



September 7, 2023

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 2024.

Here is an update for your coverage for 2024 and how to get the most out of our partnership.

*Please note: The It's Your Choice open enrollment period will be September 25 through October 20, 2023.

The following changes will apply to all State and Local members of the State of Wisconsin Group Health Insurance Program effective January 1, 2024:

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

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.mahealthcare.com/insurance/products-and-services/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.mahealthcare.com/pdf/mahp/WISE_Directions_Choosing_PCP.pdf 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 2023. To access the complete provider directory please visit <https://www.mahealthcare.com/insurance/products-and-services/state-of-wi-plan/>, then click on “State of Wisconsin 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, hypertension (high blood pressure) and/or asthma. 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, 2024.

Practitioner Name	Specialty	Facility/Clinic
Sertle, Gerry Lou	Psychiatry	Southwest Health Center
Rexroth, Jason A	Obstetrics & Gynecology	Crossing Rivers Health Clinic
Cleary, Martin J	Family Medicine	MHLC Primary Care
Gudenkauf, Katie M	Family Medicine	Grant Regional Community Clinic
Eshelman, Alec	Psychology	Platteville Family Resource Center
Delaney, Melissa M	Family Medicine	Upland Hills Health Center
Weets, Dawn M	Family Medicine	Mineral Point Medical Center of Upland Hills Health
Tartaglione, Jessica	Psychology	Medical Associates Clinic
Arens, Ashley	Psychology	Medical Associates Clinic
Holm, Christine M	Oncology	MercyOne Dubuque Cancer Center
Olk, Douglas G	Pediatrics	Medical Associates Clinic
Erion, Arlana L	Family Medicine	Cornerstone Family Practice
Griffin, Cynthia D	Family Medicine	Upland Hills Health Clinic
Lamantia, Sheirlie A	Family Medicine	Grant Regional Community Clinic
Benish, Matthew J	Family Medicine	Mineral Point Medical Center of Upland Hills Health
Stahura, Alex R	Family Medicine	Medical Associates Clinic
Miess, Christina A	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Honeyman, Beth A	Family Medicine	High Point Family Medicine, LLC
Ziebart, Jolene A	Family Medicine	Grant Regional Community Clinic
Radcliffe, Jon D	Family Medicine	Gundersen Boscobel Area Hospital and Clinics
Freeman, Thomas W	Psychiatry	Crossing Rivers Health
Funk, Anne M	Psychiatry	Crawford County Health & Human Services
Fassbinder, Katie R	Psychiatry	Crawford County Health & Human Services

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