



Employee Benefit Guide

Customer Service Billing • Claims • Questions

P: (800) 895-2421 Wisconsin
(877) 908-6027 Illinois
Monday-Friday
8 am-4:30 pm



HealthLine Nurse on Call

P: (888) 756-6060 or
(608) 758-5770
24/7/365

Call Customer Service to
sign up for MyChart today!

View member benefit
information at:
MercyCareHealthPlans.com



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.

About Mercyhealth

Mercyhealth is a not-for-profit, vertically integrated health system with seven hospitals and 85+ primary and specialty care locations throughout 55 northern Illinois and southern Wisconsin communities. Our 800+ employed physician partners and 8,000 employee/partners care for 2.4 million patients each year.

We are committed to being a top integrated health care provider and continuously work to make life better for the people, families and communities we serve. We provide exceptional, coordinated health care that spans four core service divisions: hospital-based services; clinic-based services; home health, hospice and retail services; and MercyCare Health Plans, our wholly owned insurance company. These service divisions make up our comprehensive, vertically integrated delivery system, and integrated delivery is what makes Mercyhealth unique in serving the full range of patient care needs.

Mercyhealth offers over 120 specialty and subspecialty services, including orthopedic surgery, prehospital emergency services and training, neurosurgery, heart and vascular services, cancer care, plastic and reconstructive surgery and much more. When time is of the essence, our trauma centers are equipped with the latest technology and highly trained staff to provide immediate, life-saving care.

Opened in January 2019, Mercyhealth's \$505 million Javon Bea Hospital and Physician Clinic—Riverside on I-90 and Riverside Boulevard in Rockford serves as the regional hub for highly specialized hospital and clinical care for adults and children. Over 50 pediatric specialists care for the tiniest of infants in its regional perinatal center, and the region's only neonatal and pediatric intensive care units. Highly specialized physicians and services for adults of all ages is also provided.

Four Core Service Areas

7
hospitals

85+
primary and
specialty care
locations

15+
hospice
home health
medical equipment
pharmacy
locations

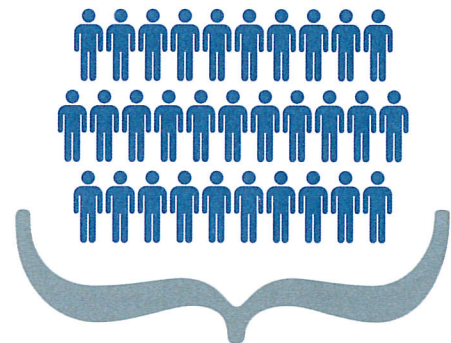
1
insurance company
(wholly owned
and operated)

Mercyhealth serves

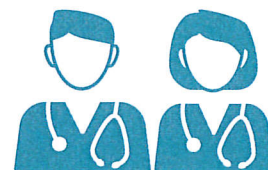
2 states
15 counties
2.4 million patients



8,000+ partner employees



800+ W2 partner physicians



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 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, we invite you to visit our website at **mercycarehealthplans.com**.

Plan documents

To access your current benefit plan documents, visit **mercycarehealthplans.com** and select 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)

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

Illinois: (877) 908-6027 or TTY (800) 947-3529

Wisconsin: (800) 895-2421

Provider directory

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

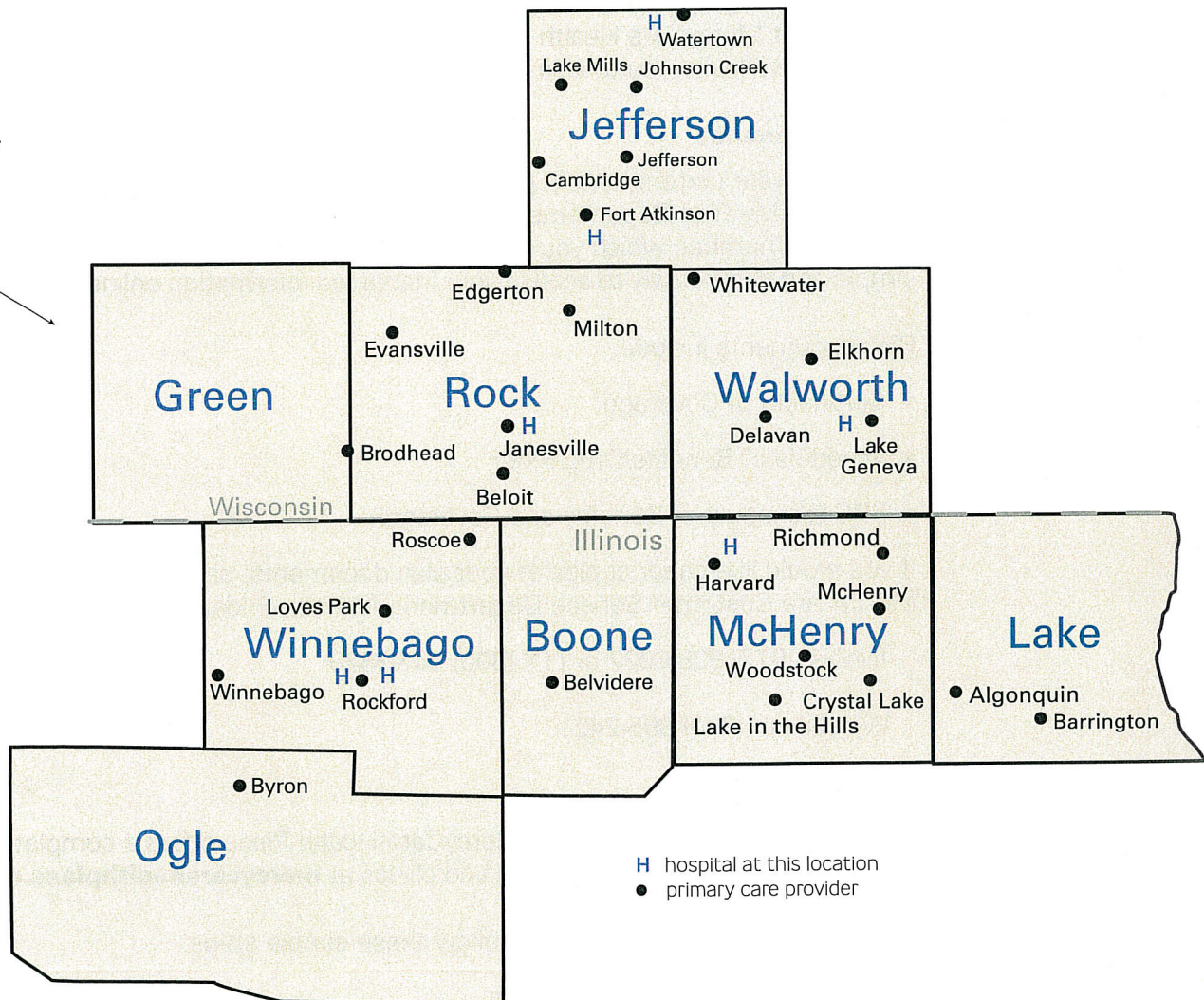
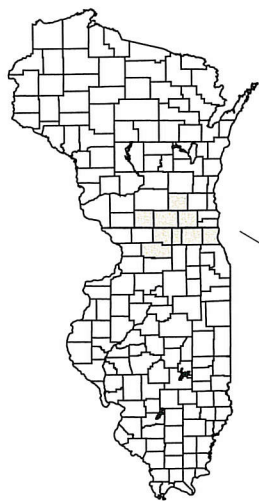
To locate a participating provider, follow these simple steps:

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 (800) 895-2421 (WI) or (877) 908-6027 (IL) 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

MCHEENRY 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 McFarland (815) 971-3070

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 Strathmoor (815) 971-3160

Mercyhealth Winnebago (815) 971-3200

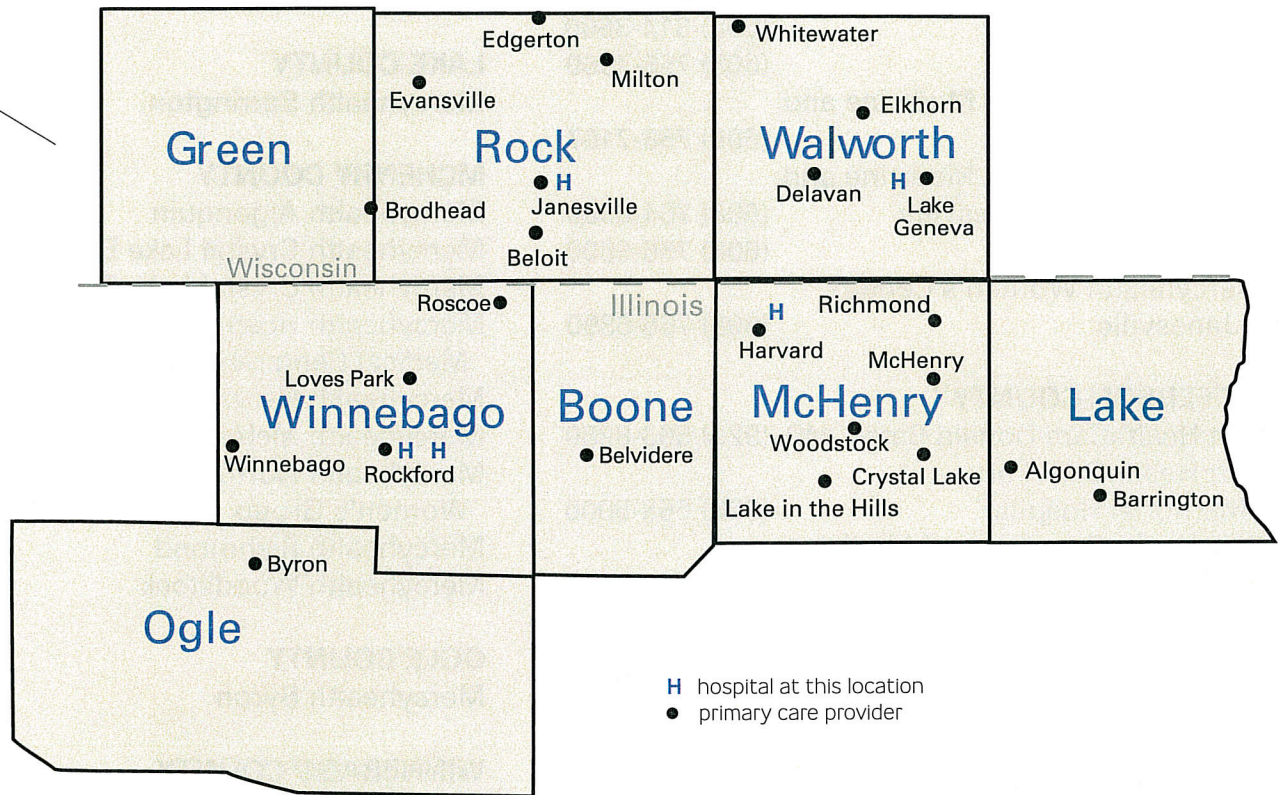
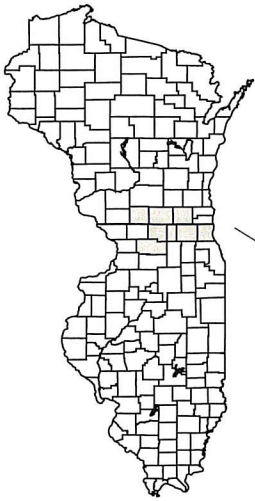
Mercyhealth Women's Center–
Rockford (815) 971-2299

** where applicable, see your directory for plan providers

* indicates plan hospital

MercyCare EPO Provider Area

Wisconsin and Illinois



MercyCare EPO 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

WALWORTH COUNTY

Mercyhealth Delavan (262) 728-4301

Mercyhealth Elkhorn (262) 741-1400

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

MCHEMRY 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 McFarland (815) 971-3070

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 Strathmoor (815) 971-3160

Mercyhealth Winnebago (815) 971-3200

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

*indicates plan hospital

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

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

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

- ✓ Broken bone, open fracture
- ✓ Change in mental status/behavior
- ✓ Chest or abdominal pain
- ✓ Difficulty seeing
- ✓ Head injury, convulsion
- ✓ Large hives with shortness of breath
- ✓ Painful urination with fever or back pain
- ✓ Severe allergic reactions
- ✓ Severe bleeding, multiple injuries
- ✓ Severe pain of any kind
- ✓ Severe shortness of breath, difficulty breathing
- ✓ Vomiting blood

or

Urgent Care

- ✓ Cut needing stitching, puncture wound
- ✓ Ear pain
- ✓ Headache, fever
- ✓ Minor allergic reactions
- ✓ Minor eye irritation
- ✓ Minor neck or back pain
- ✓ Minor or small burn
- ✓ Nausea, vomiting, diarrhea, constipation
- ✓ Sinus trouble, runny nose, sore/strep throat, cough
- ✓ Skin rash, itch or sunburn
- ✓ Sprain, pulled muscle
- ✓ Suture removal, wound check

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

Schedule your visit online at

GO TO: [MercyInQuicker.org](https://www.MercyInQuicker.org)

POWERED BY [InQuicker.com](https://www.InQuicker.com)

- Fill out the online form
- Wait in the comfort of your home
- Arrive at your projected treatment time



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 *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 Anesthesiology *IL*
 Pediatric Cardiology *IL*
 Pediatric Critical Care *IL*

Pediatric Endocrinology *IL*
 Pediatric Gastroenterology *WI/IL*
 Pediatric Genetics *IL*
 Pediatric Hospitalists *IL*
 Pediatric Medicine and Rehabilitation *IL*
 Pediatric Neurology *IL*
 Pediatric Oncology and Hematology *IL*
 Pediatric Ophthalmology *IL*
 Pediatric Orthopedics *IL*
 Pediatric Plastic and Reconstructive Surgery *IL*
 Pediatric Pulmonology *IL*
 Pediatric Radiology *IL*
 Pediatric Rehabilitation *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*
 PICU – Pediatric Intensive Care Unit *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 co-payment, 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, please 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 smoked

[Alcohol misuse](#) screening and counseling

[Aspirin use](#) for men and women of certain ages

[Blood pressure](#) screening

[Breast cancer medications](#) for risk reduction of primary breast cancer in women who are at increased risk for breast cancer and low risk for adverse medication effects

[Cholesterol screening](#) for adults of certain ages or at higher risk

[Colorectal cancer screening](#) for adults over 50

[Depression screening](#) for adults

[Type 2 diabetes screening](#) for adults with high blood pressure

[Diet counseling](#) for adults at higher risk for chronic disease

[Hepatitis C screening](#) for high-risk adults

- One-time screening for all adults born 1945–1965

[HIV screening](#) for all adults at higher risk

[Immunization vaccines*](#), including:

- Hepatitis A
- Hepatitis B
- Herpes zoster
- Human papillomavirus (HPV)
- Influenza
- Measles, mumps, rubella (MMR)
- Meningococcal
- Pneumococcal
- Tetanus, diphtheria, pertussis (Tdap)
- Varicella

**doses, recommended ages and populations vary*

[Obesity screening and counseling](#) for all adults

[Preventive care visits](#) for routine screenings and preventive services only; does not include annual physical

[Sexually transmitted infection prevention counseling](#) for adults at higher risk

[Syphilis screening](#) for all adults at higher risk

[Tobacco use screening](#) for all adults and for those who use tobacco products

Covered Preventive Services

Individual and Commercial Group Plans

Covered preventive services for women

Anemia screening routinely for pregnant women

BRCA counseling for women at higher risk

Breast mammogram every 1-2 years for women over 40

Breast cancer chemoprevention counseling for women at higher risk

Breastfeeding support, supplies and counseling

Cervical cancer screening for sexually active women

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

Contraception Food and Drug Administration-approved contraceptive methods, sterilization procedures and patient education and counseling, as prescribed by a health careprovider for women with reproductive capacity (not including abortifacient drugs)

Domestic violence screening and counseling for women

Folic acid supplements for women who may become pregnant

Gestational diabetes screening for women 24-28 weeks pregnant and those at high risk

Gonorrhea screening for all women at higher risk

Hepatitis B screening for pregnant women at first prenatal visit

HIV screening and counseling for sexually active women

HPV DNA test every 3 years for women with normal cytology results who are 30 or older

Osteoporosis screening for women over age 60 depending on risk factors

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

Sexually transmitted infection prevention counseling for sexually active women

Syphilis screening for all pregnant and other women at increased risk

Tobacco use screening and interventions for all women, and expanded counseling for pregnant tobacco users

Urinary tract or other urinary infection screening for pregnant women

Well-woman visits to get recommended services for women under 65

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. Please visit www.healthcare.gov/coverage/preventive-care-benefits/ for the most current list of preventative 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 and drug use assessments for adolescents

Autism screening for children at 18 and 24 months

Behavioral assessments for children of all ages

Blood pressure screening for children

Cervical dysplasia screening for sexually active females

Congenital hypothyroidism screening for newborns

Depression screening for adolescents

Developmental screening for children under age three and surveillance throughout childhood

Dyslipidemia screening for children at higher risk of lipid disorders

Fluoride chemoprevention supplements for children without fluoride in their water source

Gonorrhea preventive medication for the eyes of all newborns

Hearing screening for all newborns

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

Sickle cell screening for newborns

HIV screening for adolescents at higher risk

Immunization vaccines* for children from birth through age 17

- Diphtheria, tetanus, pertussis (Dtap)
- Haemophilus influenzae type b
- Hepatitis A

- Hepatitis B
- Human papillomavirus (HPV)
- Inactivated poliovirus
- Influenza
- Measles, mumps, rubella (MMR)
- Meningococcal
- Pneumococcal
- Rotavirus
- Varicella

**doses, recommended ages and populations vary*

Iron supplements for children ages six to 12 months at risk for anemia

Lead screening for children at risk of exposure

Medical history for all children throughout development

Obesity screening and counseling

Oral health risk assessment for young children

Phenylketonuria (PKU) screening for this genetic disorder in newborns

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

Tuberculin testing for children at higher risk of tuberculosis

Vision screening for all children**

****This service is only covered as preventive when it's done as part of a well baby checkup. Any additional screenings or eye exams would have a diagnostic code and, therefore, are not considered preventive.**



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.

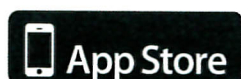
What conditions can be treated?

- 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.

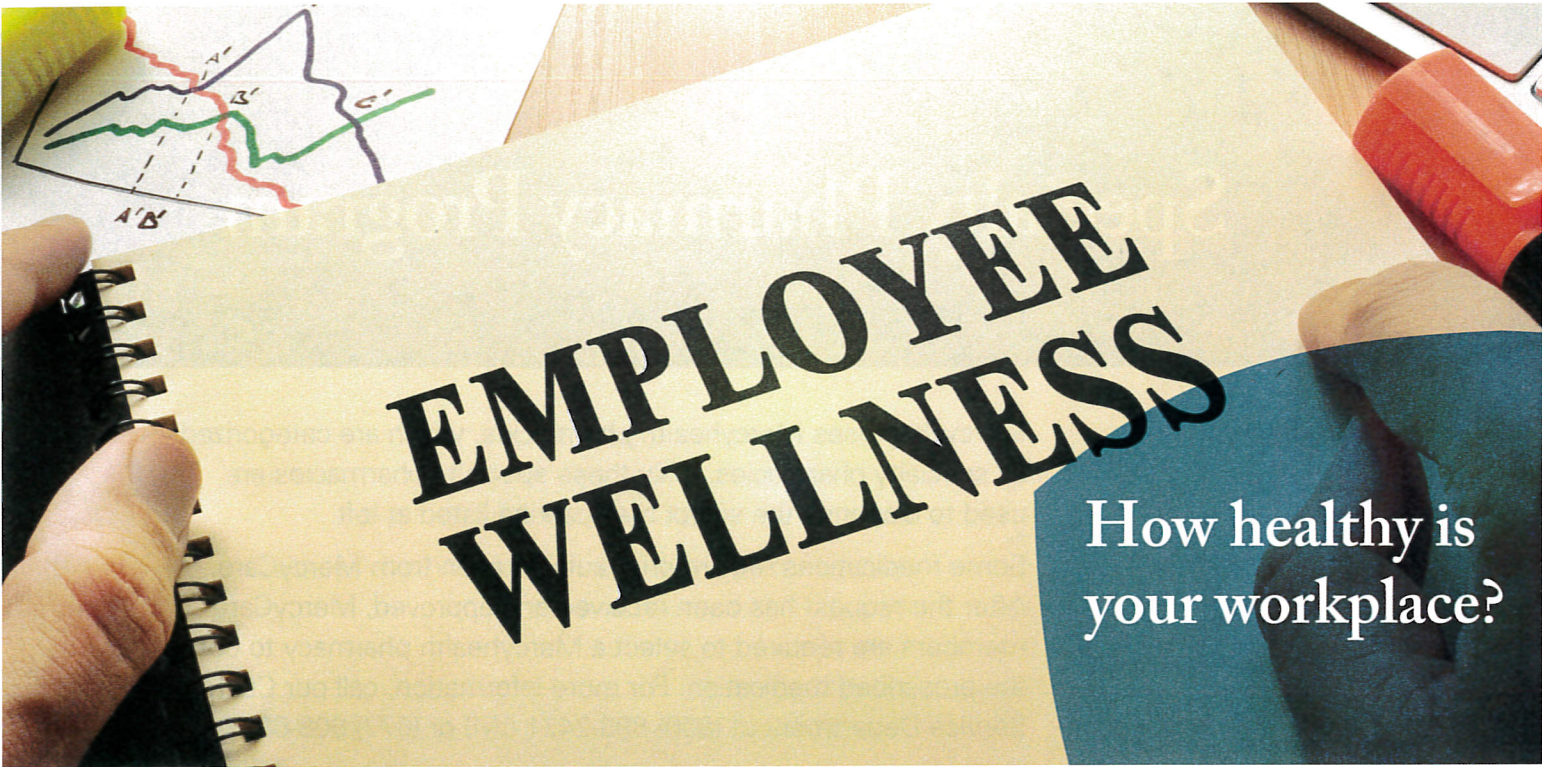
Visit mercyhealthvirtualvisitnow.org or apps can be downloaded from the Apple App Store or Google.

Download today:



 MercyCare Health Plans™

 Mercyhealth®
A passion for making lives better.



EMPLOYEE WELLNESS

How healthy is
your workplace?

MercyCare wellness programs offered at no cost to members

MercyCare is here to help you by offering the following services:

Health Risk Assessments (HRA)

- Web-based health risk assessments are available for all members
- Company receives aggregate health and productivity reports if 25 or more employees complete the HRA (upon request)

Health screenings

- Annual screenings for blood pressure, diabetes and cholesterol are offered at your worksite
- Individual counseling on healthy lifestyles and results
- Bilingual materials available

Health screening follow-up

- Members with abnormal results receive a follow-up by phone and/or letter
- Referral to our programs (diabetes, high blood pressure, high cholesterol, chronic kidney disease and asthma) helps members manage their disease

Smoking cessation programs

- Onsite smoking cessation programs (minimum six participants). Members are eligible to have this cost reimbursed under their Stay Healthy benefit. MercyCare partners with the American Lung Association (800) 586-4872 and Wisconsin Tobacco Quitline (800)-QUIT-NOW.

Influenza vaccination clinics

(subject to availability of vaccine)

- Provided onsite

MercyCare Healthline (608) 758-5770 or (888) 756-6060

- Free health information and fast medical advice 24/7, 365 days a year
- Free referral service
- Learn about Mercyhealth services, find the right doctor, or get in contact with a registered nurse

Speakers Bureau

- We can to arrange speakers and other employee health promotion programs.

Disease and case management programs

- Support physician and patient relationships, reinforcing teaching and treatment plans
- Promote self-management to help you learn how to gain better control and enjoy life
- Explain which tests, services and supplies are included in your benefits

MercyCare's certified health educator can help you assess your current health and coordinate services to meet your health needs through available resources that promote positive outcomes if you are identified as having asthma, diabetes or complex conditions.

Specialty Pharmacy Program

Prescription list

Actemra
Afinitor
Aranesp
Aubagio
Avonex
Budesonide (Entocort) EC
Capecitabine (Xeloda)
Cimzia
Cosentyx
Dificid
Elmiron
Enbrel
Enoxaparin (Lovenox)
Epogen
Extavia
Forteo
Genotropin
Gilenya
Glatiramer (Copaxone)
Humira
Imatinib (Gleevec)
Isotretinoin (Accutane)
Kevzara
Neulasta
Orencia
Otezla
Praluent
Procrit
Pulmozyme
Rebif
Repatha
Riluzole (Rilutek)
Sensipar
Simponi
Tacrolimus (Prograf)
Temozolomide (Temodar)
TOBI
Vancomycin (Vancocin)
Xeljanz
Xifaxan
Zarxio

MercyCare uses Mercyhealth pharmacies, which are categorized as specialty pharmacies. Only these specialty pharmacies are used to dispense the select medications listed at left.

Some medications require prior authorization from MercyCare. After the request has been received and approved, MercyCare members are required to select a Mercyhealth pharmacy to obtain the prescribed medication. For more information, call our Customer Service Department at (800) 895-2421 (WI) or (877) 908-6027 (IL).

Although every attempt is made to ensure this listing is current, those drugs included or excluded are subject to change at any time. Please call our Customer Service Department at (800) 895-2421 (WI) or (877) 908-6027 (IL) to confirm the medications you are taking still apply.

Frequently asked questions

Q. When should I re-order my prescription(s)?

Re-order when you have 10 to 14 days of medication remaining.

Q. How do I pay for my order?

You may pay by credit card or flexible spending card. Checks and money orders are accepted for in-store pick-ups only.

Q. Where can I learn more about my medication?

Significant information pertaining to the use of your medication, possible side effects and instructions, are enclosed in each package.

Please call (608) 755-8700 or (877) 597-6627 for further assistance.



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, please 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 (COC)
- 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 COC or member handbook, please 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

Monday-Friday: 8:30 am-6 pm; Saturday: 9 am-1 pm

Mercyhealth Pharmacy–Mall

(608) 754-0286

1010 N. Washington St., Janesville, WI

Monday-Friday: 8 am-6 pm; Saturday: 9 am-1 pm

Mercyhealth Pharmacy–Milton

(608) 868-6777

725 S. Janesville St., Milton, WI

Monday-Friday: 9 am-6 pm; Saturday: 9 am-1 pm

Mercyhealth Pharmacy–Riverside

(815) 971-1100

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

Daily: 8:30 am-5:30 pm; Closed holidays

Mercyhealth Pharmacy–Walworth

(262) 245-2319

Hwys. 50 and 67, Lake Geneva, WI

Monday-Friday: 8 am-6 pm; Saturday: 9 am-1 pm

Mercyhealth Pharmacy–West

(608) 741-6980

1000 Mineral Point Ave., Janesville, WI

Daily: 8:30 am-5:30 pm; closed holidays

Mercyhealth Pharmacy–Woodstock

(815) 337-4116

2000 Lake Ave., Woodstock, IL

Monday-Friday: 9 am-6 pm; Saturday: 9 am-1 pm

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.

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 tinutulangan, 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 فلدريك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية 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 કોઇને મદદ કરી રહ્યાં તેમાંથી કોઇને 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 ભાં પ્ર પ્ત કરી શક ર છે. કરી 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)

Live well.
We'll insure you do.™



PO Box 550
Janesville WI 53547
WI (800) 895-2421
IL (877) 908-6027
MercyCareHealthPlans.com