



September 10, 2024

Dear Medical Associates Health Plans Member,

Thank you for choosing Medical Associates Health Plans (MAHP). We are committed to providing you the service you deserve and innovative resources for healthy living. It is our mission to provide superior healthcare and an excellent patient experience. We are pleased to be offered to the State of Wisconsin State and Local Employees and Retirees once again in 2025.

Here is an update for your coverage for 2025 and how to get the most out of our partnership.

*Please note: The It's Your Choice open enrollment period will be September 30 through October 25, 2024.

The following changes will apply to all State and Local members of the State of Wisconsin Group Health Insurance Program effective January 1, 2025:

- Members can access nutritional counseling for weight management under new clarification added to the Certificate of Coverage. Other services, like a specialty weight management coaching program called Positively Me, or lifestyle coaching for weight, nutrition, and physical activity are available through the Well Wisconsin Program.
- Expanded the lifetime limit on orthoptic eye training from two to no more than twelve.

MAHP is committed to helping members save on their healthcare costs. [My e-Link](#), a personal member portal, is a free resource available to help you actively manage your claims and benefit information and keep track of your healthcare costs. With My e-Link, you can stay connected with MAHP from any computer or mobile phone with resources available at your fingertips 24/7, by using My e-Link at www.mahealthplans.com, or our direct link for ETF members <https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/>.

You may also contact our Member Services Department with any questions you may have regarding your coverage at 1-866-421-3992, or email memberservices@mahealthcare.com.

Referrals, Prior Authorizations, Out-of-Network Care – Referrals are not needed when receiving care from in-network providers. Prior authorization is required for certain services, procedures, and out-of-network providers prior to receiving care. When a referral or prior authorization is requested, you will receive a written notification of the approval or denial. If you are unsure if a service, test, or procedure requires prior authorization, or a referral out of the network, please contact 1-866-421-3992 prior to your appointment. MAHP recognizes UW Health/University of Wisconsin Hospital and Clinics (UWHC) as a preferred referral center when care cannot be provided by an in-network provider. Prior authorization would be required for any services provided by UWHC.

Provider Information – State of Wisconsin group health plan participants (including dependents) are required to select either a Primary Care Provider (PCP) or a Primary Care Clinic (PCC). You can fill out the form located at <https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/> or call Member Services at 1-866-421-3992 to select or change your PCP/PCC.

Enclosed is an update of providers who are not participating in the Medical Associates Health Plans network in 2025. To access the complete provider directory please visit <https://www.mahealthplans.com/hp/shop-plans/state-of-wi-plan/>, then click on “Provider Directory”. To request a printed directory be mailed to you, call 1-866-421-3992.

Patient Portal – Medical Associates Health Plans (MAHP) offers members who utilize Medical Associates Clinic providers a patient portal, Patient Station. Patients can view medical records including visit summaries, vital signs, medications, allergies, immunizations, and lab and radiology results. They can also send secure messages to their providers, view and request appointments, and request prescription refills. www.mahealthcare.com/patient-care-health-info/patient-station.

Care Coordination – Medical Associates Health Plans (MAHP) offers programs for all of your healthcare needs. Programs offered include: Health Coaching, Disease Management, Case Management, and Complex Case Management. These programs are free of charge and available to you as a member of our health plan.

- Health Coaches are available to help guide participants into healthy, sustainable behavior change. Participants are made aware of Health and Wellness Resources.
- Disease Management nurse offers education and support to help members with diabetes and hypertension (high blood pressure). This program includes valuable education and guidelines for care while promoting participation for continued healthy lifestyles.
- Case Management Nurses serve as a go-to person to help answer questions and serve as a patient advocate during acute and/or chronic episodes of care. The Case Management Nurses have knowledge of community resources and the healthcare services available to our members. Case Management Nurses assist participants in navigating through acute episodes of care and may then transition to a Health Coach or Disease Management Nurse for continued follow through and assistance in transitioning back to everyday life.
- Patient Services line is available for all members 24 hours a day 7 days a week. Our dedicated registered nurses are available to help you manage symptoms, utilizing standardized triage protocols, until you are able to access your primary care provider. They can also help find an urgent care setting in your area for evening and weekend needs.

All of these valuable programs are coordinated by highly skilled, compassionate registered nurses who personalize and tailor their services to benefit each individual person. Our nurses work in tandem with the physician to reinforce and strengthen the member’s understanding and management of their medical condition(s).

We are privileged to serve all of your health plan needs.

Provider Network Update

The following providers are no longer participating in the Medical Associates Health Plans Network effective January 1, 2025.

Practitioner Name	Specialty	Facility/Clinic
Amanda Schroeder, ADC	Alcohol & Drug Counseling	Lafayette County Human Services
Julie Ehlinger, ARNP	Cardiology	Medical Associates Clinic
Emily McCullick, PA	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Holly Griswold-Hershberger, ARNP	Family Medicine	Crossing Rivers Health
Kenneth Kuehnl, MD	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Kristen Huber, MD	Family Medicine	Crossing Rivers Health Center
Lisa Bourquin, ARNP	Family Medicine	Memorial Hospital of Lafayette County
Michelle Peterson, ARNP	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Nicole Barbee, MD	Family Medicine	Veterans Memorial Hospital
Robert Tomas, MD	Family Medicine	Medical Associates Clinic
Thomas Miner, DO	Family Medicine	Medical Associates Clinic
Cynthia Griffin, ARNP	Hospice & Palliative Medicine	Agrace HospiceCare Inc
David Watts, MD	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Elizabeth Conwell, ARNP	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Lori Richer, MD	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Mary Spiller, APNP	Hospice & Palliative Medicine	Agrace HospiceCare Inc
Kim Ehlers, ARNP	Internal Medicine	Medical Associates Clinic
Abigail Argall, APSW	Mental Health Counselor	Memorial Hospital of Lafayette County
Alexia Thompson, PC	Mental Health Counselor	Northeast Iowa Mental Health Center
Elizabeth McErnlean, LISA	Mental Health Counselor	Northeast Iowa Mental Health Center
Katherine DeWall, CSW	Mental Health Counselor	Guttenberg Municipal Hospital
Kayfia Gordon, LPC	Mental Health Counselor	Northeast Iowa Mental Health Center
Nichol Hohenbrink, CSW	Mental Health Counselor	Northeast Iowa Mental Health Center
Daniel Finn, LISW	Mental Health Counselor	Guttenberg Municipal Hospital
Mary Sprosty, LCPC	Mental Health Counselor	Crawford County Health & Human Services
Phillip Smith, OT	Occupational Therapy	Medical Associates Clinic
Alethea Hein, MD	Ophthalmology	Medical Associates Clinic – Ophthalmology Dept
Anshul Agarwala, MD	Orthopaedics	Medical Associates Clinic
Kristen Anderson, DO	Pediatrics	Medical Associates Clinic
Meyer, Lisa, ARNP	Pediatrics	Medical Associates Clinic - Pediatrics Dept - East
Jacqueline Landess, MD	Psychiatry	Uplands Counseling Associates
Joni Downs, PhD	Psychology	Gundersen Boscobel Area Hospital and Clinics

Medical Associates Health Plans does not discriminate on the basis of disability in the provision of programs, services, or activities. If you need this printed material interpreted or in an alternative format, or need assistance in using any of our services, please contact our office at 1-866-421-3992, TTY 1-800-735-2943.

Medical Associates 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.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-421-3992, TTY 1-800-735-2943.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-866-421-3992, TTY 1-800-735-2943