare Health Plans (MCHP) has been providing dependable, quality, affordable health care coverage since 1994. MercyCare Health Plans and Mercyhealth together, offer a complete continuum of health care services readily available to its members close to home.

MercyCare and Mercyhealth give you access to Mercyhealth's seven hospitals, and 85+ primary and specialty care facilities throughout 55 northern Illinois and southern Wisconsin communities. Mercyhealth also offers post-acute services (home health care, home health equipment, hospice), full-service pharmacies and retail services.

*Live well. We'll insure you do.*

# Mercyhealth Specialty Services

*Available to MercyCare members in Wisconsin*

## A

Acupuncture  
Addictions Care  
Advance Care Planning  
Advanced Sports Training  
Aesthetician (skin care) Services  
Allergy/Immunology  
Anesthesiology  
Anticoagulation Services  
Aquatic Therapy  
Athletic Training  
Audiology  
Autism Services

## B

Behavioral Health  
Birthing Centers  
Brain and Spine Care  
Breast Care Services

## C

Cancer Care  
Cardiac Rehabilitation  
Cardiology  
Cardiothoracic Surgery  
Chiropractic Care  
Clinical Health and Rehabilitation  
Psychology  
Community Support Services  
Complementary Medicine  
Concussion Management  
Cosmetic Surgery  
Counseling Psychology  
Critical Care (intensive care)

## D

da Vinci® Robotic-Assisted Surgery  
Dermatology  
Detoxification Services  
Diabetes Education  
Dialysis  
Dietitian Services

## E

Ear, Nose and Throat Care  
Eclipse Sports Performance Program  
Electrophysiology  
Emergency Care  
Employee Assistance Program (EAP)  
Endocrinology  
Eye Care

## F

Family Medicine  
Family Medicine with Obstetrics

## G

Gastroenterology  
General Surgery

Geriatrics (senior adult health care)

Glasses and Contacts

Gynecology

## H

Hand Surgery and Rehabilitation  
Hearing Care and Hearing Aids  
Heart and Chest Surgery  
Heart and Vascular Care  
Heart Failure Clinic  
Heart Rhythm Disorders  
Hematology  
Home Health  
Home Medical Equipment and Supplies  
Hospice  
Hospitalist Services

## I

Immunology  
Industrial Rehabilitation  
Infectious Disease Medicine  
Inpatient Rehabilitation Therapy Services  
Internal Medicine

## L

Laboratory Services  
Lactation Clinics  
LASIK Vision Correction Surgery  
Lung Care  
Lymphedema Treatment

## M

Massage Therapy  
Maternal-Fetal Medicine  
Maternity/Birthing Care  
Meals on Wheels  
Medical Oncology  
Men's Health  
Mental Health Services  
Mohs Surgery (for skin cancer)

## N

Nephrology  
Neuro-oncology  
Neurology  
Neuropsychology  
Neurosurgery  
Nuclear Medicine  
Nursing Home (short- and long-term  
skilled nursing care)  
Nutrition Services

## O

Obstetrics  
Occupational Therapy  
Oncology  
Ophthalmology  
Optometry  
Orthopedic Care and Surgery

Orthotics and Prosthetics

Otolaryngology (ear, nose, throat)

Outpatient/Ambulatory Surgery

## P

Pain Management  
Palliative Care/Inpatient and Outpatient  
Pathology  
Pediatric Gastroenterology  
Pediatric Cardiology  
Pediatrics  
Pharmacies  
Physical Medicine and Rehabilitation  
Physical Therapy  
Plastic/Reconstructive Surgery  
Podiatry  
Prehospital and Emergency Services  
Center  
Psychiatric and Detoxification Inpatient  
Service

Psychiatry/Adolescent

Psychiatry/Adult

Psychiatry/Child

Pulmonary (lung) Rehabilitation

Pulmonology

## R

Radiation Oncology

Radiology

Rheumatology

## S

Safe Connect Personal Emergency  
Response System  
Senior Adult (55+) Support Services  
Sleep Medicine  
Speech Therapy  
Spine Care  
Sports Medicine and Rehabilitation  
Sports Training  
Stroke Care  
Support Groups

## T

Traditional Chinese Medicine

Trauma Care

## U

Urgent Care

Urology

## V

Vascular (blood vessel) Surgery

## W

Weight Management

Women's Health

Wound Care

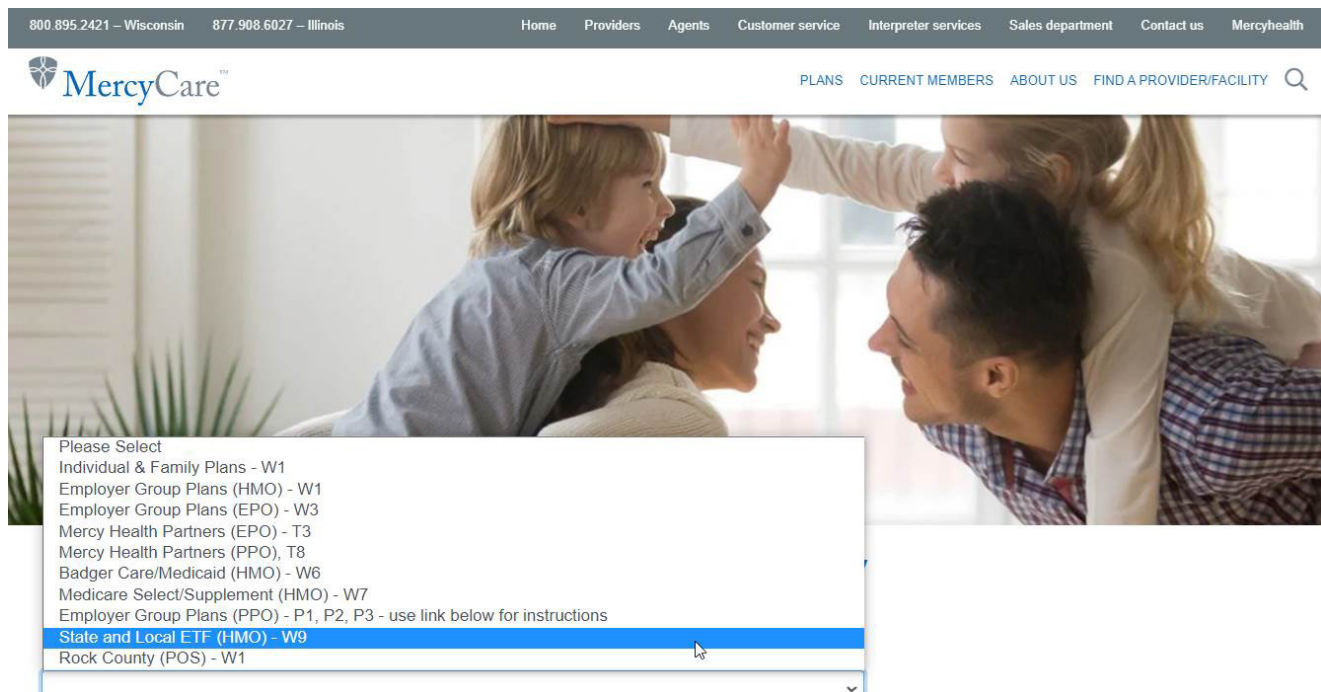
# Finding a Provider or Facility

*mercycarehealthplans.com*

Visit [mercycarehealthplans.com](http://mercycarehealthplans.com) and select the “Find a provider/facility” button. Select your plan and enter your search criteria and your search results will appear.

You can also print a directory of providers from our website. Simply click the Find a provider/facility” button, then click “View the printable directory here.”

If you would like a paper copy of our provider directory, please call MercyCare’s customer service department at (800) 895-2421.



The screenshot displays the MercyCare website's navigation bar and a dropdown menu. The navigation bar includes contact numbers for Wisconsin (800.895.2421) and Illinois (877.908.6027), and links for Home, Providers, Agents, Customer service, Interpreter services, Sales department, Contact us, and Mercyhealth. The MercyCare logo is on the left, and a search bar with the text 'FIND A PROVIDER/FACILITY' is on the right. Below the navigation bar is a large image of a family. A dropdown menu is open, listing various insurance plans. The 'State and Local ETF (HMO) - W9' option is highlighted in blue.

800.895.2421 – Wisconsin 877.908.6027 – Illinois Home Providers Agents Customer service Interpreter services Sales department Contact us Mercyhealth

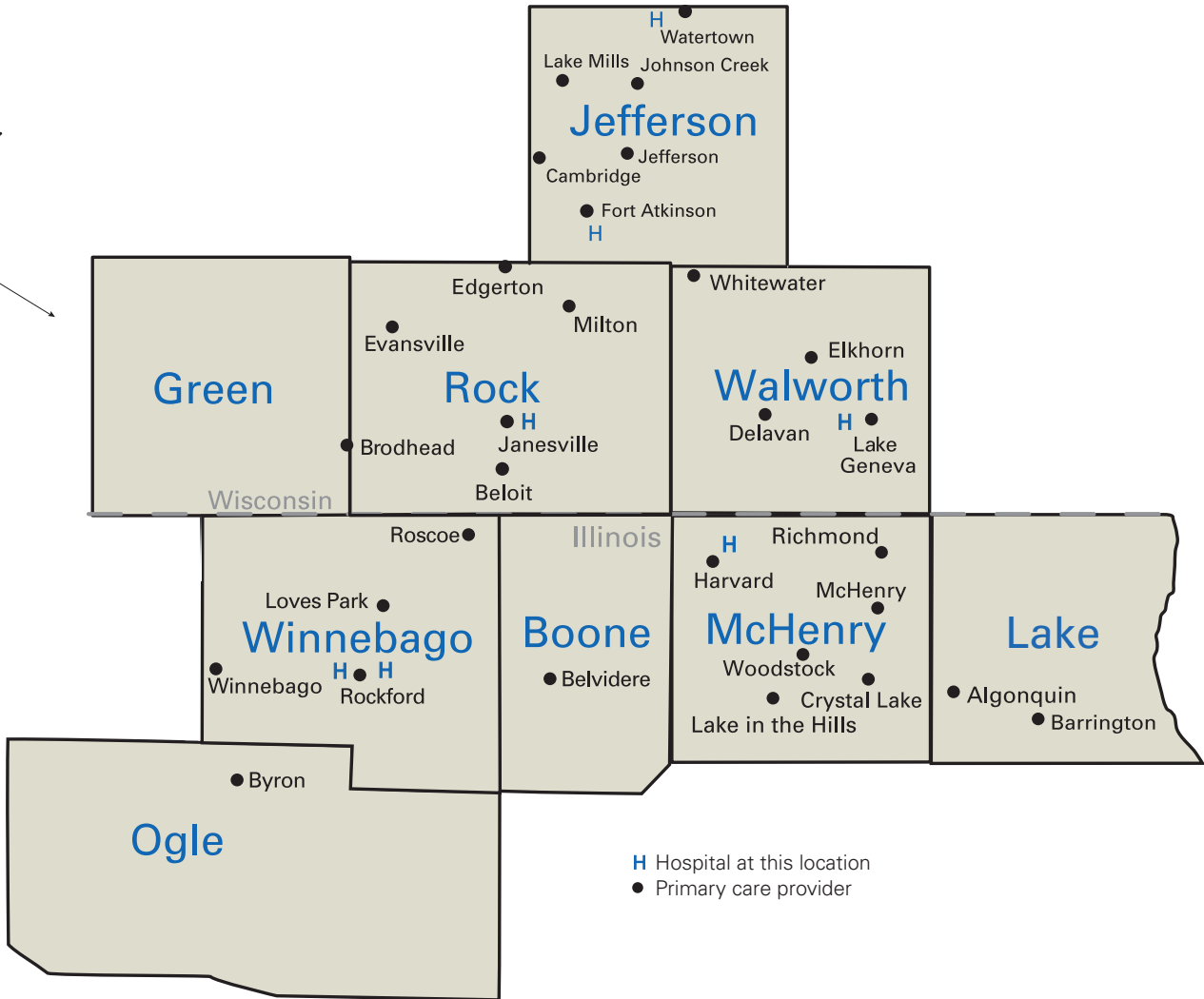
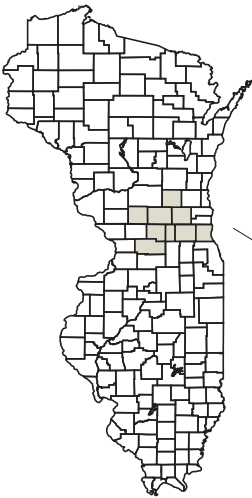
MercyCare™

PLANS CURRENT MEMBERS ABOUT US FIND A PROVIDER/FACILITY Q

Please Select  
Individual & Family Plans - W1  
Employer Group Plans (HMO) - W1  
Employer Group Plans (EPO) - W3  
Mercy Health Partners (EPO) - T3  
Mercy Health Partners (PPO), T8  
Badger Care/Medicaid (HMO) - W6  
Medicare Select/Supplement (HMO) - W7  
Employer Group Plans (PPO) - P1, P2, P3 - use link below for instructions  
**State and Local ETF (HMO) - W9**  
Rock County (POS) - W1

# MercyCare Provider Area

*Wisconsin and Illinois*





# Hospitals, Emergency and Urgent Care

## Hospitals

**Javon Bea Hospital–Riverside**  
8201 East Riverside Blvd.  
Rockford, IL  
(815) 971-7000

**Javon Bea Hospital–Rockton**  
2400 N. Rockton Ave.  
Rockford, IL  
(815) 971-5000

**Mercyhealth Hospital and  
Medical Center–Harvard**  
901 Grant St.  
Harvard, IL  
(815) 943-5431

**Mercyhealth Hospital and  
Medical Center–Walworth**  
N2950 State Rd. 67  
Lake Geneva, WI  
(262) 245-2230

**Mercyhealth Hospital  
and Trauma Center–Janesville**  
1000 Mineral Point Ave.  
Janesville, WI  
(608) 756-6000

**Fort Memorial Hospital**  
611 Sherman Ave. East  
Fort Atkinson, WI  
(920) 568-5000

**Watertown Memorial Hospital**  
125 Hospital Dr.  
Watertown, WI  
(920) 261-4210

## Emergency Care

**Javon Bea Hospital–Riverside**  
8201 East Riverside Blvd.  
Rockford, IL  
(815) 971-7000

**Javon Bea Hospital–Rockton**  
2400 N. Rockton Ave.  
Rockford, IL  
(815) 971-5000

**Mercyhealth Hospital and  
Medical Center–Harvard**  
901 Grant St.  
Harvard, IL  
(815) 943-5431

**Mercyhealth Hospital  
and Trauma Center  
Emergency North**  
3400 Deerfield Dr.  
Janesville, WI  
(608) 314-3605

**Mercyhealth Hospital  
and Trauma Center–Janesville**  
1000 Mineral Point Ave.  
Janesville, WI  
(608) 756-6000

**Mercyhealth Hospital and  
Medical Center–Walworth**  
N2950 State Rd. 67  
Lake Geneva, WI  
(262) 245-2230

**Fort Memorial Hospital**  
611 Sherman Ave. East  
Fort Atkinson, WI  
(920) 568-5000

**Watertown Memorial Hospital**  
125 Hospital Dr.  
Watertown, WI  
(920) 261-4210

## Urgent Care

**Mercyhealth East**  
3524 E. Milwaukee St.  
Janesville, WI  
(608) 756-8484 **InQuicker**

**Mercyhealth McHenry**  
3922 Mercy Dr.  
McHenry, IL  
(815) 578-2020 **InQuicker**

**Mercyhealth North**  
3400 Deerfield Dr.  
Janesville, WI  
(608) 314-3605

**Mercyhealth Perryville**  
3401 N. Perryville Rd.  
Rockford, IL  
(815) 971-8000 **InQuicker**

**Mercyhealth Roscoe**  
5000 Prairie Rose Dr.  
Roscoe, IL  
(815) 971-3450 **InQuicker**

**Mercyhealth Hospital and  
Medical Center–Walworth**  
N2950 State Rd. 67  
Lake Geneva, WI  
(262) 245-2230 **InQuicker**

**Mercyhealth Woodstock**  
2000 Lake Ave.  
Woodstock, IL  
(815) 337-1544 **InQuicker**

**Fort HealthCare Lake Mills**  
200 E. Tyrannena Park Rd.  
Lake Mills, WI  
(920) 648-3113

**Fort Memorial Hospital**  
611 Sherman Ave. East  
Fort Atkinson, WI  
(920) 568-5000

**Watertown Memorial Hospital**  
125 Hospital Dr.  
Watertown, WI  
(920) 261-4210

**InQuicker** Skip the waiting room!  
Visit [MercyInQuicker.org](https://MercyInQuicker.org) to reserve  
your spot at a participating facility.



# Mercyhealth MyChart

*Your 24/7 health record, at your convenience.*

## **MercyCare members can do the following through MyChart:**

- Look up insurance coverage details
- Learn more about your benefits
- View your claims status and payment information
- Request a new MercyCare ID card
- Change your primary care physician
- Email your health plan representative
- Update your information, such as change of address
- Manage health information online
- Review health history and test results
- Schedule and cancel appointments
- Request prescription refills
- Send a message to your health care provider
- Pay your bills

## **How to get started with Mercyhealth MyChart:**

Sign up at any Mercyhealth clinic or visit [mychart.mercyhealthsystem.org](https://mychart.mercyhealthsystem.org). You can access MyChart securely online at home, or on your smartphone with the Mercyhealth MyChart app.

## **Did you know that MercyCare ...**

- Has been helping people like you stay healthy for over 20 years?
- Manages over 50,000 members
- Has an open access network, meaning no referrals are needed for in-plan services
- Contracts with more than 750+ medical professionals
- Has local customer service to assist members

# Benefits of Being a MercyCare Member

## Why MercyCare?

MercyCare Health Plans has been providing dependable, quality, affordable health care coverage since 1994. MercyCare Health Plans and Mercyhealth together offer a complete continuum of health care services readily available to its members close to home.

MercyCare and Mercyhealth gives you access to Mercyhealth's seven hospitals, and 85+ primary and specialty care facilities throughout 50 northern Illinois and southern Wisconsin communities. Mercyhealth also offers post-acute services (home health care, home health equipment, hospice), full-service pharmacies, and retail services.

As a nationally recognized, vertically integrated health system, Mercyhealth's 750+ primary and specialty care physicians and 7,000 employee partners do whatever it takes to keep you well.

## Accredited centers of excellence, hospital and clinics

Mercyhealth offers accredited specialty services such as a State of Illinois designated children's hospital, regional perinatal center, neonatal intensive care unit, emergency/trauma centers, cancer centers, and chest pain and stroke centers. In addition, Mercyhealth provides orthopedic services, cardiovascular and pulmonary services, neurosurgery and neuroscience services, inpatient rehabilitation and much more.

## Our doctors

Our doctors are leaders in their fields, always searching for the most effective diagnosis and treatment options. Quality care is something MercyCare members can expect from Mercyhealth.

## Case management

MercyCare's Case Managers are experienced Registered Nurses who help patients manage chronic diseases such as asthma, diabetes, and other chronic health problems. MercyCare meets NCQA (National Committee for Quality Assurance) standards for case management services and has been recognized for its diabetes case management program, receiving national recognition for working to improve health outcomes.

## MercyCare Healthline information 24/7, 365 days a year (608) 758-5770 or (888) 756-6060

- Free health information
- Free referral service to over 750 medical professionals

# Eyewear discount

**Save 20%\* on your eyeglasses every day, at any of these  
Mercyhealth Vision Center locations:**

**Mercyhealth Vision Center–East**

3524 E. Milwaukee St.  
Janesville, WI  
(608) 756-7110

**Mercyhealth Vision Center–Mall**

1010 N. Washington St.  
Janesville, WI  
(608) 741-6794

**Mercyhealth Vision Center–Walworth**

Hwys. 50 and 67  
Lake Geneva, WI  
(262) 245-2208

\*Cannot be combined with any other offer or insurance.

# Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

MercyCare is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about the privacy practices at MercyCare, please contact the Privacy Officer at MercyCare Health Plans, PO Box 550, Janesville, WI 5347-0550, (608) 752-3431.

## **How MercyCare may use or disclose your health information**

The following categories describe the ways that MercyCare may use and disclose your health information. For each category of uses and disclosures, we will explain what we mean and present some examples. Not every use or disclosure in a category will be listed. However, all the ways we are permitted to use and disclose information will fall within one of the categories.

**Payment Functions.** We may use or disclose health information about you to determine eligibility for plan benefits, obtain premiums, facilitate payment for the treatment and services you receive from health care providers, determine plan responsibility for benefits, and to coordinate benefits. Health information may be shared with other government programs such as Medicare, Medicaid, or private insurance to manage your benefits and payments. For example, payment functions may include reviewing the medical necessity of health care service, determining whether a particular treatment is experimental or investigational, or determining whether a treatment is covered under your plan.

**Health Care Operations.** We may use and disclose health information about you to carry out necessary insurance-related activities. For example, such activities may include underwriting, premium rating and other activities relating to plan coverage; conducting quality assessment and improvement activities; submitting claims for reinsurance and stop-loss coverage; conducting or arranging for medical review, legal services, audit services and fraud and abuse detection programs; and business planning, management and general administration.

**Treatment.** We may use or disclose your health information to a physician or other health care provider to treat you. For example, a doctor prescribing a medication may need to know if you have diabetes or heart disease and what medications you are currently taking, as this might affect what he or she can prescribe. We may use and disclose medical information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

**Required by Law.** As required by law, we may use and disclose your health information. For example, we may disclose medical information when required by a court order in a litigation proceeding.

**Public Health.** Information may be reported to a public health authority or other appropriate government authority authorized by law to collect or receive information for purposes related to: preventing or controlling disease, injury or disability; reporting child abuse or neglect; reporting

domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.

**Health Oversight Activities.** We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings related to oversight of the health care system.

**Judicial and Administrative Proceedings.** We may disclose your health information in the course of any administrative or judicial proceeding.

**Law Enforcement.** We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.

**Public Safety.** We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

**National Security.** We may disclose your health information for military, prisoner, and national security.

**Worker's Compensation.** We may disclose your health information as necessary to comply with worker's compensation or similar laws.

**Marketing.** We may contact you to give you information about health-related benefits and services that may be of interest to you. If we receive compensation from a third party for providing you with information about other products or services (other than drug refill reminders or generic drug availability), we will obtain your authorization to share information with this third party.

**Disclosures to Plan Sponsors.** We may disclose your health information to the sponsor of your group health plan, for purposes of administering benefits under the plan. If you have a group health plan, your employer is the plan sponsor.

**Fundraising.** You have the right to opt out of receiving fundraising communications. MercyCare does not conduct fundraising activities. If MercyCare ever did disclose your health information for the purposes of fundraising, you would receive an opt-out notice before each such communication explaining how to opt out.

## **When MercyCare may not use or disclose your health information**

**Written Authorization.** Except as described in this Notice of Privacy Practices, we will not use or disclose your health information without written authorization from you. If you do authorize us to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. If you revoke your authorization, we will no longer be able to use or disclose health information about you for the reasons covered by your written authorization, though we will be unable to take back any disclosures we have already made with your permission.

- Your authorization is necessary for most uses and disclosures of psychotherapy notes.
- Your authorization is necessary for any disclosure of health information in which the health plan receives compensation.

# Notice of Privacy Practices *continued*

## **Genetic Information and Underwriting Activities.**

MercyCare is prohibited from using or disclosing genetic information for underwriting purposes, including determination of benefit eligibility. If we obtain any health information for underwriting purposes and the policy or contract of health insurance or health benefits is not written with us or not issued by us, we will not use or disclose that health information for any other purpose, except as required by law.

**Applicability of More Stringent State Law.** Some of the uses and disclosures described in this notice may be limited in certain cases by applicable State laws that are more stringent than Federal laws, including disclosures related to mental health and substance abuse, developmental disability, alcohol and other drug abuse (AODA), and HIV testing.

## **Statement of Your Health Information Rights**

**Right to Request Restrictions.** You have the right to request restrictions on certain uses and disclosures of your health information. MercyCare is not required to agree to the restrictions that you request. If you would like to make a request for restrictions, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. We will let you know if we can comply with the restriction or not.

## **Right to Request Confidential Communications.**

You have the right to receive your health information through a reasonable alternative means or at an alternative location. To request confidential communications, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. We are not required to agree to your request.

**Right to Inspect and Copy.** You have the right to inspect and receive an electronic or paper copy of health information about you that may be used to make decisions about your plan benefits. To inspect and copy such information, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. If you request a copy of the information, we may charge you a reasonable fee to cover expenses associated with your request.

**Right to Request Amendment.** You have a right to request that MercyCare amend your health information that you believe is incorrect or incomplete. We are not required to change your health information and if your request is denied, we will provide you with information about our denial and how you can disagree with the denial. To request an amendment, you must make your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. You must also provide a reason for your request.

**Right to Accounting of Disclosures.** You have the right to receive a list of "accounting of disclosures" of your health information made by us in the past six years, except that we do not have to account for disclosures made for purposes of payment functions or health care operations, or made to you. To request this accounting of disclosures, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. MercyCare will provide one list per 12 month period free of charge; we may charge you for additional lists.

**Right to a Copy.** You have a right to receive an electronic or paper copy of this Notice of Privacy Practices at any time. To obtain a paper copy of this Notice, send your written request to MercyCare Customer Service Coordinator, PO Box 550, Janesville, WI 53547-0550. You may also obtain a copy of this Notice at our website, [Mercycarehealthplans.com](http://Mercycarehealthplans.com).

**Right to be Notified of a Breach.** You will be notified in the event of a breach of your unsecured health information. If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550, (608) 752-3431.

**Changes to this Notice and Distribution.** MercyCare reserves the right to amend this Notice of Privacy Practices at any time

in the future and to make the new Notice provisions effective for all health information that it maintains.

As your health plan, we will provide a copy of our notice upon your enrollment to the plan and will remind you at least every three years where to find our notice and how to obtain a copy of the notice if you would like to receive one. If we have more than one Notice of Privacy Practices, we will provide you with the Notice that pertains to you. The notice is provided to the named subscriber insured on the plan and will pertain to the insured and dependents named under this insured. As a health plan that maintains a website describing our customer service and benefits, we also post to our website the most recent Notice of Privacy Practices which will describe how your health information may be used and disclosed as well as the rights you have to your health information. If our Notice has a material change, we will post information regarding this change to the website for you to review. In addition, following the date of the material change, we will include a description of the change that occurred and information on how to obtain a copy of the revised Notice in our annual mailing to all individuals then covered by the plan.

## **Complaints**

Complaints about this Notice of Privacy Practices or about how we handle your health information should be directed to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550.

MercyCare will not retaliate against you in any way for filing a complaint. All complaints to MercyCare must be submitted in writing. If you believe your privacy rights have been violated, you may file a complaint with the Secretary of the Department of Health and Human Service at [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/) or call (800) 368-1019.

## **Discrimination is Against the Law**

MercyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MercyCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MercyCare provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats.

MercyCare provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Civil Rights Coordinator April Hays, Director of Compliance and Audit, 580 N. Washington St, Janesville, WI 53548, Telephone: (800) 895-2421, TTY (800) 947-3529, fax: (608) 752-3751 or email [ahays@mhemail.org](mailto:ahays@mhemail.org).

If you believe that MercyCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator April Hays. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator April Hays is available to help you.

You can also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: US Department of Health and Human Services, 200 Independence Ave. SW., Room 509F, HHH Building, Washington, DC 20201, (800) 368-1019, (800) 537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

For a this translation in different languages, please see page 23.

**Non-Discrimination Statement:**

MercyCare 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. MercyCare Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

MercyCare Health Plans provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). MercyCare Health Plans provides free language services to people whose primary language is not English such as: qualified interpreters and information written in other languages. If you need these services, contact the MercyCare Health Plans Customer Service at 800-895-2421 [TTY: 1-800-947-3529].

If you believe that MercyCare Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance. If you need help filing a grievance for discrimination, our Complaint Coordinator at 608-741-3342, is available to help you. You can file a grievance in person or by mail, fax, or email:

Complaint Coordinator

PO Box 550

Janesville, WI 53547

Phone: 608-741-3342

Fax: 608-741-5238

Email: [Mcare@mhemail.org](mailto:Mcare@mhemail.org)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

# Questions and Notes

[illegible]



Live well.  
We'll insure you do.™

