

Dear MercyCare Health Plans Member,

Thank you for allowing us to provide your health insurance needs over the last year. We look forward to continuing to provide you with exceptional health care and coverage in 2024.

Please review this letter for updates and reminders about your coverage.

#### **Reminders**

- **Open enrollment dates:** September 25-October 20
- **Customer service phone line:** (800) 895-2421, option 5
- This line is dedicated to State and local group health Insurance members to enhance your member experience.
- **Out-of-network referral requirements:** Written referrals in advance by your primary care doctor are required for visits/care out of network.
- **Prior authorizations:** Prior authorization is required for certain services, such as advanced imaging (MRI, PET, CT scans). Once the referral request has been submitted by your doctor to MercyCare, you and your provider will be notified in writing of the decision.
- **Provider and network changes:** Please review the medical provider update at the end of this letter. It identifies providers who will no longer be with MercyCare in 2024, as well as new providers, which are listed in our online directory. To view our provider directory, visit [mercycarehealthplans.com](http://mercycarehealthplans.com); on the top of the page, hover over *Current Members*, then click *State of Wisconsin and Local Employer (WPE) Group Health Insurance*. Under directories, click *State of WI 2024 Provider Directory*.
- **Well Wisconsin Incentive:** This incentive will continue to be available in 2024 through StayWell. Visit [wellwisconsin.wi.gov](http://wellwisconsin.wi.gov) or call (800) 821-6591 for more information.

#### **Changes impacting all participants in the GHIP:**

- Visit the ETF website and listen to a webinar on Advanced Care Planning to learn more about this important step members should take early in life.
- Members who change health plans during an inpatient stay no longer need to move to a new in-network facility due to the change in plan provider.

#### **Website access**

Access your plan documents and health insurance information on our website.

- You may access your plan documents one of two ways:
  - **All state and local plan documents:** visit [mercycarehealthplans.com/state-wisconsin-members](http://mercycarehealthplans.com/state-wisconsin-members). SBC's, SOB's, guides and certificates of coverage are available.
  - **Your specific member plan documents:** visit [mercycarehealthplans.com/state-wisconsin-members](http://mercycarehealthplans.com/state-wisconsin-members). On the right in the *Interactive Center*, click on *My Plan Documents*. Enter your group number (located on your ID card) to view your plan documents. Your specific plan documents are available.
- We also encourage you to review the **2024 It's Your Choice** information on ETF's website ([etf.wi.gov/benefits-by-employer/all](http://etf.wi.gov/benefits-by-employer/all)) and contact us with any questions you may have. Our customer service representatives are also available to answer your questions or discuss your concerns.

Again, thank you for choosing MercyCare as your health insurance provider. We look forward to continuing to serving you! If you need information in an alternative format or language, please call us at  [\(800\) 895-2421, option 5](tel:(800)895-2421).

Sincerely,

Sherrie Sargent  
Senior Sales Representative and State of Wisconsin Account Manager

**List of providers and facilities not in in the MercyCare Health Plan network effective January 1, 2024**

Please visit our website for full list at: <https://res.cloudinary.com/dpmykpsih/image/upload/mercyhealth-site-398/media/2066042065614cfdb1b65109859dd587/list-of-providers-and-facilities-not-in-in-the-mercy-care-health-plan-network-effective-january-1-2024.pdf>

**List of new providers and facilities added to the MercyCare Health Plan network effective January 1, 2024**

Please visit our website for full list at: <https://res.cloudinary.com/dpmykpsih/image/upload/mercyhealth-site-398/media/e60602f81d7b40b0b1ad804082cfa85/list-of-new-providers-and-facilities-added-to-the-mercy-care-health-plan-network-effective-january-1-2024.pdf>

**Discrimination is against the law**

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.

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 April Hays.

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 with: April Hays, Director of Compliance & Audit, 580 N. Washington St, Janesville, WI 53548, Telephone- 1-608-314-2343, TTY-1-800-947-3529, Fax- 1-608-741-5232, and Email- [ahays@mhemail.org](mailto:ahays@mhemail.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, April Hays, Director of Compliance & Audit is available to help you.

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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at [hhs.gov/ocr/office/file/index](https://hhs.gov/ocr/office/file/index).