



2019 Plans

Business Health insurance

About MercyCare Health Plans

A Plan for Every Business

MercyCare offers commercial group plans. To find out which plan is right for your business, please visit MercyCareHealthPlans.com or call us toll-free at (800) 895-2421 in Wisconsin or (877) 908-6027 in Illinois.

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 give 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 800+ primary and specialty care physicians and 8,000 health care professionals 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 center, chest pain and stroke centers. In addition, Mercyhealth provides cardiovascular and pulmonary services, neurosurgery neuroscience services, inpatient rehabilitation and more.

Our Physicians

Our physicians 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

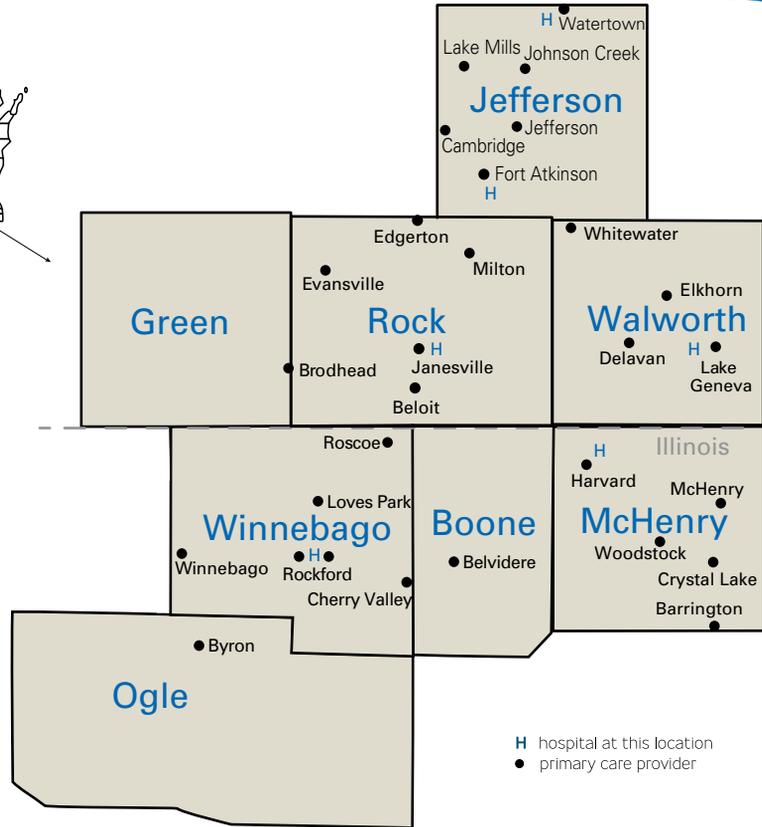
MercyCare's Case Managers are experienced Registered Nurses who help patients manage chronic diseases such as asthma, diabetes, and other chronic health problems. MercyCare meets National Committee for Quality Assurance (NCQA) for case management services and has been recognized for its diabetes case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

Mercyhealth specialty services

Available to MercyCare members

- A**
 - Acupuncture *WI*
 - Advance Care Planning *WI/IL*
 - Advanced Sports Training *WI*
 - Aesthetician (skin care) Services *WI*
 - ALS Multidisciplinary Clinic *IL*
 - Allergy/Immunology *WI/IL*
 - Alzheimer's/Dementia Care *IL*
 - Anesthesiology *WI/IL*
 - Anticoagulation Services *WI*
 - Aquatic Therapy *WI/IL*
 - Athletic Training *WI*
 - Audiology *WI/IL*
 - Autism Services *WI*
- B**
 - Bariatric Center *IL*
 - Behavioral Health *WI/IL*
 - Birthing Centers *WI/IL*
 - Brain and Spine Care *WI/IL*
 - Breast Care Services *WI/IL*
- C**
 - Cancer Care *WI/IL*
 - Cardiac Rehabilitation *WI/IL*
 - Cardiology *WI/IL*
 - Cardiothoracic Surgery *WI/IL*
 - Child Development and Behavior Specialists *IL*
 - Chiropractic *WI/IL*
 - Clinical Health and Rehabilitation Psychology *WI/IL*
 - Community Support Services *WI/IL*
 - Complementary Medicine *WI/IL*
 - Concussion Management *WI*
 - Cosmetic Surgery *WI/IL*
 - Counseling Psychology *WI*
 - Critical Care (intensive care) *WI/IL*
- D**
 - da Vinci® Robotic-Assisted Surgery *WI/IL*
 - Dermatology *WI/IL*
 - Detoxification Services *WI*
 - Diabetes Education *WI/IL*
 - Dialysis *WI*
 - Dietitian Services *WI/IL*
- E**
 - Ear, Nose and Throat Care *WI/IL*
 - Eclipse Sports Performance Program *WI*
 - Electrophysiology *WI/IL*
 - Emergency Medicine *WI/IL*
 - Employee Assistance Program (EAP) *WI*
 - Endocrinology *WI/IL*
 - Eye Care *WI/IL*
- F**
 - Family Medicine *WI/IL*
 - Family Medicine With Obstetrics *WI/IL*
- G**
 - Gastroenterology *WI/IL*
 - General Surgery *WI/IL*
 - Geriatrics (senior adult health care) *WI/IL*
 - Glasses and Contacts *WI/IL*
 - Gynecology *WI/IL*
- H**
 - Hand Care and Surgery *WI*
 - Hearing Care and Hearing Aids *WI/IL*
 - Heart and Chest Surgery *WI/IL*
 - Heart and Vascular Care *WI/IL*
- I**
 - Heart Failure Clinic *WI/IL*
 - Heart Rhythm Disorders *WI/IL*
 - Hematology *WI/IL*
 - Home Health *WI/IL*
 - Hospice *WI/IL*
 - Hospitalist Services *WI/IL*
- I**
 - Immunology *WI/IL*
 - Industrial Rehabilitation *WI*
 - Infectious Disease *WI*
 - Inpatient Rehabilitation Therapy Services *WI/IL*
 - Internal Medicine *WI/IL*
- L**
 - Laboratory Services *WI/IL*
 - Lactation Clinics *WI/IL*
 - Lasik Vision Correction Surgery *WI/IL*
 - Lung Care *WI/IL*
 - Lymphedema Treatment *WI/IL*
- M**
 - Massage Therapy *WI/IL*
 - Maternal-Fetal Medicine (MFM) *WI/IL*
 - Maternity/Birthing Care *WI/IL*
 - Meals on Wheels *WI/IL*
 - Medical Equipment and Supplies *WI/IL*
 - Medical Genetics *WI/IL*
 - Medical Oncology *WI/IL*
 - Memory Care *IL*
 - Men's Health *WI*
 - Mental Health Services *WI/IL*
 - Midwife Services *IL*
 - Mohs Surgery (for skin cancer) *WI/IL*
- N**
 - Neonatology *IL*
 - Nephrology *WI/IL*
 - Neuro-Oncology *WI*
 - Neuroendovascular Services *IL*
 - Neurology *WI/IL*
 - Neuropsychology *WI*
 - Neurosurgery *WI*
 - NICU – Neonatal Intensive Care Unit *IL*
 - Nuclear Medicine *WI/IL*
 - Nursing Homes (short- and long-term skilled nursing care) *WI/IL*
 - Nutrition Services *WI/IL*
- O**
 - Obstetrics *WI/IL*
 - Obstetric Hospitalists *IL*
 - Occupational Therapy *WI/IL*
 - Oncology *WI/IL*
 - Ophthalmology *WI/IL*
 - Optometry *WI/IL*
 - Orthopedic Care and Surgery *WI/IL*
 - Orthotics and Prosthetics *WI/IL*
 - Osteoporosis Center *IL*
 - Otolaryngology (ear, nose, throat) *WI/IL*
 - Outpatient/Ambulatory Surgery *WI/IL*
- P**
 - Pain Management *WI/IL*
 - Palliative Care/Inpatient *WI/IL*
 - Pathology *WI/IL*
 - Pediatric Anesthesiology *IL*
 - Pediatric Cardiology *IL*
 - Pediatric Critical Care *IL*
 - Pediatric Electrophysiology *IL*
 - Pediatric Endocrinology *IL*
 - Pediatric Ophthalmology *IL*
 - Pediatric Gastroenterology *WI/IL*
 - Pediatric Genetics *IL*
 - Pediatric Hospitalists *IL*
 - Pediatric Medicine and Rehabilitation *IL*
 - Pediatric Neurology *IL*
 - Pediatric Oncology and Hematology *IL*
 - Pediatric Orthopedics *IL*
 - Pediatric Plastic and Reconstructive Surgery *IL*
 - Pediatric Pulmonology *IL*
 - Pediatric Radiology *IL*
 - Pediatric Rehabilitation *IL*
 - Pediatric Sleep *IL*
 - Pediatric Speech-Language Pathology *IL*
 - Pediatric Sports Medicine *IL*
 - Pediatric Surgery *IL*
 - Pediatric Urology *IL*
 - Pediatrics *WI/IL*
 - Pharmacies *WI/IL*
 - Physical Medicine and Rehabilitation *WI/IL*
 - Physical Therapy *WI/IL*
 - PICU – Pediatric Intensive Care Unit *IL*
 - Plastic Surgery, Cosmetic/Reconstructive *WI/IL*
 - Podiatry *WI/IL*
 - Prehospital and Emergency Services Center *WI/IL*
 - Psychiatric and Detoxification Inpatient Service *WI*
 - Psychiatry/Adolescent *WI/IL*
 - Psychiatry/Adult *WI/IL*
 - Psychiatry/Child *WI/IL*
 - Pulmonary (lung) Rehabilitation *WI/IL*
 - Pulmonology *WI/IL*
- R**
 - Radiation Oncology *WI/IL*
 - Radiology *WI/IL*
 - Regional Perinatal Center *IL*
 - Rheumatology *WI/IL*
- S**
 - Safe Connect Personal Emergency Response System *WI/IL*
 - Senior Adult (55+) Support Services *WI/IL*
 - Sleep Medicine *WI/IL*
 - Small Baby Unit *IL*
 - Speech Therapy *WI/IL*
 - Spine Care *WI/IL*
 - Sports Medicine and Rehabilitation *WI/IL*
 - Sports Training *WI*
 - Stroke Care *WI/IL*
 - Support Groups *WI/IL*
- T**
 - Traditional Chinese Medicine *WI*
 - Trauma Care *WI/IL*
- U**
 - Urgent Care *WI/IL*
 - Urology *WI/IL*
- V**
 - Vascular (blood vessel) Surgery *WI/IL*
 - Vein Clinic *IL*
- W**
 - Weight Management *WI/IL*
 - Women's Health Services *WI/IL*
 - Wound Care *WI/IL*

MercyCare HMO provider area Wisconsin and Illinois



Finding a provider

If you are looking for a provider, MercyCare Health Plans offers a complete, up-to-date listing of our physicians, clinics and pharmacies at MercyCareHealthPlans.com.

To locate a participating provider, follow these simple steps:

1. Visit MercyCareHealthPlans.com
2. Click on the "Find a Doctor/Facility" box on the home page
3. Select your plan
4. Search by location, specialty or name

A printed copy of our provider directory is also available upon request. Please call MercyCare at (800) 895-2421 to have a copy sent to you.

Hospitals, Emergency Care and Urgent Care Clinics

Hospitals

**Mercyhealth Riverside Campus
Javon Bea Hospital**
8201 E. Riverside Blvd.
Rockford, IL
(815) 971-7000

Mercyhealth-Rockton Campus
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-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

Emergency Care

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

**Mercyhealth Hospital
and Trauma Center-Janesville**
1000 Mineral Point Ave.
Janesville, WI
(608) 756-6611 *InQuicker*

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

**Mercyhealth Riverside Campus
Javon Bea Hospital**
8201 E. Riverside Blvd.
Rockford, IL
(815) 971-7000

**Mercyhealth Hospital-
Rockton Campus**
2400 N. Rockton Ave.
Rockford, IL
(815) 971-5000 *InQuicker*

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

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 Clinics

Mercyhealth Beloit
2825 Prairie Ave.
Beloit, WI
(608) 363-5500

Mercyhealth Belvidere
1747 Henry Luckow Ln.
Belvidere, IL
(815) 971-3055 *InQuicker*

Mercyhealth Byron
130 Kysor Dr.
Byron, IL
(815) 971-3099

Mercyhealth Cherry Valley
6998 Redansa Dr.
Rockford, IL
(815) 971-2000

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

Mercyhealth Mall
1010 N. Washington St.
Janesville, WI
(608) 741-3800 *InQuicker*

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

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

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

**Mercyhealth Riverside Campus
Physician Clinic**
8201 E. Riverside Blvd.
Rockford, IL
(815) 971-7000 *InQuicker*

Mercyhealth Rockton Avenue
2300 N. Rockton Ave., Bldg. 1
Rockford, IL
(815) 971-2572 *InQuicker*

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

Mercyhealth South
849 Kellogg Ave.
Janesville, WI
(608) 755-7960

Mercyhealth Walworth
N2950 State Rd. 67
Lake Geneva, WI
(262) 245-2230 *InQuicker*

Mercyhealth Whitewater
507 W. Main St.
Whitewater, WI
(262) 473-0401

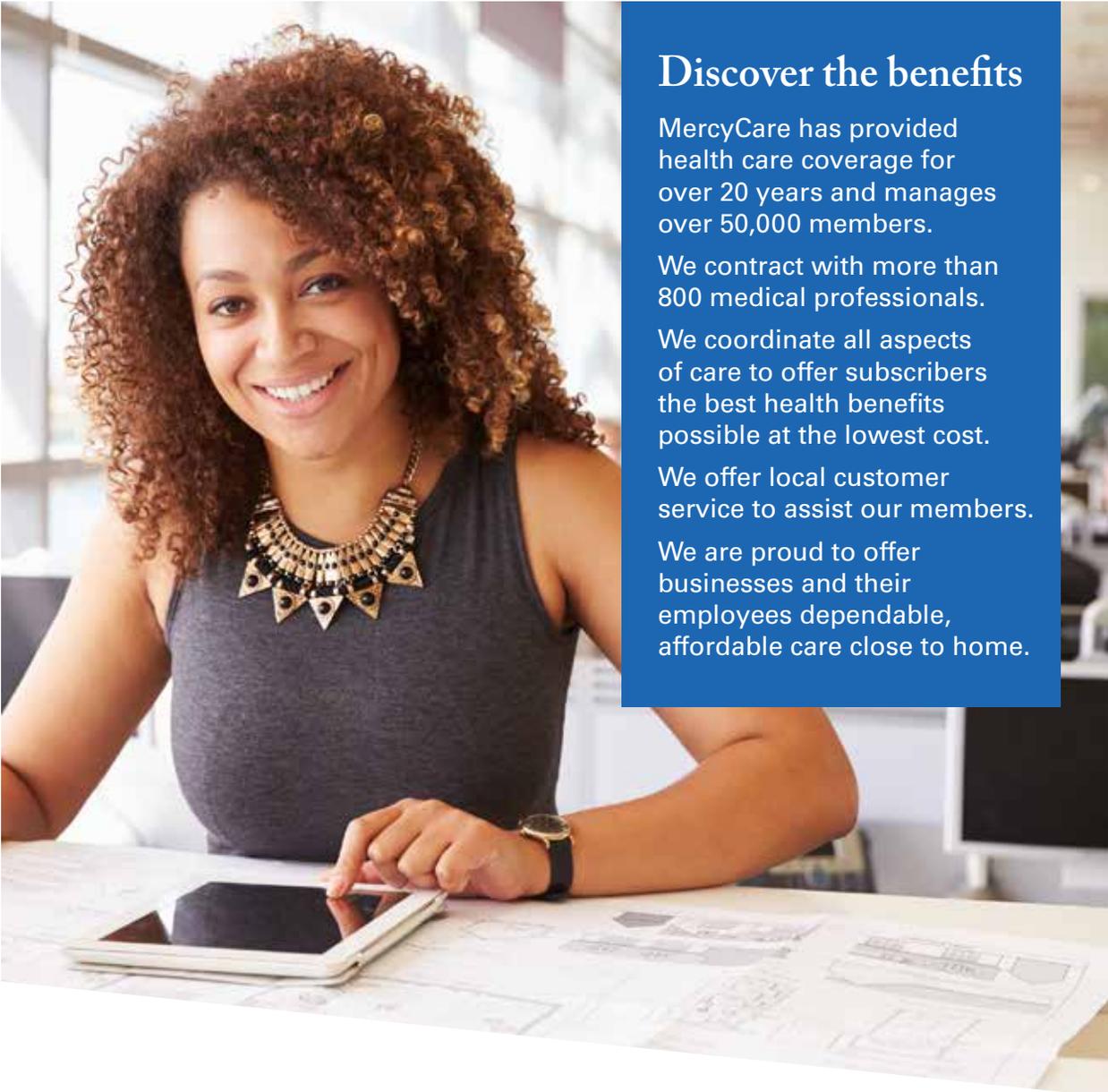
Mercyhealth Winnebago
102 Landmark Dr.
Winnebago, IL
(815) 971-3250

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



Discover the benefits

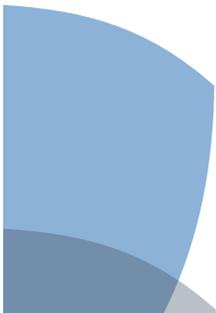
MercyCare has provided health care coverage for over 20 years and manages over 50,000 members.

We contract with more than 800 medical professionals.

We coordinate all aspects of care to offer subscribers the best health benefits possible at the lowest cost.

We offer local customer service to assist our members.

We are proud to offer businesses and their employees dependable, affordable care close to home.





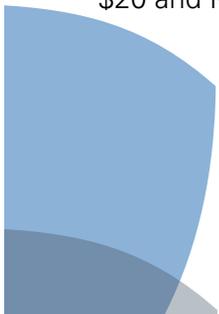
Helping you understand your insurance coverage

Premium: A fixed amount you pay to MercyCare, usually every month. You pay this even if you don't use medical care that month.

Deductible: If you need medical care, a deductible is the amount you pay for care before MercyCare starts to pay its share. Once you meet your deductible, MercyCare begins to cover some costs of your care. Many plans provide preventive services, and sometimes other care, before you've met your deductible.

Copayment: A fixed amount you'll pay for a medical service. For example, if your visit to the doctor's office is \$150 and your copay is \$25, you pay \$25 and MercyCare pays the remaining \$125.

Coinsurance: Similar to a copayment, but a percentage of costs you pay. For instance, you may pay 20% of the cost of a \$100 medical bill. So you would pay \$20 and MercyCare would pay the rest.



MercyCare has a plan for you

Health insurance plans tailored to suit your needs

MercyCare's group plans are laid out in metal tiers and detailed on page 11-12. Our group plans offered through the Marketplace are grouped into four metal levels (bronze, silver, gold and platinum) to help you compare plans.

All health plans in the Marketplace get a metal designation based on the level of cost-sharing. Cost-sharing refers to the costs that members share when they get medical care, such as a deductible and co-insurance.

Level	Premiums	Out-of-pocket costs	Plan pays*
Platinum	Highest	Lowest	90%
Gold	Higher	Lower	80%
Silver	Moderate	Moderate	70%
Bronze	Lower	Higher	60%

*On average, the plan will pay this percentage of the total cost of the policy's benefits.

MercyCare Small Group Plans

2019 Wisconsin Plans

MEDICAL

RX

PLATINUM

EPO Full Pay; \$0 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
EPO CO-90; \$250 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
EPO CO-80 \$500 Ded.; \$2,500 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
EPO CO-80 \$1,000 Ded.; \$2,500 OOPM ;\$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO Full Pay; \$0 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO CO-90; \$250 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO CO-80 \$500 Ded.; \$2,500 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO CO-80 \$1,000 Ded.; \$2,500 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
PPO CO-90/70; \$250 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
PPO CO-80/60 \$500 Ded.; \$2,500 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%

GOLD

EPO CO-80 \$1,250 Ded.; \$5,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
EPO CO-80 \$2,500 Ded.; \$5,500 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
EPO CO-80 \$3,500 Ded.; \$6,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/\$50%
EPO H.S.A CO-100 \$2,700 Ded.; \$2,700 OOPM	Integrated Deductible
HMO CO-80 \$1,250 Ded.; \$5,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
HMO CO-80 \$2,500 Ded.; \$5,500 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
HMO CO-80 \$3,500 Ded.; \$6,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
HMO H.S.A CO-100 \$2,700 Ded.; \$2,700 OOPM	Integrated Deductible
PPO CO-80/60 \$1,250 Ded.; \$5,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
PPO CO-80/60 \$2,500 Ded.; \$5,500 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%

SILVER

EPO CO-50 \$5,000 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%
EPO CO-70 \$4,250 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%
EPO H.S.A. CO-100 \$4,000 Ded.; \$4,000 OOPM	Integrated Deductible
EPO H.S.A. CO-100 \$5,000 Ded.; \$5,000 OOPM	Integrated Deductible
HMO CO-50 \$5,000 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%
HMO CO-70 \$4,250 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%
HMO H.S.A. CO-100 \$4,000 Ded.; \$4,000 OOPM	Integrated Deductible
HMO H.S.A. CO-100 \$5,000 Ded.; \$5,000 OOPM	Integrated Deductible
PPO CO-50/50 \$5,000 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%

BRONZE

EPO H.S.A. CO-100 \$6,550 Ded.; \$6,550 OOPM	Integrated Deductible
HMO H.S.A. CO-100 \$6,550 Ded.; \$6,550 OOPM	Integrated Deductible

MercyCare Small Group Plans

2019 Illinois Plans

MEDICAL	RX
PLATINUM	
HMO Full Pay; \$0 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO CO-90; \$250 Ded.; \$2,000 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO CO-80 \$500 Ded.; \$2,500 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
HMO CO-80 \$1,000 Ded.; \$2,500 OOPM; \$30/\$60 OV copay; \$200 ER copay	\$10/\$25/\$50/50%
GOLD	
HMO CO-80 \$1,250 Ded.; \$5,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
HMO CO-80 \$2,500 Ded.; \$5,500 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
HMO CO-80 \$3,500 Ded.; \$6,000 OOPM; \$30/\$60 OV copay; \$250 ER copay	\$20/\$40/\$75/50%
HMO H.S.A CO-100 \$2,700 Ded.; \$2,700 OOPM	Integrated Deductible
SILVER	
HMO CO-50 \$5,000 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%
HMO CO-70 \$4,250 Ded.; \$7,900 OOPM; \$50/\$100 OV copay; \$300 ER copay	\$20/\$50/\$100/50%
HMO H.S.A. CO-100 \$4,000 Ded.; \$4,000 OOPM	Integrated Deductible
HMO H.S.A. CO-100 \$5,000 Ded.; \$5,000 OOPM	Integrated Deductible
BRONZE	
HMO H.S.A. CO-100 \$6,550 Ded.; \$6,550 OOPM	Integrated Deductible



Mercyhealth MyChart

Your 24/7 health record, at your convenience.

MercyCare members can now 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. You can access MyChart securely online at home, or on your smartphone with the Mercyhealth MyChart app.

How healthy is your workplace?

MercyCare wellness programs offered at no cost to members

Health Risk Assessments (HRA)

- Web-based health risk assessments are available for all members
- Company receives aggregate health and productivity reports if 25 or more employees complete the HRA. (upon request)

Health screenings

- Annual screenings for blood pressure, cholesterol and diabetes offered onsite
- Individual counseling on healthy lifestyles and results
- Bilingual materials available

Health screening follow-up

- Members with abnormal results receive a follow-up by phone and/or letter
- Referral to our programs (diabetes, high blood pressure, high cholesterol, chronic kidney disease and asthma) helps members manage their disease

Smoking cessation programs

- Onsite smoking cessation programs (minimum six participants)
- MercyCare partners with the American Lung Association (800) 586-4872 and Wisconsin Tobacco Quitline (800)-QUIT-NOW

Influenza vaccination clinics (subject to availability of vaccine)

- Provided onsite.

MercyCare Healthline (608) 758-5770 or (888) 756-6060

- Free health information and fast medical advice 24/7, 365 days a year
- Free referral service
- Learn about Mercyhealth services, find the right doctor, or get in contact with a registered nurse

Speakers bureau

- We can arrange speakers and other employee health promotion programs

For more information about these services, please call (608) 752-3431.



For more information, visit [MercyCareHealthPlans.com](https://www.MercyCareHealthPlans.com) 24/7, or call our office at (800) 895-2421, Monday-Friday, 8 am-4:30 pm. Our sales representatives can answer your questions and help you find a business health insurance plan that suits your needs.

Non-discrimination notice

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
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact MercyCare Health Plans customer service department at (800) 895-2421.

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 an appeal.

If you need help filing an appeal, our Complaint Coordinator at (800) 895-2421, ext. 3071, is available to help you.

You can file an appeal in person or by mail, fax or email:

Complaint Coordinator
PO Box 550
Janesville, WI 53547

Phone: (800) 895-2421, ext. 3071

Fax: (608) 741-5238

Email: mercycarecomplaints@mhemail.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Right, 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

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

MercyCare Health Plans is required by federal law to provide the following information.

If you, or someone you're helping, have questions about MercyCare Health Plans, you have the right to get help and information in your preferred language at no cost. To talk with an interpreter, call Customer Service at 800-895-2421. [TTY: 1-800-947-3529]

Español (Spanish)

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de MercyCare Health Plans, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al Customer Service 800-895-2421 [TTY: 1-800-947-3529].

Hmoob (Hmong)

Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog MercyCare Health Plans, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau Customer Service 800-895-2421 [TTY: 1-800-947-3529].

繁體中文 (Chinese)

如果您，或是您正在協助的對象，有關於 MercyCare Health Plans 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 Customer Service 800-895-2421。 [TTY: 1-800-947-3529]

Polski (Polish)

Jeśli Ty lub osoba, której pomagasz, macie pytania odnośnie MercyCare Health Plans, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer Customer Service 800-895-2421 [TTY: 1-800-947-3529]

한국어 (Korean)

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 MercyCare Health Plans 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 800-895-2421 로 전화하십시오. [TTY: 1-800-947-3529]

Tagalog (Tagalog – Filipino)

Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa MercyCare Health Plans, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa Customer Service 800-895-2421 [TTY: 1-800-947-3529].

العربية (Arabic)

إن كان لديك أو لدى شخص تساعد أسئلة بخصوص MercyCare Health Plans فذلك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ [800-895-2421 TTY: 1-800-947-3529]

Русский (Russian)

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу MercyCare Health Plans, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону Customer Service 800-895-2421 [TTY: 1-800-947-3529].

ગુજરાતી (Gujarati)

જો તમે અથવા તમે કોઇને મદદ કરી રહ્યાં તેમાંથી કોઇને MercyCare Health Plans વિશે પ્રશ્નો હોર્
મેળવવાનો દુભાષિયો વાત
તો તમને મદદ અને મહત્તી અવિકર છે. તે ખર્ચ વિન તમરી ભષામાં પ્રપ્ત કરી શકર છે. કરી
મટે, આ 800-895-2421 [TTY: 1-800-947-3529] પર કોલ કરો.

Tiếng Việt (Vietnamese)

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về MercyCare Health Plans, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi Customer Service 800-895-2421.

Deutsch (German)

Falls Sie oder jemand, dem Sie helfen, Fragen zum MercyCare Health Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 800-895-2421 an.

اُردُو (Urdu)

اگر آپ کسی کو مدد دے رہے ہیں اور آپ دونوں کو سوال ہے MercyCare Health Plans کے بارے میں، تو آپ دونوں کو اپنی زبان

میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ ترجمان سے بات کرنے کے لیے، 800-895-2421 فون کریں۔

हिंदी (Hindi)

यदि आपके, या आप द्वारा सहायता किए जा रहे किसी व्यक्ति के MercyCare Health Plans के बारे में प्रश्न हैं, तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। किसी दुभाषिण से बात करने के लिए, 800-895-2421 [TTY: 1-800-947-3529] पर कॉल करें।

Italiano (Italian)

Se tu o qualcuno che stai aiutando avete domande su MercyCare Health Plans, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 800-895-2421 [TTY: 1-800-947-3529].

Français (French)

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de MercyCare Health Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez Customer Service 800-895-2421 [TTY: 1-800-947-3529].

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

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)

Live well.
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