



# **2024 RESOURCE GUIDE**

STATE OF WISCONSIN GROUP HEALTH  
INSURANCE PROGRAM

[www.mahealthplans.com](http://www.mahealthplans.com)



# About Us

**Our mission is to provide superior healthcare and an excellent patient experience.**

Medical Associates Clinic is a well-established multispecialty group practice with over 180 providers and a staff of over 1,000 health care professionals and support personnel. The group was founded in 1924 and is Iowa's oldest multispecialty group practice. Today, Medical Associates Clinic is the area's leading health care provider and only multispecialty group practice. Medical Associates Clinic has been recognized since 1998 as a "better performing practice" by the Medical Group Management Association.

In 1982, Medical Associates developed the Tri-State's first health maintenance organization, Medical Associates Health Plans, which offers comprehensive health benefits to over 400 employers and 45,000 members.

## Quality Healthcare



Medical Associates Health Plans was awarded Accreditation by the National Committee for Quality Assurance (NCQA). Scores are based upon excellence in health prevention, consumer satisfaction, and clinical treatment. This is great news for you. It affirms that your medical care is in compassionate and expert hands.

When you choose Medical Associates Health Plans, you are entrusting your health to expert practitioners who are committed to your wellbeing.

# Health Care Services

## Personalized Care

Our Case Managers act as a resource for our members, offering a “go to” person - someone to answer their questions, to be their advocate.

- **Locally based service** – we are your neighbors, your friends – we have a vested interest in providing quality care. Our members can visit the Medical Associates Health Plans office to get their questions answered quickly.
- **Quality, Cost Effective Care** – This is always a challenge. Our Nurses are aware of all of the services available so before a member is referred out of plan we make sure that all internal resources are utilized. And then once a member is referred out of plan, we ensure that the member is redirected back in plan when appropriate.
- **Less Paperwork /Less Hassle** – Our members need only call Health Care Services about care needed out of service area such as for students, vacationers. The Case Manager can walk the member through getting the care they need, and no paperwork is needed. Again, our 800-telephone number is good within the boundaries of the U.S. and is answered 24 hours a day.
- **Continuity of Care** – Our Health Care Services staff coordinate emergent /urgent care for our members that is needed out of the service area between the hospital and home, making the transition a smooth one.

## Disease Management and Complex Case Management

Medical Associates Health Plans makes a continuous effort to improve the quality of services that we deliver. One of the ways we strive to accomplish this is through our case management programs, into which members are automatically enrolled free of charge. We offer a comprehensive Disease Management program to benefit members with diabetes, hypertension and asthma. In addition, we provide Complex Case Management services for members who are faced with multiple and complicated medical conditions.

Both 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).

# Preventive Services

Preventive services and immunizations will be covered with no Member liability when you utilize in-network providers/facilities. Medical Associates Health Plans follows the preventive care services guidelines presented by the U.S. Preventive Services Task Force as “A” or “B” recommendations and will follow the immunization guidelines recommended by the U.S. Centers for Disease Control and Prevention Immunization Practices Advisory Council within one year of recommendation. Some covered preventative services include:

- Adult preventive exams, which include lab tests, pap smears, breast, and pelvic examinations.
- Child and adolescent preventive exams for members ages 7-17 years, including preventive laboratory tests.
- Well Baby and child preventive examinations for members through age 6, including preventive laboratory tests, audiometry, visual acuity, and lead screening.
- Coverage for colorectal cancer screening.
- Coverage for breast cancer and cervical cancer screenings.

*Limits apply. Refer to your certificate of coverage for specific benefit information.*

## 24-Hour Help Nurse

This is a free service provided exclusively for our patients. Calls are answered 24 hours a day, 7 days a week by a Medical Associates nurse. **563-556-4357 or 800-325-7442.**

## Service Area

**Our service area includes:**

- 60 mile radius of Dubuque
- Primary and Specialty Care Practitioners
- Primary and Satellite sites

**Located in the following counties:**

Crawford, Grant, Iowa, Lafayette

# Patient Station

**Fast, easy connection  
to your health information**



**View your  
health  
records**



**View lab  
results**



**Self-schedule  
an appointment**



**Message  
your  
provider**



**Refill  
prescriptions**



**PatientStation**

YOUR PERSONAL HEALTH PORTAL

## **Medical Associates has a new and improved Patient Station!**

Patient Station is a free online tool provided by Medical Associates that allows you to take an active role in your healthcare. Your health information is stored in a secure portal that you can conveniently access whenever you need to.

### **With Patient Station you can...**

- View a summary of your visits, vital signs, medications, allergies, and immunizations
- View your lab and radiology results
- Send a secure message to your provider's office
- Self-schedule appointments
- Request a prescription refill

### **Registration instructions:**

1. Go to [www.mahealthcare.com](http://www.mahealthcare.com)
2. Under "Patient Station" click on "Enroll."
3. Complete the registration form.

Please enroll within 3 days of your visit. For detailed instructions on how to self-enroll in Patient Station, click on the "Learn More" button and view the Self Enrollment Training Video.

# Explanation of Benefits

When the services you receive from your healthcare provider apply to your deductible or coinsurance, you will receive an Explanation of Benefits (EOB). This EOB details the amount you will owe the provider.

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**MEDICAL ASSOCIATES**  
 1605 Associates Drive  
 Dubuque, IA 52002

**My eLINK is an online tool to view your Explanation of Payment, Deductible and Out of Pocket amounts today.**  
[www.mahealthplans.com](http://www.mahealthplans.com)

2018061

201401173323

## Electronic Service Requested

18065 0.3584 AB 0.381 ALL FOR AADC 600  
  
 JOHN DOE 63  
 123 ANY STREET  
 CITY, STATE 00000

**THIS**

Please call (563) 584-XXXX

Patient's Name: \_\_\_\_\_

Identification # \_\_\_\_\_

Claim Number: \_\_\_\_\_

Dates of Service: \_\_\_\_\_

Group Name: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Date Paid: \_\_\_\_\_

## EXPLANATION OF BENEFITS

| Line | Days/Count | Billed Amount | Allowed Amount | Disallow Amount | Denied Amount | Copay Amount | Deduct Amount |
|------|------------|---------------|----------------|-----------------|---------------|--------------|---------------|
| 1    | 1.00       | 182.95        | 122.08         | 60.87           | .00           | .00          | 122.08        |

**Minimum Payment**

\*Patient's Responsibility reflects only applicable Deductible, Copay, Coinsurance, and Denied Amount.  
 \*\*You may also be responsible for any denied amounts and/or amounts over usual and customary rates.

| Line       | Service Description   |
|------------|---|
| 1          | 99214 OFFICE VISITS   |
| Expl. Code | Description   |
| 45         | CHARGE EXCEEDS FEE SCHEDULE/MAXIMUM ALLOW OR CONTRA ARRANGEMENT MEMBER WILL NOT BE RESPONSIBLE FOR AMOUNT IN DISALLOW COLUMN. |
| 01         | DEDUCTIBLE AMOUNT   |

ol that provides easy 24/7 access to  
ent, Benefits, Eligibility, as well as  
of Pocket information. Visit  
and click on My eLINK to sign up

**THIS IS NOT A BILL**

**Questions?**  
Contact Customer Service at  
1-4885 or (866) 821-1365

NAME: JOHN DOE  
ID: R0000000000  
000000000000  
EFFECTIVE DATE: 12/27/13 - 12/27/13  
COMPANY NAME  
PHYSICIAN: DR. JANE DOE  
DATE: 01/16/14



ENV 18065 1 OF 1 F

| Coins Amount | Other Ins Payment | Amount Paid | Expl. Code |
|--------------|-------------------|-------------|------------|
| 6 .00        | .00               | 7 .00       | 45,01      |

**Patient Responsibility 122.08**

Amounts on this claim.  
Primary.

ACTED FEE  
NT IN THE

- 1 The total amount charged by the provider.
- 2 This is the contracted rate for the service. Medical Associates Health Plans negotiates this discount on your behalf.
- 3 The amount you are required to pay for a non-covered service.
- 4 This is the flat co-pay amount you pay for the service.
- 5 This is the amount applied to your deductible for the service.
- 6 This is the percent of the allowed amount you pay for the service.
- 7 The amount of the charge paid to the provider by Medical Associates Health Plans.
- 8 The amount you owe to the provider. This amount should match the invoice from the provider.
- 9 This is the code that explains how your claim processed.

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**If you have any questions regarding an EOB, please call:**  
563-584-4885 or 866-421-3992  
Monday–Friday | 8:00 AM - 5 PM

# Online access to your benefit information

My eLink is a convenient, confidential web portal offering online access to your personal health plan information 24/7.

## **Some of the features available to you through My eLink:**

- check on claims
- view and print EOB (Explanation of Benefits)
- search for a provider
- submit basic questions
- print and request I.D. cards

## **Membership Services:**

Our courteous and expert staff are available here in our Dubuque offices, Monday through Friday from 8:00 a.m. to 5:00 p.m. They will be happy to answer any questions you have about My eLink.

**Call 563-584-4885 or 866-421-3992.**



**To access your personal web portal,** go to [www.mahealthplans.com](http://www.mahealthplans.com) and click the Login button. Choose "Member" to connect.

On the login page, first-time users need to click on "Proceed to our sign up process" to register.





Welcome to My eLINK, a unique online tool for accessing benefit, eligibility, and claims data.



**Log in for information about:**

- Processed claims, including Explanation of Benefits statements
- Eligibility information for you and your enrolled dependents
- Summary of your benefits
- Network access information and provider search
- Forms and documents

**Login**

Username

Password

SUBMIT

**Forgot your username or password?**

Need a username and password?  
[Proceed to our sign up process.](#)

**Supported browsers**

This portal supports the latest 2 versions of the following major browsers:

[Chrome](#) | [Internet Explorer](#) | [Firefox](#) | [Safari](#)

Older browsers are supported on a limited basis and the portal may display differently.

# Discrimination is Against the Law

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. Medical Associates Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Medical Associates 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.

Medical Associates 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 our Member Services Department at Medical Associates Health Plans.

If you believe that Medical Associates Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Member Services, Medical Associates Health Plans  
1605 Associates Drive  
Dubuque, IA 52002

Telephone: 563-584-4885 or 1-866-421-3992, TTY 1-800-735-2942  
Fax: 563-584-4760  
Email: [memberservices@mahealthcare.com](mailto:memberservices@mahealthcare.com).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services Department at Medical Associates Health Plans is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-421-3992, TTY 1-800-735-2942.

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 1-800-735-2942.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-421-3992, TTY 1-800-735-2942.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-421-3992, TTY 1-800-735-2942.

مقرب لصلتا. ن اجم لابل لكل رفاوتت مكبل او مصل افتاه. 1-866-421-3992 (مقرب لغلل عدع اسما لما تامدخ ن ايف، ةغلل لكذا ثدحتت تنك اذا: تطو ح لم 1-866-421-3992 TTY 1-800-735-2942

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-421-3992, TTY 1-800-735-2942.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-421-3992, TTY 1-800-735-2942. 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-421-3992, TTY 1-800-735-2942.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-866-421-3992, TTY 1-800-735-2942.

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-421-3992, TTY 1-800-735-2942.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-421-3992, TTY 1-800-735-2942.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-421-3992, TTY 1-800-735-2942.

ध्यान दः यद आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध हः 1-866-421-3992, TTY 1-800-735-2942 पर कॉल करः।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-866-421-3992, TTY 1-800-735-2942.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-421-3992, TTY 1-800-735-2942.



1605 Associates Drive | Dubuque, IA 52002  
563-556-8070 | Toll-Free 866-421-3992 | Fax 563-584-4760  
[www.mahealthplans.com](http://www.mahealthplans.com)