



State of Wisconsin Benefit Directory

2020

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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 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
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 (MFM)
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 Doctor or Facility

mercycarehealthplans.com

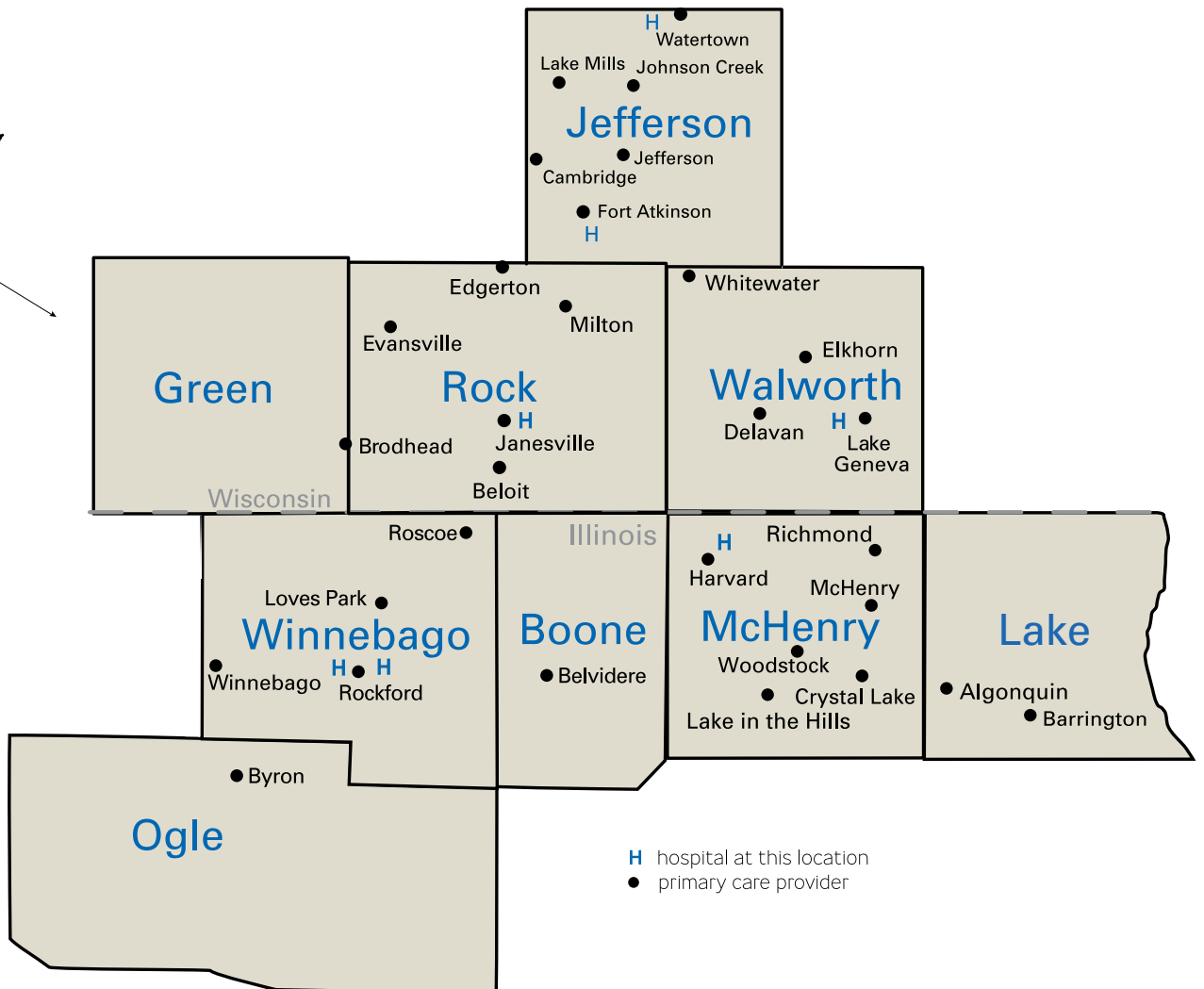
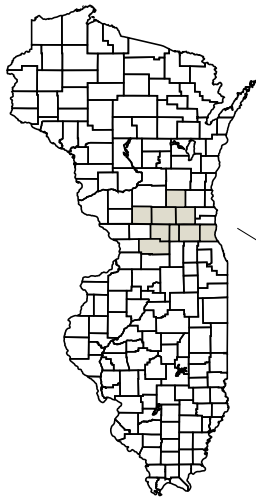
Visit mercycarehealthplans.com and select the “Find a doctor/ Facility” box. Select your plan and enter your search criteria and your search results will appear.

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 provider directory search page. At the top, the MercyCare logo is on the left, and navigation links for Home, Providers, Agents, Healthy Living Magazine, About Us, Contact us, and Mercyhealth are on the right. Below the logo, contact numbers for Wisconsin (800) 895-2421 and Illinois (877) 908-6027 are listed. A search bar is present with a magnifying glass icon, and social media icons for Facebook and Twitter are also visible. A 'Select Language' dropdown menu is located to the right of the search bar. Below the navigation bar, a horizontal menu lists categories: INDIVIDUAL/FAMILY, BUSINESSES, SENIORS/MEDICARE, CURRENT MEMBERS, FORWARD HEALTH, and WHAT'S NEW. The main content area features a dropdown menu for plan selection, currently showing 'Please Select'. The dropdown list includes: Individual Plan - W1, HMO - W1 or I2, EPO - W3, Mercy Health Partners EPO or EPO HDHP, T3, Mercy Health Partners PPO or PPO HDHP, T8, Mercy Plus W1 - W4, Badger Care(Medicaid) - W6, MercyCare Senior - W7, PPO - P1, P2, P3 - use link below for instructions, HMO PRIME State of Wisconsin Health Insurance Program - W9, and Federal Employee Health Benefits (FEHB) - W1. To the right of the dropdown is a 'Search For:' field with a 'Please Select' dropdown. Below the search area, there is a link for 'State of Wisconsin/Municipal Members Provider Directory', a link for 'Click here for Physician Information / Click here for Hospital Information', and a paragraph stating that all providers in the W1-HMO and W3-EPO networks participate in the MercyCare Gold, Silver and Bronze Qualified Health Plans (QHP). Two footnotes are provided: one regarding quality assurance measures and another regarding the provider network design. A final footnote mentions that some services may require authorization and provides contact information for customer service. At the bottom of the page, a footer contains links for HOME, PRIVACY NOTICE, RIGHTS AND RESPONSIBILITIES, CONTACT US, and SITE MAP.

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

InQuicker Skip the waiting room!
Visit MercyInQuicker.org to reserve
your spot at a participating facility.

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 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 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

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

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

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

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.

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 800 medical professionals
- Has local customer service to assist members

MercyCare Health Plans

Live well. We'll insure you do.

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 800+ primary and specialty care physicians and 8,000 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 and pediatric intensive care units, 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 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 NCQA (National Committee for Quality Assurance) 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



Mercyhealth Virtual Visit Now

NEW! 24/7 Online Urgent Care

MercyCare Health Plan members receive 3 virtual visits for \$20 each.

Mercyhealth Virtual Visit Now gives you access to health care providers from your phone, tablet or computer. From colds and flu to sore throats and fevers, the Virtual Visit Now team can help you feel better from the comfort of your own home. It's just one more way we're making health care convenient for you.

What conditions can be treated?

- Stuffy and runny nose
- Allergies
- Sore throat
- Eye infections
- Cough
- Painful urination
- Lower back pain
- Joint pain or strains
- Minor skin problems

MercyCare Health Plan members will receive 3 visits for \$20 each. Members will be prompted to enter their member ID to receive the discount. This discount is per member.

Visit mercyhealthvirtualvisitnow.org or apps can be downloaded from the Apple App Store or Google.

Download today:



 MercyCare Health Plans™

 Mercyhealth®
A passion for
making lives better.



Eyewear discount
Save 20% on
your eyeglasses

**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, 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/ 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.

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 tinutulungan, 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 فليك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية 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 કોઈને મદદ કરી રહ્યાં તેમાંથી કોઈને MercyCare Health Plans વિશે પ્રશ્નો હોર્
મેળવવાનો દુભાષિયો વાત
તો તમને મદદ અને મ હહતી અવિક ર છે. તે ખર્ચ વિન તમ રી ભ ષ માં પ્ર પ્ત કરી શક ર છે. કરિ
મ ટે,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 दुभाषिए 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)

Questions and Notes

Live well.
We'll insure you do.™



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