



Business Health Insurance Guide

2023

MercyCare Health Plans

Live well. We'll insure you do.

Why choose 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 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 home health care, home health equipment, hospice, full-service pharmacies and more.

As a nationally recognized, vertically integrated health system, Mercyhealth's 700+ 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 regional perinatal center, a 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 National Committee for Quality Assurance (NCQA) Standards for case management services and has been recognized for its diabetes case management program, receiving national recognition for working to improve health outcomes.

About Mercyhealth

About Mercyhealth

Choosing a health care provider is a very important decision. You want someone you can trust, who provides excellent communication and support, in addition to exceptional expertise.

At Mercyhealth, our doctors, nurses and staff are committed to making lives better for our patients and their families. They bring knowledge and innovation to ensure our patients receive world-class health care. From the hospital to home, our integrated health system offers high-quality care at every step of the health journey.

Benefits of choosing an integrated health system

As an integrated health system, we provide exceptional, coordinated health care for almost every need. Integration improves access to services, technology and treatments, and leads to better outcomes.

To best serve our patients, our integration centers around four core service areas.

Hospital-based services

When you or a loved one are sick or injured, you want expert doctors, state-of-the-art technology, compassionate medical team and comfortable surroundings. Mercyhealth provides this and much more.

Mercyhealth has hospitals in Rockford and Harvard, Illinois, and Janesville and Lake Geneva, Wisconsin. In 2023, we will open a new hospital in Crystal Lake, Illinois.

Clinic-based services

We offer you convenient care close to where you live, work in play. With four dozen clinics located hundreds of primary and specialty care doctors throughout northern Illinois and southern Wisconsin, care is always close by.

Post-acute care and retail services

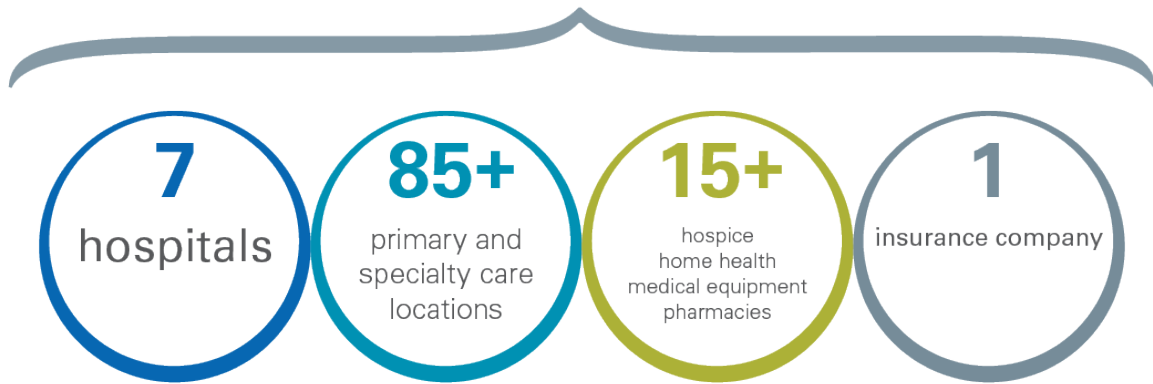
From home health and hospice services, to pharmacies, to medical equipment and supplies, we've got you covered.

Health insurance

MercyCare Health Plans offers a variety of plans to meet your needs. MercyCare has been providing dependable, affordable health care coverage since 1994.

About Mercyhealth

Four core service areas

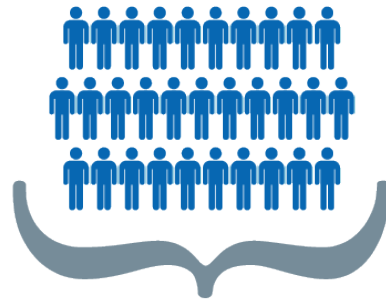


Mercyhealth serves

2 states
15 counties
2.4 million patients



7,000 partner employees



700+ physicians



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. 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 nearly 30 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

MercyCare Plans and Providers

Live well. We'll insure you do.

As a member of MercyCare Health Plans, you will receive care from some of the most qualified physicians in southern Wisconsin and northern Illinois. To learn more about MercyCare Health Plans and access your plan documents and provider directory, visit **mercycarehealthplans.com**.

Plan documents

To access your current benefit plan documents, visit **mercycarehealthplans.com** and select My Plan Documents button on the home page. You will be asked to enter your group number, which you can find on your Member ID card. This is a safe, simple and secure way to access your insurance information online.

Plan documents include:

- Certificate of Coverage
- Schedule of Benefits/Drug Rider
- SBC (Schedule of Benefits and Coverage)

If you would like paper copies of your plan documents, please call the MercyCare Customer Service Department, Monday-Friday, 8 am-5 pm.

Wisconsin: (800) 895-2421

Illinois: (877) 908-6027

Provider directory

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

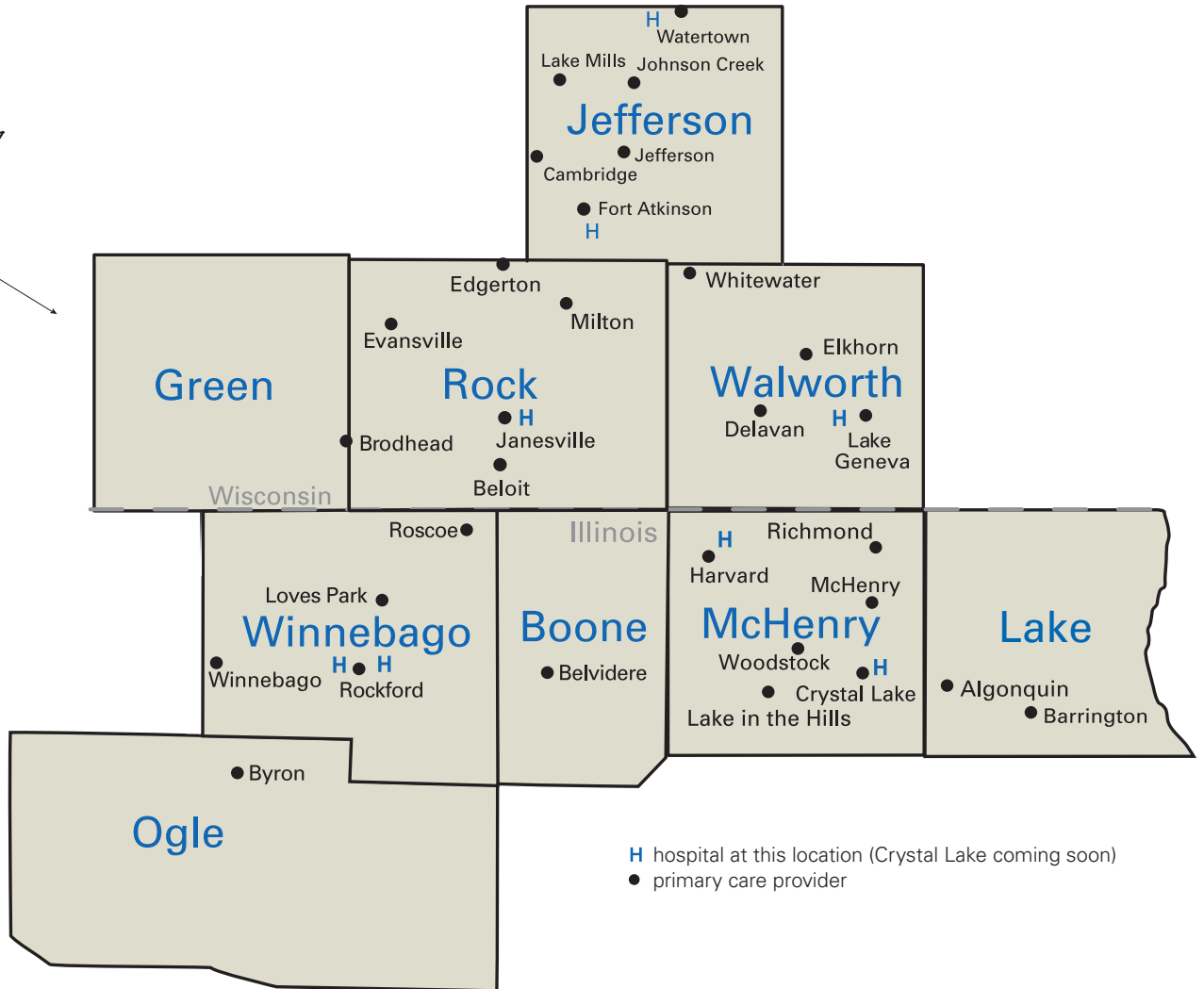
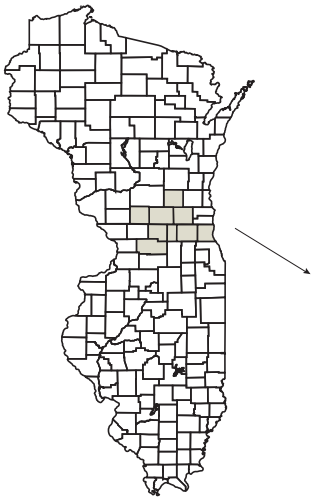
To locate a participating provider, follow these simple steps:

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

A printed copy of our provider directory is also available upon request. Please call MercyCare at (877) 908-6027 to request a copy.

MercyCare HMO Provider Area

Wisconsin and Illinois



MercyCare HMO network

WISCONSIN

GREEN COUNTY

Mercyhealth Brodhead (608) 897-8664

ROCK COUNTY

Mercyhealth Beloit (608) 363-5500

Mercyhealth East (608) 756-7100

Mercyhealth Edgerton (608) 884-9431

Mercyhealth Evansville (608) 882-5613

Mercyhealth Hospital and Trauma Center–Janesville* (608) 756-6000

Mercyhealth Mall Clinic (608) 741-2430

Mercyhealth Milton (608) 868-5800

Mercyhealth North (608) 314-3600

Mercyhealth South (608) 755-7960

Mercyhealth Sports Medicine and Rehabilitation–East (608) 756-7107

Mercyhealth Sports Medicine and Rehabilitation–Janesville (608) 754-6000

Mercyhealth West (608) 756-6800

Mercyhealth Women’s Center–Janesville (608) 756-6890

JEFFERSON COUNTY**

Fort HealthCare Donald Bates, MD (920) 563-8280

Fort HealthCare Fort Memorial Hospital* (920) 568-5000

Fort HealthCare Internal Medicine and Pediatrics (920) 563-7711

Fort HealthCare Jefferson (920) 674-6000

UW Health Fort Atkinson Fort HealthCare Rockwood (920) 674-4141

Fort HealthCare Johnson Creek (920) 699-4000

UWHP WRMC Johnson Creek Clinic (920) 699-6200

Fort HealthCare Lake Mills Clinic (920) 648-8393

UWHP WRMC Lake Mills Clinic (920) 648-4518

Meade Medical Clinic (920) 261-6500

Philip M. Marden, MD, SC (920) 261-3898

Turke Family Medicine, SC (920) 261-2020

UW Health Partners–Watertown Regional Medical Center* (920) 261-4210

UWHP WRMC Doctors Ct. Clinic (920) 261-4111

UWHP WRMC Internal Medicine Clinic (920) 262-9833

Watertown Family Practice (920) 261-8500

WALWORTH COUNTY

Mercyhealth Delavan (262) 728-4301

Mercyhealth Elkhorn (262) 741-1400

WALWORTH COUNTY (continued)

Mercyhealth Lake Geneva (262) 249-0221

Mercyhealth Sports Medicine and Rehabilitation Center–Walworth (262) 245-4990

Mercyhealth Sports Medicine and Rehabilitation Center–Whitewater (262) 473-0410

Mercyhealth Hospital and Medical Center–Walworth* (262) 245-0535

Mercyhealth Whitewater (262) 473-0400

ILLINOIS

BOONE COUNTY

Mercyhealth Belvidere (815) 971-3030

LAKE COUNTY

Mercyhealth Barrington (847) 381-3000

MCHENRY COUNTY

Mercyhealth Algonquin (847) 458-5440

Mercyhealth Crystal Lake East (815) 455-0850

Mercyhealth Crystal Lake South (815) 356-7494

Mercyhealth Hospital and Medical Center–Harvard* (815) 943-5431

Mercyhealth Harvard South (815) 943-1122

Mercyhealth McHenry (815) 344-4499

Mercyhealth Northwest Women’s Group (847) 458-4100

Mercyhealth Richmond (815) 678-2121

Mercyhealth Woodstock (888) 983-7100

OGLE COUNTY

Mercyhealth Byron (815) 971-3000

WINNEBAGO COUNTY

Mercyhealth Alpine (815) 971-2000

Mercyhealth Cherry Valley (815) 971-3110

Mercyhealth Glenwood (815) 971-4060

Mercyhealth Mulford (815) 971-2000

Mercyhealth Perryville (815) 971-2000

Mercyhealth Physician Clinic–Riverside (815) 971-2000

Mercyhealth Physician Clinic–Rockton (815) 971-2000

Javon Bea Hospital–Riverside* (815) 971-7000

Javon Bea Hospital–Rockton* (815) 971-5000

Mercyhealth Roscoe (815) 971-2000

Mercyhealth Winnebago (815) 971-3200

Mercyhealth Women’s Center–Rockford (815) 971-2299

*Indicates plan hospital

**Where applicable, see your directory for plan providers; Jefferson county providers not included in EPO Network

MercyCare Small Group HMO Plans

Platinum

MercyCare HMO Platinum Plans	Full Pay \$0 Deductible	CO-90 \$250 Deductible	CO-80 \$500 Deductible
Deductible	\$0 Single/ \$0 Family	\$250 Single/ \$500 Family	\$500 Single/ \$1,000 Family
Coinsurance	0% coinsurance	10% coinsurance	20% coinsurance
Primary care office visits	\$30 copay	\$30 copay	\$30 copay
Specialist office visits	\$60 copay	\$60 copay	\$60 copay
Maximum out-of-pocket	\$3,000 Single/ \$6,000 Family	\$2,000 Single/ \$4,000 Family	\$2,500 Single/ \$5,000 Family
Preventative services/ well child care	No charge	No charge	No charge
Diagnostic tests: x-rays, lab/radiology	Deductible, then 0% coinsurance	Deductible, then 10% coinsurance	Deductible, then 20% coinsurance
Hospital inpatient services	Deductible, then 0% coinsurance	Deductible, then 10% coinsurance	Deductible, then 20% coinsurance
Hospital outpatient services	Deductible, then 0% coinsurance	Deductible, then 10% coinsurance	Deductible, then 20% coinsurance
Emergency care	\$200 copay	\$200 copay	\$200 copay
Ambulance services	No charge	No charge	No charge
Urgent care	\$60 copay	\$60 copay	\$60 copay
Urgent care non-Mercyhealth	\$60 copay	\$60 copay	\$60 copay
Mental health inpatient	Deductible, then 0% coinsurance	Deductible, then 10% coinsurance	Deductible, then 20% coinsurance
Mental health day treatment	Deductible, then 0% coinsurance	Deductible, then 10% coinsurance	Deductible, then 20% coinsurance
Mental health outpatient	\$30 copay	\$30 copay	\$30 copay
Durable Medical Equipment (DME)	Deductible, then 0% coinsurance	Deductible, then 10% coinsurance	Deductible, then 20% coinsurance
Physical, speech, occupational therapy	\$30 copay	\$30 copay	\$30 copay
Chiropractic	\$30 copay	\$30 copay	\$30 copay
Prescription Drugs			
Tier 1- Generic	\$10 copay	\$10 copay	\$10 copay
Tier 2- Preferred brand	\$25 copay	\$25 copay	\$25 copay
Tier 3- Non-preferred brand and generic	\$50 copay	\$50 copay	\$50 copay
Tier 4- Specialty	\$500 copay	\$500 copay	\$500 copay

MercyCare Small Group HMO Plans

Gold

MercyCare HMO Gold Plans	CO-80 \$2,000 Deductible	CO-80 \$2,500 Deductible	CO-80 \$3,500 Deductible	HSA CO-100 \$3,000 Deductible (HSA Eligible)
Deductible	\$2,000 Single/ \$4,000 Family	\$2,500 Single/ \$5,000 Family	\$3,500 Single/ \$7,000 Family	\$3,000 Single/ \$6,000 Family
Coinsurance	20% coinsurance	20% coinsurance	20% coinsurance	0% coinsurance
Primary care office visits	\$30 copay	\$30 copay	\$30 copay	Deductible, then 0% coinsurance
Specialist office visits	\$60 copay	\$60 copay	\$60 copay	Deductible, then 0% coinsurance
Maximum out-of-pocket	\$6,250 Single/ \$12,500 Family	\$5,500 Single/ \$11,000 Family	\$6,000 Single/ \$12,000 Family	\$3,000 Single/ \$6,000 Family
Preventative services/ well child care	No charge	No charge	No charge	No charge
Diagnostic tests: x-rays, lab/radiology	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 0% coinsurance
Hospital inpatient services	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 0% coinsurance
Hospital outpatient services	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 0% coinsurance
Emergency care	\$250 copay	\$250 copay	\$250 copay	Deductible, then 0% coinsurance
Ambulance services	No charge	No charge	No charge	Deductible, then 0% coinsurance
Urgent care	\$60 copay	\$60 copay	\$60 copay	Deductible, then 0% coinsurance
Urgent care non-Mercyhealth	\$60 copay	\$60 copay	\$60 copay	Deductible, then 0% coinsurance
Mental health inpatient	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 0% coinsurance
Mental health day treatment	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 0% coinsurance
Mental health outpatient	\$30 copay	\$30 copay	\$30 copay	Deductible, then 0% coinsurance
Durable Medical Equipment (DME)	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 20% coinsurance	Deductible, then 0% coinsurance
Physical, speech, occupational therapy	\$30 copay	\$30 copay	\$30 copay	Deductible, then 0% coinsurance
Chiropractic	\$30 copay	\$30 copay	\$30 copay	Deductible, then 0% coinsurance
Prescription Drugs				
Tier 1- Generic	\$20 copay	\$20 copay	\$20 copay	Deductible, then 0% coinsurance
Tier 2- Preferred brand	\$40 copay	\$40 copay	\$40 copay	Deductible, then 0% coinsurance
Tier 3- Non-preferred brand and generic	\$75 copay	\$75 copay	\$75 copay	Deductible, then 0% coinsurance
Tier 4- Specialty	\$500 copay	\$500 copay	\$500 copay	Deductible, then 0% coinsurance

MercyCare Small Group HMO Plans

Silver/Bronze

MercyCare HMO Silver/Bronze Plans	CO-50 \$6,000 Deductible Silver	HSA CO-100 \$5,000 Deductible (HSA Eligible) Silver	CO-60 \$6,500 Deductible Bronze
Deductible	\$6,000 Single/\$12,000 Family	\$5,000 Single/\$10,000 Family	\$6,500 Single/\$13,000 Family
Coinsurance	50% coinsurance	0% coinsurance	40% coinsurance
Primary care office visits	\$50 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Specialist office visits	\$100 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Maximum out-of-pocket	\$9,000 Single/\$18,000 Family	\$5,000 Single/\$10,000 Family	\$8,550 Single/\$17,100 Family
Preventative services/well child care	No charge	No charge	No charge
Diagnostic tests: x-rays, lab/radiology	Deductible, then 50% coinsurance	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Hospital inpatient services	Deductible, then 50% coinsurance	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Hospital outpatient services	Deductible, then 50% coinsurance	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Emergency care	\$300 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Ambulance services	No charge	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Urgent care	\$100 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Urgent care non-Mercyhealth	\$100 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Mental health inpatient	Deductible, then 50% coinsurance	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Mental health day treatment	Deductible, then 50% coinsurance	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Mental health outpatient	\$50 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Durable Medical Equipment (DME)	Deductible, then 50% coinsurance	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Physical, speech, occupational therapy	\$50 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Chiropractic	\$50 copay	Deductible, then 0% coinsurance	Deductible, then 40% coinsurance
Prescription Drugs			
Tier 1- Generic	\$20 copay	Deductible, then 0% coinsurance	\$30 copay
Tier 2- Preferred brand	\$50 copay	Deductible, then 0% coinsurance	\$125 copay
Tier 3- Non-preferred brand and generic	\$100 copay	Deductible, then 0% coinsurance	\$250 copay
Tier 4- Specialty	\$500 copay	Deductible, then 0% coinsurance	\$500 copay

Hospitals, Emergency and Urgent Care

Hospitals

Javon Bea Hospital–Riverside
8201 E. 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 E. 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

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

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 to reserve
your spot at a participating facility.

Know Where to Go

Emergency or Urgent Care

Emergency

- ✓ Abdominal pain
- ✓ Confusion, change in thought process
- ✓ Change in vision
- ✓ Chest pain
- ✓ Head injury
- ✓ Severe allergic reaction
- ✓ Painful urination with fever or back pain
- ✓ Severe allergic reactions
- ✓ Severe bleeding, multiple injuries
- ✓ Severe shortness of breath, difficulty breathing
- ✓ Vomiting blood
- ✓ Psychiatric care
- ✓ CT scan or ultrasound imaging
- ✓ Pregnancy
- ✓ Nausea, vomiting, diarrhea, constipation
- ✓ Severe pain of any kind

or

Urgent Care

- ✓ Broken bone
- ✓ Cut needing stitching, puncture wound
- ✓ Ear pain
- ✓ Headache
- ✓ Minor eye irritation
- ✓ Minor neck or back pain
- ✓ Minor or small burn
- ✓ Sinus trouble, runny nose, sore/strep throat, cough
- ✓ Skin rash, itch or sunburn
- ✓ Sprain, pulled muscle
- ✓ Suture removal, wound check
- ✓ X-ray
- ✓ Urinary discomfort

For a suspected heart attack or stroke, or if you have a life-threatening emergency, **call 911.**

Mercyhealth Specialty Services

Available to MercyCare Members

A

Acupuncture *WI*
 Advance Care Planning *WI/IL*
 Advanced Sports Training *WI/IL*
 Aesthetician (skin care) Services *WI*
 ALS Multidisciplinary Clinic *IL*
 Allergy/Immunology *WI/IL*
 Alzheimer's/Dementia Care *IL*
 Anesthesiology *WI/IL*
 Anticoagulation Services *WI/IL*
 Aquatic Therapy *WI/IL*
 Athletic Training *WI/IL*
 Audiology *WI/IL*
 Autism Services *WI/IL*

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 Care *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/IL*
 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/IL*
 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 and 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/IL*
 Hearing Care and Hearing Aids *WI/IL*
 Heart and Chest Surgery *WI/IL*

Heart and Vascular Care *WI/IL*

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 *WI/IL*
 Men's Health *WI/IL*
 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 Allergy *IL*
 Pediatric Anesthesiology *IL*
 Pediatric Cardiology *IL*

Pediatric Child Abuse *IL*

Pediatric Developmental Therapy *IL*
 Pediatric Endocrinology *IL*
 Pediatric Gastroenterology *WI/IL*
 Pediatric Genetics *IL*
 Pediatric Hematology *IL*
 Pediatric Hospitalists *IL*
 Pediatric Neurology *IL*
 Pediatric Occupational Therapy *IL*
 Pediatric Ophthalmology *IL*
 Pediatric Orthopedics *IL*
 Pediatric Physical Therapy *IL*
 Pediatric Pulmonology *IL*
 Pediatric Radiology *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*
 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/IL*
 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*

Covered Preventive Services

Individual and Commercial Group Plans

MercyCare Health Plans wants to insure you live well. One of the many ways we do this is by offering our members access to preventive services that are covered at 100%—regardless of copayment, coinsurance or health plan deductible. Under the Affordable Care Act, all insurers are required to offer at no cost preventive services for adults and children. Some exceptions may apply. If you have any questions about these covered preventive screenings, call our Customer Service Department at (800) 895-2421 (WI) or (877) 908-6027 (IL). This list is a brief summary of preventive care coverage. Please visit healthcare.gov/coverage/preventive-care-benefits/ for the most current list of preventive services available to our members.

Covered preventive services for adults

Abdominal aortic aneurysm one-time screening for men of specified ages who have ever smoked

Alcohol misuse screening and counseling

Aspirin use to prevent cardiovascular disease and colorectal cancer for adults 50 to 59 years with a high cardiovascular risk

Blood pressure screening

Cholesterol screening for adults of certain ages or at higher risk

Colorectal cancer screening for adults 45-49 years. The USPSTF recommends screening for colorectal cancer in all adults aged 50 to 75 years. (A recommendation) The USPSTF recommends screening for colorectal cancer in adults aged 45 to 49 years. (B recommendation) The USPSTF recommends that clinicians selectively offer screening for colorectal cancer in adults aged 76 to 85 years.

Depression screening

Diabetes (Type 2) screening for adults 35 to 70 years who are overweight or obese

Diet counseling for adults at higher risk for chronic disease

Falls prevention (with exercise or physical therapy and vitamin D use) for adults 65 years and over, living in a community setting

Hepatitis B screening for people at high risk, including people from countries with 2% or more Hepatitis B prevalence, and US-born people not vaccinated as infants and with at least one parent born in a region with 8% or more Hepatitis B prevalence

Hepatitis C screening for adults age 18 to 79 years

HIV screening for everyone age 15 to 65, and other ages at increased risk

PrEP (pre-exposure prophylaxis) HIV prevention medication for HIV-negative adults at high risk for getting HIV through sex or injection drug use

Immunizations for adults — doses, recommended ages, and recommended populations vary:

- Chickenpox (Varicella)
- Diphtheria
- Flu (influenza)
- Hepatitis A
- Hepatitis B
- Human Papillomavirus (HPV)
- Measles
- Meningococcal
- Mumps
- Whooping Cough (Pertussis)
- Pneumococcal
- Rubella
- Shingles
- Tetanus

Lung cancer screening for adults 50 to 80 at high risk for lung cancer because they're heavy smokers or have quit in the past 15 years

Obesity screening and counseling

Sexually transmitted infection (STI) prevention counseling for adults at higher risk

Statin preventive medication for adults 40 to 75 at high risk

Syphilis screening for adults at higher risk

Tobacco use screening for all adults and cessation interventions for tobacco users

Tuberculosis screening for certain adults without symptoms at high risk

Unhealthy drug use screening (Grade B) for age 18 and older: asking questions about unhealthy drug use, not testing of specimens

Covered Preventive Services

Individual and Commercial Group Plans

Covered preventive services for women

Breastfeeding support and counseling from trained providers, and access to breastfeeding supplies, for pregnant and nursing women

Birth control: Food and Drug Administration-approved contraceptive methods, sterilization procedures, and patient education and counseling, as prescribed by a health care provider for women with reproductive capacity (not including abortifacient drugs). This does not apply to health plans sponsored by certain exempt "religious employers." Learn more about contraceptive coverage.

Folic acid supplements for women who may become pregnant

Gestational diabetes screening for women 24 weeks pregnant (or later) and those at high risk of developing gestational diabetes

Gonorrhea screening for all women at higher risk

Hepatitis B screening for pregnant women at their first prenatal visit

Maternal depression screening for mothers at well-baby visits (PDF, 1.5 MB)

Preeclampsia prevention and screening for pregnant women with high blood pressure

Rh incompatibility screening for all pregnant women and follow-up testing for women at higher risk

Syphilis screening

Expanded tobacco intervention and counseling for pregnant tobacco users

Urinary tract or other infection screening

Get more information about services for pregnant women from [HealthFinder.gov](https://www.healthfinder.gov).

Other covered preventive services for women

Bone density screening for all women over age 65 or women age 64 and younger that have gone through menopause

Breast cancer genetic test counseling (BRCA) for women at higher risk

Breast cancer mammography screenings

- Every 2 years for women 50 and over
- As recommended by a provider for women 40 to 49 or women at higher risk for breast cancer

Breast cancer chemoprevention counseling for women at higher risk

Cervical cancer screening

Pap test (also called a Pap smear) for women age 21 to 65

Chlamydia infection screening for younger women and other women at higher risk

Diabetes screening for women with a history of gestational diabetes who aren't currently pregnant and who haven't been diagnosed with type 2 diabetes before

Domestic and interpersonal violence screening and counseling for all women

Gonorrhea screening for all women at higher risk

HIV screening and counseling for everyone age 15 to 65, and other ages at increased risk

PrEP (pre-exposure prophylaxis) HIV prevention medication for HIV-negative women at high risk for getting HIV through sex or injection drug use

Sexually transmitted infections counseling for sexually active women

Tobacco use screening and interventions

Urinary incontinence screening for women yearly

Well-woman visits to get recommended services for all women

Covered Preventive Services

Individual and Commercial Group Plans

Preventive care includes health services like screenings, check-ups and patient counseling that are used to prevent illnesses, disease and other health problems, or to detect illness at an early stage when treatment is likely to work best. Getting recommended preventive services and making healthy lifestyle choices are key steps to good health and well-being. This list is a brief summary of preventive care coverage. Visit healthcare.gov/coverage/preventive-care-benefits/ for the most current list of preventive services available to our members. Some exceptions may apply. If you have any questions about these covered preventive screenings, please call our Customer Service Department at (800) 895-2421 (WI) or (877) 908-6027 (IL).

Covered preventive services for children

Alcohol, tobacco, and drug use assessments for adolescents

Autism screening for children at 18 and 24 months

Behavioral assessments for children: Age 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years

Bilirubin concentration screening for newborns

Blood pressure screening for children: Age 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years

Blood screening for newborns

Depression screening for adolescents beginning routinely at age 12

Developmental screening for children under age 3

Dyslipidemia screening for all children once between 9 and 11 years and once between 17 and 21 years, and for children at higher risk of lipid disorders

Fluoride supplements for children without fluoride in their water source

Fluoride varnish for all infants and children as soon as teeth are present

Gonorrhea preventive medication for the eyes of all newborns

Hearing screening for all newborns; and regular screenings for children and adolescents as recommended by their provider

Height, weight and body mass index (BMI) measurements taken regularly for all children

Hematocrit or hemoglobin screening for all children

Hemoglobinopathies or sickle cell screening for newborns

Hepatitis B screening for adolescents at higher risk

HIV screening for adolescents at higher risk

Hypothyroidism screening for newborns

PrEP (pre-exposure prophylaxis) HIV prevention medication for HIV-negative adolescents at high risk for getting HIV through sex or injection drug use

Immunizations for children from birth to age 18; doses, recommended ages, and recommended populations vary:

- Chickenpox (Varicella)
- Diphtheria, tetanus, and pertussis (DTaP)
- Haemophilus influenzae type b
- Hepatitis A
- Hepatitis B
- Human Papillomavirus (HPV)
- Inactivated Poliovirus
- Influenza (flu)
- Measles
- Meningococcal
- Mumps
- Pneumococcal
- Rubella
- Rotavirus

Lead screening for children at risk of exposure

Obesity screening and counseling

Oral health risk assessment for young children from 6 months to 6 years

Phenylketonuria (PKU) screening for newborns

Prevention and cessation of tobacco use in children and adolescents: primary care interventions (Grade B)

Sexually transmitted infection (STI) prevention counseling and screening for adolescents at higher risk

Tuberculin testing for children at higher risk of tuberculosis: Age 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years

Vision screening for all children

Well-baby and well-child visits

Member Resources

Prescription formulary

Pharmaceutical management procedures and our formulary are available online at mercycarehealthplans.com. You can find this information by selecting the "Current Members" tab and clicking on "Pharmacy Programs." If you would like a paper copy, call MercyCare's Customer Service Department at (800) 895-2421 (WI) or (877) 908-6027 (IL).

Plan documents

Access your current benefit plan documents by visiting mercycarehealthplans.com and selecting My Plan Documents in the Interactive Center. You will be asked to enter your group number, which you can find on your Member ID card. This is a safe, simple and secure way to access your insurance information online. Plan documents include:

- Certificate of Coverage
- Schedule of Benefits/Drug Rider
- SBC (Schedule of Benefits and Coverage)

Member handbook

This member handbook includes information about:

- Choosing practitioners and scheduling appointments
- Utilization management procedures
- Case management programs

If you would like a paper copy of your Certificate of Coverage or member handbook, call our Customer Service Department at (800) 895-2421 (WI) or (877) 908-6027 (IL).

Pharmacy Locations

Mercyhealth Pharmacy–East

(608) 754-5194

3524 E. Milwaukee St., Janesville, WI

Drive-up service available

Mercyhealth Pharmacy–Mall

(608) 754-0286

1010 N. Washington St., Janesville, WI

Mercyhealth Pharmacy–Milton

(608) 868-6777

725 S. Janesville St., Milton, WI

Mercyhealth Pharmacy–Riverside

(815) 971-1100

8201 E. Riverside Blvd., Ste. 1022, Rockford, IL

Mercyhealth Pharmacy–Walworth

(262) 245-2319

Hwys. 50 and 67, Lake Geneva, WI

Mercyhealth Pharmacy–West

(608) 741-6980

1000 Mineral Point Ave., Janesville, WI

Mercyhealth Pharmacy–Woodstock

(815) 337-4116

2000 Lake Ave., Woodstock, IL

Pick up your prescription on your way home with [Mercyhealth Pharmacy Express](#):

- Visit pharmacy.mercyhealthsystem.org.
- Choose the Mercyhealth pharmacy where your prescription is located.
- Enter your prescription number.
- Pick up your prescription on your way home.

Or, call (877) 597-6627 to use our convenient Mercyhealth Mail Order Pharmacy and have your prescriptions delivered by mail.

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 53547-0550, (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, mercycahealthplans.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/ 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.

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 Chrisann Lemery. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator Chrisann Lemery 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.

Live well.
We'll insure you do.™



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