

Consumer's Guide to Managed Care Health Plans In Wisconsin

**State of Wisconsin
Office of the Commissioner of Insurance
P.O. Box 7873
Madison, WI 53707-7873**

**OCI's Web Site:
oci.wi.gov**

**The mission of the Office of
the Commissioner of Insurance . . .
Leading the way in informing and protecting
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If you have a specific complaint about your insurance, refer it first to the insurance company or agent involved. If you do not receive satisfactory answers, contact the Office of the Commissioner of Insurance (OCI).

To file a complaint online or to print a complaint form:

OCI's Web Site

oci.wi.gov

Phone

(608) 266-0103 (In Madison)

or

1-800-236-8517 (Statewide)

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Madison, WI 53707-7873

Electronic Mail

ocicomplaints@wisconsin.gov

Please indicate your name, phone number, and e-mail address.

**Deaf, hearing, or speech impaired callers may
reach OCI through WI TRS**

This guide is not a legal analysis of your rights under any insurance policy or government program. Your insurance policy, program rules, Wisconsin law, federal law, and court decisions establish your rights. You may want to consult an attorney for legal guidance about your specific rights.

The Office of the Commissioner of Insurance does not represent that the information in this publication is complete, accurate or timely in all instances. All information is subject to change on a regular basis, without notice.

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Definitions

Case Management—A process by which an enrollee with a serious, complicated, or chronic health condition is identified by a managed care plan and a plan of treatment is established in order to achieve optimum health in a cost-effective manner.

Closed Panel—A type of health plan that requires enrollees to seek care from a medical provider who is either employed by or under contract to the health maintenance organization or limited service health organization.

Coinsurance—A provision in insurance policies that requires the enrollee to pay a percentage of eligible medical expenses in excess of the deductible.

Copayment—A provision in insurance policies that requires the enrollee to pay a flat fee for certain medical services.

Deductible—The portion of eligible medical expenses that the enrollee must pay before the plan will make any benefit payments.

Defined Network Plan—Any health benefit plan that requires or creates incentives for an enrollee to use providers that are owned, managed, or under contract with the insurer offering the plan. This type of plan is sometimes referred to as a managed care plan.

Emergency Care—A medical emergency includes severe pain, an injury, sudden illness, or suddenly worsening illness that would cause a reasonably prudent layperson to expect that delay in treatment may cause serious danger to the person's health if he does not get immediate medical care.

Formulary—A list of prescription medications covered by an insurance plan.

Grievance—Any dissatisfaction with the administration, claims practices, or provision of services by a managed care plan, limited service health organization, or preferred provider plan that is expressed in writing to the insurer by, or on behalf of, an enrollee.

Health Maintenance Organization (HMO)—A health care financing and delivery system that provides comprehensive health care services for enrollees in a particular geographic area. HMOs require the use of specific plan providers.

Independent Review—An appeal process in which a health care professional with no connection to an enrollee's health plan reviews a dispute that involves a medical judgment. This is also referred to as an external appeal.

Limited Service Health Organization (LSHO)—A health care plan that makes available to its enrollees a limited range of health care services, such as dental or eye care, performed by providers selected by the plan.

Managed Care Plan—A health plan that makes available to its enrollees health care services performed by providers selected by the plan and that seeks to manage the cost, accessibility, and quality of care.

Open Panel—A type of health plan other than a closed panel plan that allows covered enrollees to receive care from the provider of their choice and allows any provider to participate. These plans may provide incentives for the enrollee to use providers participating in the plan.

Point-of-Service Plan—A type of managed care plan that provides financial incentives to encourage enrollees to use network providers but allows enrollees to choose providers outside the plan.

Prior Authorization/Precertification—A provision in insurance policies that requires prior approval by a managed care plan or limited service health organization in order for services to be covered by the plan.

Preferred Provider Plan (PPP)—A health care plan that makes available to its enrollees either comprehensive health care services or a limited range of health care services performed by providers selected by the plan. It allows enrollees to use providers outside the network, but enrollees may be liable for a significant portion of these claims.

Primary Care Provider—A provider selected by a managed care plan or LSHO to provide or arrange health care services for an enrollee and who is designated by the enrollee.

Referral—A process for making a request to a managed care plan to receive medical care from a nonparticipating provider or specialist. Some managed care plans require a referral from a primary care provider before the enrollee receives services from another plan provider.

Urgent Care—Medically necessary care for an accident or illness that is needed sooner than a routine doctor's visit.

Managed Care Health Plans

The cost of health care delivery and competition in the health care market has resulted in the development of many ways of providing and paying for health care services. In Wisconsin, there are several delivery systems, all of which are considered some form of managed care plans, such as health maintenance organizations and preferred provider plans.

Health Maintenance Organizations (HMO)

An HMO is a health insurance plan that provides comprehensive, prepaid medical care. It differs from a traditional insurer because it both pays for and provides the medical care. Persons insured by an HMO plan are referred to as enrollees.

In contrast to a traditional health insurance plan, an HMO generally operates on a closed-panel basis. This means that enrollees are required to seek care from a medical provider who is either employed by or under contract to the HMO.

HMOs limit care to a specific geographic area. Except for **serious emergencies** or the need for **urgent care** outside the service area, the HMO will probably not pay for care that enrollees receive from a provider who is not affiliated with the HMO unless the HMO approves the referral request to that provider.

Many HMOs permit enrollees to choose providers who are not on the panel if the enrollee is willing to pay a larger portion of the cost. A typical "**point-of-service**" plan permits an enrollee to make the choice at the time the services are needed. If an enrollee in a point-of-service plan chooses a non-HMO provider, he or she may have to pay a higher deductible and coinsurance.

HMOs are regulated as insurance companies by the Office of the Commissioner of Insurance (OCI). To do business in the state, an HMO must meet certain financial requirements and abide by relevant insurance laws.

Limited Service Health Organizations (LSHO)

An LSHO is the same as an HMO except that it provides a limited range of health care services. For example, a dental LSHO provides only specific dental services.

Like an HMO, an LSHO operates in a certain geographic area, is limited to specific providers,

provides care on a prepaid basis, and is regulated by OCI. The LSHO will normally not pay for services received from a provider who is not affiliated with the organization.

Preferred Provider Plans (PPP)

A PPP pays a specific level of benefits if certain providers are used and a lesser amount if non-PPP providers are utilized.

A PPP must provide reasonable access to network providers in the service area. However, a PPP is not required to offer a choice of participating providers in each geographic area.

PPPs may require that enrollees pay coinsurance of up to 50% for services provided by nonparticipating providers. **Enrollees should read their policies carefully before seeking services from nonparticipating providers.**

Like an HMO and an LSHO, a PPP operates in a certain geographic area, is limited to specific providers, and is regulated by OCI. A PPP that has a provider agreement with a hospital may not have an agreement with every provider who provides services at the hospital, such as anesthesiologists, pathologists, and radiologists.

Managed care plans and LSHOs are subject to a variety of state law requirements. Following are some of the more important requirements:

Provider Directories

A managed care plan and LSHO will provide an enrollee with a provider directory listing hospitals, primary care physicians, and specialty providers from whom the enrollee may obtain services. These directories are updated annually. Most plans also make provider directories available on their Web sites. However, a provider may terminate its participation with the managed care plan at any time during the year. An enrollee should inquire with the plan at the time of making an appointment as to whether the provider is currently participating in the managed care organization's network. Managed care plans often have more than one provider network. The coverage an enrollee chooses at the time of enrollment determines the provider network available. An enrollee must stay within the specific provider network in order for medical services to be covered at the in-network level.

Continuity of Care

If an HMO plan represented during an open-enrollment period that a primary care physician (defined as a physician specializing in internal medicine, pediatrics, or family practice) as being available, it must make the physician available at no additional cost for the entire plan year. A specialist provider must be made available for the lesser of the course of treatment or 90 days. If an enrollee is in her second trimester of pregnancy, the provider must be available through postpartum care. The exceptions are for a provider who is no longer practicing in the managed care plan's service area or who was terminated from the plan for misconduct.

Referral Procedure

Some HMOs and LSHOs require a referral from a primary care physician before an enrollee can see another plan provider. All HMOs and LSHOs require the enrollee to have a referral that has been approved by the plan before going to a non-plan provider. The member handbook includes information on the procedure to follow and any notification requirements.

Standing Referrals—Managed care plans must have a procedure allowing for standing referrals. A standing referral authorizes an enrollee to be seen by a specialist provider for a specific duration of time or specific number of visits without having to obtain a separate referral from the primary provider for each visit to the specialist.

No Referral Required—In a number of cases, an HMO or LSHO cannot require a patient to obtain a referral to see certain providers. The plan must allow a woman to receive obstetrical and gynecological services from a plan physician who specializes in obstetrics or gynecology without requiring a referral from her primary care provider. A managed care plan also may not require a referral from a physician for services from a plan chiropractor.

If an enrollee goes to a non-HMO provider without an approved referral, the claim for those services will not be reimbursed by the HMO or LSHO. Enrollees have the right to file a grievance when a referral is denied.

Mandated Benefits

Health insurance policies sold in Wisconsin often include “mandated benefits.” These are benefits that

an insurer must include in certain types of health insurance policies. Except for HMOs organized as cooperatives under ch. 185, Wis. Stat., HMOs are required to provide the same benefits as traditional insurers.

The mandated benefits required by Wisconsin state law include coverage for: health care services provided by certain nonphysician health care providers; adopted children; handicapped children; nervous and mental disorders, alcoholism, and other drug abuse; home health care; skilled nursing care; kidney disease; mammography; new born infants; grandchildren born to dependent children under the age of 18 who are covered by the policy; diabetes; lead screening; temporomandibular joint treatment; breast reconstruction following a mastectomy; anesthesia for certain dental procedures; maternity coverage for all persons covered under the policy if it provides maternity coverage for anyone; immunizations for children under the age of 6; coverage of certain health care costs in cancer clinical trials; coverage of student on medical leave; treatment for autism spectrum disorders; hearing aids, cochlear implants, and related treatment for infants and children; contraceptives and services; colorectal cancer screening; and coverage of dependents under age 26.

All disability Insurance policies and self-insured health plans that cover injected or intravenous chemotherapy and oral chemotherapy are prohibited from requiring a higher copayment, deductible, or coinsurance amount for oral chemotherapy than they require for injected or intravenous chemotherapy. For high-deductible health plans, the limitation applies only after enrollee deductible has been satisfied for the year.

Every managed care plan must cover a second opinion from another provider within the managed care plan provider network. Every health plan that covers emergency care, including managed care plans, must cover services required to stabilize a condition that most people would consider to be an emergency, without prior authorization. Managed care plans are permitted to charge a reasonable copayment or coinsurance for this benefit.

For more information on mandated benefits, see the *Fact Sheet on Mandated Benefits in Health Insurance Policies* which is available on OCI's Web site at oci.wi.gov/pub_list/pi-019.htm or you may call OCI at 1-800-236-8517 and request a copy.

Grievance Procedure

Enrollees may wish to first contact the managed care plan or LSHO with a question or complaint. Many complaints can be resolved quickly and require no further action. However, filing a complaint with the plan first is not required. An enrollee can file a complaint with the appropriate state agency instead of, before, or at the same time as filing with the managed care plan or LSHO.

All health insurance plans, including all managed care plans and LSHOs, are required to have an internal grievance procedure for those who are not satisfied with the service they receive. The managed care plan or LSHO must provide each enrollee with complete and understandable information about how to use the grievance procedure. An enrollee has the right to appear in person before the grievance committee and present additional information.

Managed care plans and LSHOs are required to have a separate expedited grievance procedure for situations where the medical condition requires immediate medical attention. The procedure requires managed care organizations to resolve an expedited grievance within 72 hours after receiving the grievance.

Managed care plans and LSHOs are required to file a report with OCI listing the number of grievances they had in the previous year. A summary of this information for HMOs and LSHOs for 2012, 2013, and 2014 is included in this publication on [pages 11-14](#). PPP grievance information for 2013 and 2014 is listed on [pages 15-18](#).

Independent Review

There is an additional way for enrollees to resolve some disputes involving medical judgments. The health plan is required to provide enrollees with information on the availability of the independent review process whenever it makes a determination that is eligible for an independent review. In most instances, the enrollee will first complete the health plan's internal grievance process. However, this is not required if the enrollee needs immediate medical care or if the health plan agrees to bypass the grievance process. The independent review process provides the enrollee with an opportunity to have medical professionals who have no connection to the health plan review the dispute. The enrollee may request that an independent review organization (IRO) review the health plan's decision. The IRO

assigns the dispute to a clinical peer reviewer who is an expert in the treatment of the enrollee's medical condition. The IRO has the authority to determine whether the treatment should be covered by the health plan.

For more information on the independent review process, see the *Fact Sheet on the Independent Review Process in Wisconsin* which is available on OCI's Web site at oci.wi.gov/pub_list/pi-203.htm or you may call OCI at 1-800-236-8517 and request a copy.

Managed Care Specialist

The Office of the Commissioner of Insurance has a Managed Care Specialist to assist Wisconsinites who have managed care insurance. The Managed Care Specialist will:

- Answer consumers' questions and inform them of their consumer rights and responsibilities
- Help consumers resolve more complex complaints concerning managed care
- Administer the independent review program
- Monitor the managed care marketplace

You can contact OCI's Managed Care Specialist at ocihmo@wisconsin.gov. You can also call the Information and Complaints line: 1-800-236-8517 (toll-free in Wisconsin) and ask to be connected to the Managed Care Specialist.

Disenrollment

An HMO and an LSHO must disclose in the policy and certificate any circumstances under which an enrollee may be disenrolled. Disenrollment proceedings may be initiated only for the following reasons:

- The enrollee has failed to pay required premiums by the end of the grace period.
- The enrollee has committed acts of physical or verbal abuse that pose a threat to providers or other members of the organization.
- The enrollee has allowed a nonmember to use the HMO's or LSHO's certification card to obtain services or has knowingly provided fraudulent information in applying for coverage.
- The enrollee has moved outside of the geographical service area of the organization.

- The enrollee is unable to establish or maintain a satisfactory physician-patient relationship with the physician responsible for the enrollee's care.

Enrollees have the right to file a grievance when a disenrollment proceeding is initiated.

Quality Assurance Plans

HMO plans are required to develop quality assurance plans to monitor the quality of the health care that their members receive. One way they do this is by collecting data on how often members receive certain medical services and how satisfied enrollees are with the plan. They can then compare their performance to national standards. HMOs are required to submit to OCI a report every year that includes a sample of this data. The measures chosen are intended to cover a broad range of medical services in order to provide you with an overview of the health plan's performance. The graphs on [pages 20-27](#) summarize the data provided by the HMOs.

Questions and Concerns About Your Health Insurance

In addition to your HMO, LSHO, or PPP, state agencies and your employer may help with complaints. The state agencies to contact are:

Office of the Commissioner of Insurance (OCI)

P. O. Box 7873
Madison, WI 53707-7873
(608) 266-0103 (In Madison)
1-800-236-8517 (Statewide)
Telephone Message System

Deaf, hearing, or speech impaired callers may reach OCI through WI TRS.

OCI has an Information and Complaints section dedicated to answering insurance-related questions and assisting individuals who are experiencing problems with their insurance company or their insurance agent. OCI investigates complaints against HMOs, LSHOs, and all other insurance companies. Examples of when to contact OCI include: delays in paying claims, underwriting problems including refusal to insure, deceptive or false advertising, misrepresentation by the HMO or LSHO, failure to provide services guaranteed by the policy, and lack

of disclosure about what is or is not covered by the policy.

All insurance companies and agents doing business in Wisconsin are licensed by OCI. Information regarding licensed insurance companies and agents is available on the OCI Web site at oci.wi.gov. You may call toll-free 1-800-236-8517.

OCI does not have the authority to force a company to insure anyone. However, OCI can take action against agents or insurers who misrepresent coverage, unfairly discriminate, or violate Wisconsin's insurance laws.

Department of Safety and Professional Services (DSPS)

P.O. Box 8935
Madison, WI 53708-8935
(608) 266-7482
dsps.wi.gov

DSPS, through its professional boards, licenses physicians and most other health care providers and takes disciplinary action against a licensee who is proven not to meet minimum standards of professional conduct.

Frequently Asked Questions

How do I select a health plan?

Think about what is most important to you in a health plan: low cost; availability of a specific physician, clinic, or hospital; freedom to see any physician you want; or convenient location of facilities. Remember, you may face trade-offs. For example, you may pay less for a plan, but you may have higher out-of-pocket costs or a narrower provider network. If you like the physician you are currently seeing, check to see if he or she is a provider in the plan you are considering. If you or a dependent has special medical needs, check that the plan you are considering has adequate medical services and providers for that specialty.

What is a defined network plan?

A defined network plan is the term used in Wisconsin insurance law to refer to any health benefit plan that creates incentives for its enrollees to use network providers. Some defined network plans will provide coverage only if the enrollee uses network providers and other plans will pay a larger portion of the charges

if the enrollee uses network providers. HMOs and preferred provider plans are examples of defined network plans. Some people refer to these plans as managed care plans.

In completing the application, I had to choose a primary care provider. What does that mean?

Your primary care provider is responsible for managing your health care needs. Many HMOs require its members to receive all care from the primary care provider or with a referral from the primary care provider.

What can I do if I want a different primary care provider?

Every plan has its own procedures for changing primary care providers. Some plans will only allow you to change primary care providers once during the year. Others allow you to change as often as you like. This should be explained in your member handbook or by contacting the plan.

What happens if I need care immediately?

If you need emergency care, most plans will allow you to go to the nearest provider. If it is not an emergency but you need care sooner than a routine doctor's visit, you may be required to go to a plan provider. You should always contact your primary care provider or the insurance company as soon as possible. Some plans require you to pay an additional portion of the charges if you do not contact them within 48 hours of receiving care in an emergency room.

Does it matter if the specialist to whom I am referred is a plan provider?

Yes. Most closed panel plans will require you to see a specialist who is a plan provider if one is able to provide the services you need. You should ask your physician to only refer you to plan providers.

My primary care provider referred me to a nonplan provider. Do I have to contact the insurance company before my appointment?

Yes. Most closed panel plans require a referral to a nonplan provider be prior authorized by the insurance company before the appointment. In some cases, your primary care provider may submit the referral request to the insurer for you, and the insurer will send you a notice letting you know if the referral has been approved. In some cases, you may be required to contact the insurer directly. In any case,

if you have not received the authorization from the insurance company prior to your appointment, you should contact the company to determine if the service will be covered.

How are students or dependents living out of the service area covered?

Dependents who live out of the area are generally covered for emergency or urgent medical problems. The dependent would be required to receive all follow-up care and routine care from plan providers in the service area.

May I use any provider I choose under the plan?

If you are covered under an HMO or other closed panel plan, you will need to receive all services from your primary care provider or other plan providers. If you are covered under a preferred provider plan or point-of-service plan, you will be able to choose any provider. However, you will be required to pay a larger portion of the bill if you use a nonplan provider and may be required to have some services prior authorized by the insurance company. Your member handbook should explain the requirements specific to your plan.

Will I incur any liability if I fail to follow the prior authorization requirements?

Yes. If you fail to follow the required prior authorization procedures, you will be required to pay a larger portion of the claim. In some cases, the plan may determine that the service is not covered under the contract and completely deny the claim.

What is a drug formulary?

Many managed care plans establish a list of prescription drugs that the plan considers medically appropriate and cost effective. Prescription drugs are usually grouped into tiers, and your share of the cost is determined by the tier that your medication is on.

My doctor told me he was no longer with the HMO, but I want to stay with him. What can I do?

The agreement between the managed care plan and your doctor is a separate agreement that may terminate any time during the year.

If the provider is your primary provider, the plan must cover your care for the remainder of the plan year.

If you are in your 2nd or 3rd trimester of pregnancy, the plan must cover your care through postpartum care.

If you are seeing a specialist, the plan must cover your care for the lesser of 90 days or through the current course of treatment.

If the provider leaves the plan because he or she no longer practices in the plan's service area or is terminated for misconduct, the foregoing provisions do not apply.

If your employer offers other plans, you may wish to consider changing plans during your employer's open enrollment period.

My doctor never told me he was no longer with the HMO and the HMO did not tell me either. Now I have all these bills the HMO will not cover. What can I do?

If your doctor leaves the HMO in the middle of the plan year, there are notice requirements. The HMO is required to notify you at least 30 days in advance if its contract with your primary care provider is terminated. If it terminates its contract with a specialist, it must either notify you at least 30 days in advance, or require the specialist to post a notice in the provider's office.

If you are receiving bills, you should file a grievance with the plan to explain the extenuating circumstances. You may also file a complaint with OCI.

I disagree with my doctor and want a second opinion. Will the HMO pay for it?

Yes, so long as you go to a plan provider or, if necessary, obtain a referral from your primary provider for the second opinion.

I live in a different county from where I work and my employer only offers an HMO. It is too far for me to go to see the doctor. What can I do?

If you enroll in the HMO, you must follow its procedures. This means that you will be required to receive your care from plan providers.

You may wish to ask your employer to consider offering other coverage.

I received a provider directory when I enrolled in my health plan. How do I know whether I'm in an HMO, a preferred provider plan (PPP), or some other type of managed care plan? What difference does it make?

When you enrolled, you should have received a certificate of coverage and other written information that explains how your health plan works. This material should describe the benefits covered by your plan and explain any procedures that you must follow in order to receive coverage. It is very important to review this information. It will explain all of your coverage, whether you must use plan providers or whether you can choose any provider. It will also explain when you need a referral from your primary care provider and when you need to contact the health plan for authorization before receiving health care.

If you have any questions about your coverage, call the health plan's customer service department. If you have coverage through your employer, the employer's human resources department may also be able to answer your questions.

I am covered by a group health plan through my employer. I would like to receive a copy of the certificate of insurance. How do I go about obtaining a copy?

Under Wisconsin insurance law, health insurers are required to provide insureds with a copy of the health insurance certificate. Most health insurers make the certificate available on their internet Web sites. You should have received a letter from your insurer telling you how to get a copy of the certificate. The correspondence must also include an offer to provide a paper copy of the certificate if an insured requests it.

**Number of Grievances
Health Maintenance Organizations**

	2012				2013				2014			
	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
Care Wis. Health Plan, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
Children's Community Health Plan, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
Community Care Health Plan, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
Compcare Health Services Insurance Corporation	354	292	1	647	265	547	7	819	534	654	1	1,189
Dean Health Plan, Inc.	68	199	0	267	92	270	0	362	144	273	0	417
Group Health Cooperative of Eau Claire	4	18	0	22	4	3	0	7	3	4	0	7
Group Health Cooperative of South Central Wis.	15	64	0	79	28	63	0	91	41	65	0	106
Gundersen Health Plan, Inc.	3	56	0	59	1	69	0	70	14	45	0	59
Health Tradition Health Plan	1	85	0	86	12	88	0	100	5	82	0	87
Humana Wis. Health Organization Insurance Corp.	73	378	8	459	105	315	8	428	91	235	10	336
Independent Care Health Plan ³	*	*	*	*	*	*	*	*	*	*	*	*
Managed Health Services Insurance Corp. ⁴	*	*	*	*	*	*	*	*	*	*	*	*
Medical Associates Clinic Health Plan of Wis., The	1	2	0	3	0	8	0	8	1	5	0	6
MercyCare HMO, Inc.	0	101	0	101	1	114	0	115	1	103	0	104
Molina Healthcare of Wis., Inc.	0	0	0	0	0	0	0	0	27	8	0	35
Network Health Plan	176	73	10	259	200	80	10	290	167	105	10	282
Physicians Plus Insurance Corporation	96	235	13	344	39	130	0	169	21	118	0	139
Security Health Plan of Wis., Inc.	21	70	0	91	36	102	0	138	65	169	0	234
Trilogy Health Insurance, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
UnitedHealthcare of Wis., Inc.	53	58	2	113	102	84	1	187	71	196	0	267
Unity Health Plans Insurance Corporation	10	272	0	282	11	362	0	373	16	535	0	551
WPS Health Plan, Inc.	34	77	1	112	28	86	0	114	9	118	0	127
Total	909	1,980	35	2,924	924	2,321	26	3,271	1,210	2,715	21	3,946

¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.

² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.

³ Medicaid and/or Medicare only HMO.

⁴ Medicaid only HMO until 2015.

* Not required to report.

Report information has not been audited.

**Number of Grievances (continued)
Health Maintenance Organizations**

	Grievances Per 10,000 Enrollees											
	2012				2013				2014			
	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
Care Wis. Health Plan, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
Children's Community Health Plan, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
Community Care Health Plan, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
Compcare Health Services Insurance Corporation	26.7	22.0	0.1	48.8	15.4	31.9	0.4	47.7	29.1	35.6	0.1	64.8
Dean Health Plan, Inc.	2.7	7.8	0.0	10.4	3.6	10.6	0.0	14.3	5.5	10.3	0.0	15.8
Group Health Cooperative of Eau Claire	0.8	3.8	0.0	4.6	0.9	0.7	0.0	1.6	0.8	1.1	0.0	1.8
Group Health Cooperative of South Central Wis.	2.2	9.2	0.0	11.4	3.9	8.8	0.0	12.7	5.1	8.1	0.0	13.2
Gundersen Health Plan, Inc.	0.5	10.3	0.0	10.8	0.2	12.5	0.0	12.7	2.4	7.8	0.0	10.2
Health Tradition Health Plan	0.3	23.3	0.0	23.6	3.3	24.4	0.0	27.7	1.3	21.5	0.0	22.8
Humana Wis. Health Organization Insurance Corp.	13.0	67.3	1.4	81.7	22.6	67.8	1.7	92.2	18.0	46.5	2.0	66.5
Independent Care Health Plan ³	*	*	*	*	*	*	*	*	*	*	*	*
Managed Health Services Insurance Corp. ⁴	*	*	*	*	*	*	*	*	*	*	*	*
Medical Associates Clinic Health Plan of Wis., The	1.5	3.0	0.0	4.4	0.0	12.1	0.0	12.1	1.5	7.4	0.0	8.9
MercyCare HMO, Inc.	0.0	30.7	0.0	30.7	0.3	34.8	0.0	35.1	0.3	34.0	0.0	34.3
Molina Healthcare of Wis., Inc.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.1	0.9	0.0	4.0
Network Health Plan	15.5	6.4	0.9	22.8	18.6	7.4	0.9	27.0	15.8	10.0	0.9	26.7
Physicians Plus Insurance Corporation	9.1	22.3	1.2	32.7	4.7	15.7	0.0	20.4	3.4	18.9	0.0	22.3
Security Health Plan of Wis., Inc.	1.2	3.9	0.0	5.1	2.0	5.6	0.0	7.6	3.4	8.8	0.0	12.1
Trilogy Health Insurance, Inc. ³	*	*	*	*	*	*	*	*	*	*	*	*
UnitedHealthcare of Wis., Inc.	1.5	1.6	0.1	3.1	4.1	3.3	0.0	7.5	2.8	7.7	0.0	10.5
Unity Health Plans Insurance Corporation	0.9	23.2	0.0	24.1	0.8	24.7	0.0	25.4	1.0	32.9	0.0	33.9
WPS Health Plan, Inc.	13.3	30.1	0.4	43.8	13.7	42.0	0.0	55.6	3.0	39.6	0.0	42.6
Total	0.5	1.0	0.0	1.5	0.5	1.3	0.0	1.8	0.6	1.4	0.0	2.0

¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.

² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.

³ Medicaid and/or Medicare only HMO.

⁴ Medicaid only HMO until 2015.

* Not required to report.

Report information has not been audited.

Number of Grievances Limited Service Health Organizations

	2012				2013				2014			
	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
American Dental Plan of Wisconsin, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Care-Plus Dental Plans, Inc.	2	2	2	6	1	0	2	3	0	3	0	3
Dental Com Insurance Plan	0	0	0	0	0	0	0	0	0	0	0	0
Dental Protection Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Direct Dental Service Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Momentum Insurance Plans, Inc.	0	21	0	21	0	4	0	4	0	1	0	1
SeniorDent Dental Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Superior Vision Insurance Plan of Wisconsin, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Vision Care Network Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Wisconsin Vision Service Plan, Inc.	281	17	206	504	313	26	263	602	271	17	224	512
Total	283	40	208	531	314	30	265	609	271	21	224	516

¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.

² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.

Report information has not been audited.

**Number of Grievances (continued)
Limited Service Health Organizations**

	Grievances Per 10,000 Enrollees											
	2012				2013				2014			
	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
American Dental Plan of Wisconsin, Inc.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Care-Plus Dental Plans, Inc.	0.3	0.3	0.3	0.9	0.2	0.0	0.3	0.5	0.0	0.5	0.0	0.5
Dental Com Insurance Plan	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Dental Protection Plan, Inc.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Direct Dental Service Plan, Inc.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Momentum Insurance Plans, Inc.	0.0	6.8	0.0	6.8	0.0	1.0	0.0	1.0	0.0	0.2	0.0	0.2
SeniorDent Dental Plan, Inc.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Superior Vision Insurance Plan of Wisconsin, Inc.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Vision Care Network Insurance Corporation	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wisconsin Vision Service Plan, Inc.	0.9	0.1	0.7	1.6	11.8	1.0	9.9	22.7	8.4	0.5	6.9	15.8
Total	0.1	0.5	1.2	0.7	0.7	0.1	0.6	1.4	0.6	0.0	0.5	1.1

¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.

² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.

Report information has not been audited.

**Number of Grievances
Preferred Provider Plans**

	Premium Earned		Enrollees		2013				2014			
	2013	2014	2013	2014	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
	Aetna Life Insurance Company	\$ 31,405,896	\$ 36,802,325	14,684	7,030	0	1	0	1	0	0	0
All Savers Insurance Company	36,379,213	34,229,435	9,553	4,583	0	35	0	35	0	26	0	26
American Family Mutual Insurance Company	7,069,981	686,120	1,037	175	0	34	0	34	0	11	0	11
American Heritage Life Insurance Company	480,683	480,683	280	280	0	0	0	0	0	0	0	0
American National Life Insurance Co. of Texas	379,523	248,297	80	49	0	11	0	11	0	10	0	10
Bankers Life and Casualty Company	359,771	246,523	108	92	0	0	0	0	0	0	0	0
Blue Cross Blue Shield of Wisconsin	148,233,913	128,860,762	30,041	26,788	198	164	2	364	187	252	1	440
Celtic Insurance Company	3,969,365	26,520	933	5	0	12	0	12	0	38	0	38
CIGNA Health andLife Insurance Company	3,523,688	13,184,046	6,237	4,664	0	0	0	0	14	0	0	14
Common Ground Healthcare Cooperative	0	104,891,467	0	20,158	0	0	0	0	67	76	0	143
Companion Life Insurance Company	34,461	2,547	3	1	0	0	0	0	0	0	0	0
Connecticut General Life Insurance Company	1,494,328	234,816	2,212	566	9	6	0	15	11	1	0	12
Federated Mutual Insurance Company	25,825,728	22,574,913	5,561	4,424	0	15	0	15	0	10	0	10
Golden Rule Insurance Company	88,800,102	82,095,542	35,414	30,204	206	107	2	315	10	94	1	105
Group Health Cooperative of South Central Wis.	31,310,954	39,126,352	6,361	7,725	9	9	0	18	8	9	0	17
HealthPartners Insurance Company	132,192,080	127,068,062	25,805	23,622	10	115	1	126	1	49	0	50
Humana Insurance Company	212,017,405	214,811,473	46,302	46,294	344	492	20	856	152	294	3	449
John Alden Life Insurance Company	10,143,415	4,089,621	1,544	533	208	3	44	255	122	19	0	141
Madison National Life Insurance Company, Inc.	212,295	0	28	0	0	8	0	8	0	0	0	0
Medica Health Plans of Wisconsin	0	2,604,988	0	1,226	0	0	0	0	1	5	0	6
Medica Insurance Company	78,101,600	91,669,256	25,983	4,330	0	51	0	51	1	39	0	40
Nippon Life Insurance Company of America	0	599,735	0	146	0	0	0	0	0	1	0	1

¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.

² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.

Reported information has not been audited.

**Number of Grievances (continued)
Preferred Provider Plans**

	Premium Earned		Enrollees		2013				2014			
	2013	2014	2013	2014	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
Pekin Life Insurance Company	\$ 4,163,020	\$ 2,207,328	557	356	1	3	0	4	0	0	0	0
Physicians Plus Insurance Corporation	28,147,814	11,531,169	5,269	2,182	0	3	0	3	0	2	0	2
Standard Security Life Ins. Co. of New York	174,904	0	77	0	0	11	0	11	0	0	0	0
Time Insurance Company	49,486,560	63,692,650	15,740	7,725	763	115	0	878	985	159	0	1,144
Trustmark Life Insurance Company	5,081,803	1,775,416	1,487	402	0	63	0	63	0	22	0	22
Union Security Insurance Company	218,418	104,112	11	5	0	0	0	0	0	0	0	0
UnitedHealthcare Insurance Company	926,526,014	846,391,666	193,375	172,175	496	282	3	781	408	402	1	811
UnitedHealthcare Life Insurance Company	2,519,593	5,945,487	600	1,221	1	4	0	5	0	15	0	15
US Health and Life Insurance Company	0	11,099,332	0	2,335	0	0	0	0	4	23	0	27
WEA Insurance Corporation	526,550,027	538,363,623	94,487	96,934	8	53	0	61	39	67	0	106
Wisconsin Physicians Service Insurance Corp.	340,629,447	389,214,137	76,582	80,305	220	281	0	501	137	322	0	459
Totals	\$2,695,432,002	\$2,774,858,404	600,351	546,535	2,473	1,878	72	4,423	2,147	1,946	6	4,099

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Reported information has not been audited.

**Number of Grievances (continued)
Preferred Provider Plans**

	Grievances Per 10,000 Enrollees							
	2013				2014			
	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
Aetna Life Insurance Company	0.0	0.7	0.0	0.7	0.0	0.0	0.0	0.0
All Savers Insurance Company	0.0	36.6	0.0	36.6	0.0	56.7	0.0	56.7
American Family Mutual Insurance Company	0.0	327.9	0.0	327.9	0.0	628.6	0.0	628.6
American Heritage Life Insurance Company	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
American National Life Insurance Co. of Texas	0.0	1375.0	0.0	1375.0	0.0	**	0.0	**
Bankers Life and Casualty Company	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Blue Cross Blue Shield of Wisconsin	65.9	54.6	0.7	121.2	69.8	94.1	0.4	164.3
Celtic Insurance Company	0.0	128.6	0.0	128.6	0.0	**	0.0	**
CIGNA Health andLife Insurance Company	0.0	0.0	0.0	0.0	30.0	0.0	0.0	30.0
Common Ground Healthcare Cooperative	0.0	0.0	0.0	0.0	33.2	37.7	0.0	70.9
Companion Life Insurance Company	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Connecticut General Life Insurance Company	40.7	27.1	0.0	67.8	194.3	17.7	0.0	212.0
Federated Mutual Insurance Company	0.0	27.0	0.0	27.0	0.0	22.6	0.0	22.6
Golden Rule Insurance Company	58.2	30.2	0.6	88.9	3.3	31.1	0.3	34.8
Group Health Cooperative of South Central Wis.	14.1	14.1	0.0	28.3	10.4	11.7	0.0	22.0
HealthPartners Insurance Company	3.9	44.6	0.4	48.8	0.4	20.7	0.0	21.2
Humana Insurance Company	74.3	106.3	4.3	184.9	32.8	63.5	0.6	97.0
John Alden Life Insurance Company	1347.2	19.4	285.0	1651.6	**	356.5	0.0	**
Madison National Life Insurance Company, Inc.	0.0	**	0.0	**	0.0	0.0	0.0	0.0
Medica Health Plans of Wisconsin	0.0	0.0	0.0	0.0	8.2	40.8	0.0	48.9
Medica Insurance Company	0.0	19.6	0.0	19.6	2.3	90.1	0.0	92.4
Nippon Life Insurance Company of America	0.0	0.0	0.0	0.0	0.0	68.5	0.0	68.5

¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.

² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.

** Not statistically significant.

Reported information has not been audited.

**Number of Grievances (continued)
Preferred Provider Plans**

	Grievances Per 10,000 Enrollees							
	2013				2014			
	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total	Plan ¹ Admin.	Benefit ² Denial	Quality of Care	Total
Pekin Life Insurance Company	18.0	53.9	0.0	71.8	0.0	0.0	0.0	0.0
Physicians Plus Insurance Corporation	0.0	5.7	0.0	5.7	0.0	9.2	0.0	9.2
Standard Security Life Ins. Co. of New York	0.0	1428.6	0.0	1428.6	0.0	0.0	0.0	0.0
Time Insurance Company	484.8	73.1	0.0	557.8	**	205.8	0.0	**
Trustmark Life Insurance Company	0.0	423.7	0.0	423.7	0.0	547.3	0.0	547.3
Union Security Insurance Company	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
UnitedHealthcare Insurance Company	25.6	14.6	0.2	40.4	23.7	23.3	0.1	47.1
UnitedHealthcare Life Insurance Company	16.7	66.7	0.0	83.3	0.0	122.9	0.0	122.9
US Health and Life Insurance Company	0.0	0.0	0.0	0.0	17.1	98.5	0.0	115.6
WEA Insurance Corporation	0.8	5.6	0.0	6.5	4.0	6.9	0.0	10.9
Wisconsin Physicians Service Insurance Corpo.	28.7	36.7	0.0	65.4	17.1	40.1	0.0	57.2
Totals	41.2	31.3	1.2	73.7	39.4	35.6	0.1	75.1

- ¹ A Plan Administration grievance is a grievance related to plan marketing, policyholder service, billing, underwriting, or similar administrative function.
- ² A Benefit Denial grievance is a grievance related to the denial of a benefit, including grievances related to refusals to refer enrollees or provide requested services.
- ** Not statistically significant.

Reported information has not been audited.

HMO Quality and Consumer Satisfaction Data

The health plan you choose can affect the quality of medical care that your family receives. Some plans do a better job of helping you to stay healthy and obtaining the medical care you need when you are sick. If your employer allows you to choose a health plan, you may want to consider how successful the plans are in providing quality care.

HMO plans are required to develop quality assurance plans to monitor the quality of the health care that their members receive. One way they do this is to collect data on how often members receive certain medical services. They can then compare their performance to national standards. The HMOs are required to submit to OCI a report every year that includes a sample of this data. The report includes the results of five Healthcare Effectiveness Data and Information Set (HEDIS®) measures and two Consumer Assessment of Healthcare Providers and Systems (CAHPS®) questions. The measures chosen are intended to cover a broad range of medical services in order to provide you with an overview of the health plan's performance. The Wisconsin average is based on the reports submitted to OCI, including the HMOs that do not submit data to the National Committee for Quality Assurance (NCQA) for Quality Compass®. The graphs also include the national average score as reported in the 2014 Quality Compass.

HEDIS measures whether the health plan and its doctors are providing medical care that is generally recommended to prevent and treat disease. It is developed and maintained by the NCQA, a nonprofit organization that reviews and accredits managed care organizations. The NCQA specifies how the data will be collected to ensure that it is done in a consistent way that will allow you to compare the performance of different plans.

Quality Compass is NCQA's comprehensive national database of health plans' HEDIS and CAHPS results. It contains plan-specific, comparative, and descriptive information on the performance of hundreds of managed care organizations.

CAHPS is a consumer satisfaction survey that is sponsored by the Agency for Healthcare Research and Quality (AHRQ), an agency in the U.S. Department of Health and Human Services. The CAHPS surveys are designed to assess consumers' experience with all types of health care systems.

The graphs on the following pages summarize the data collected by the HMOs during 2013. The data for calendar year 2014 will be posted on our Web site at oci.wi.gov/hmo_info/hmodata.htm in November 2015.

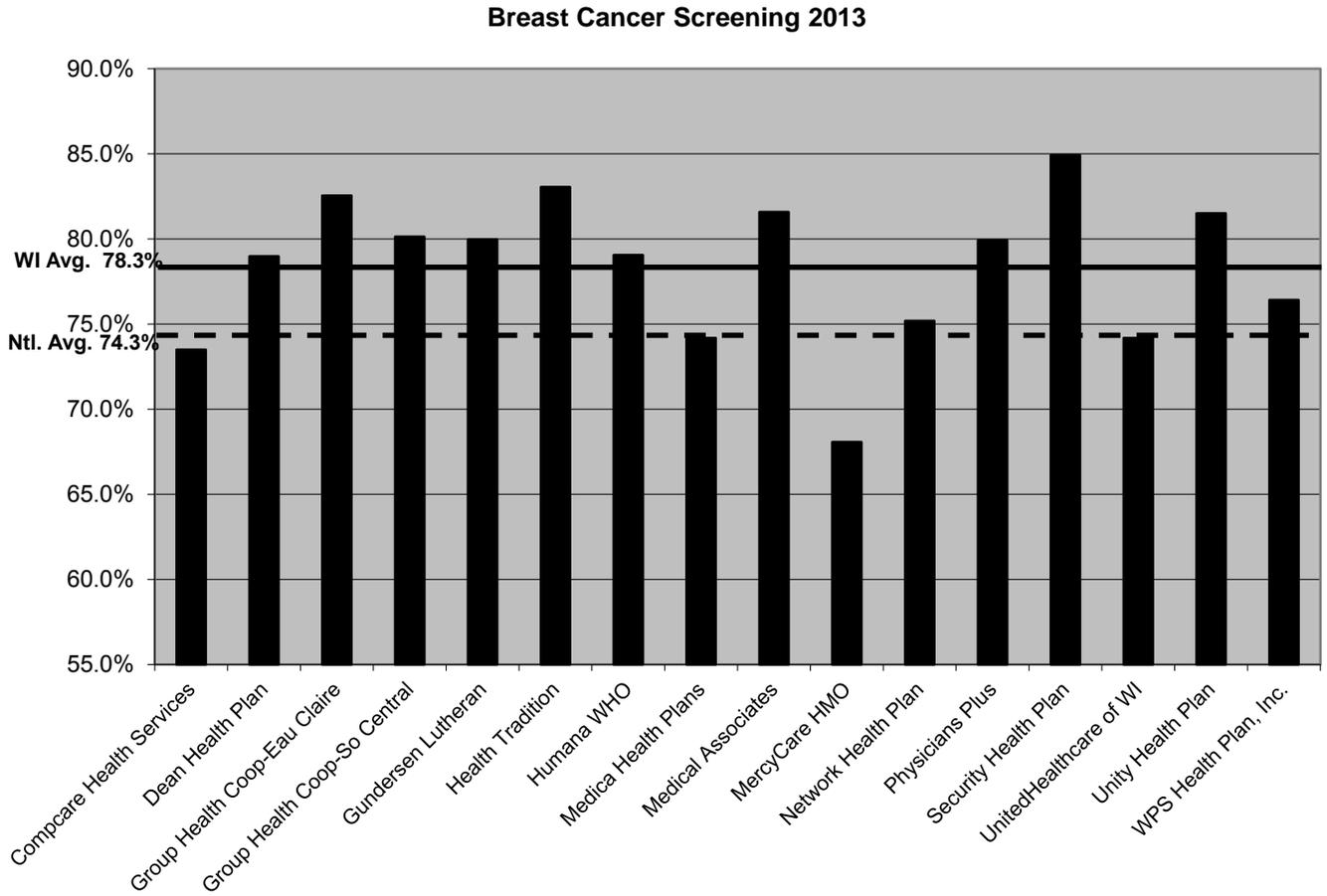
HEDIS® is a registered trademark of the National Committee for Quality Assurance.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

Quality Compass® is a registered trademark of the National Committee for Quality Assurance.

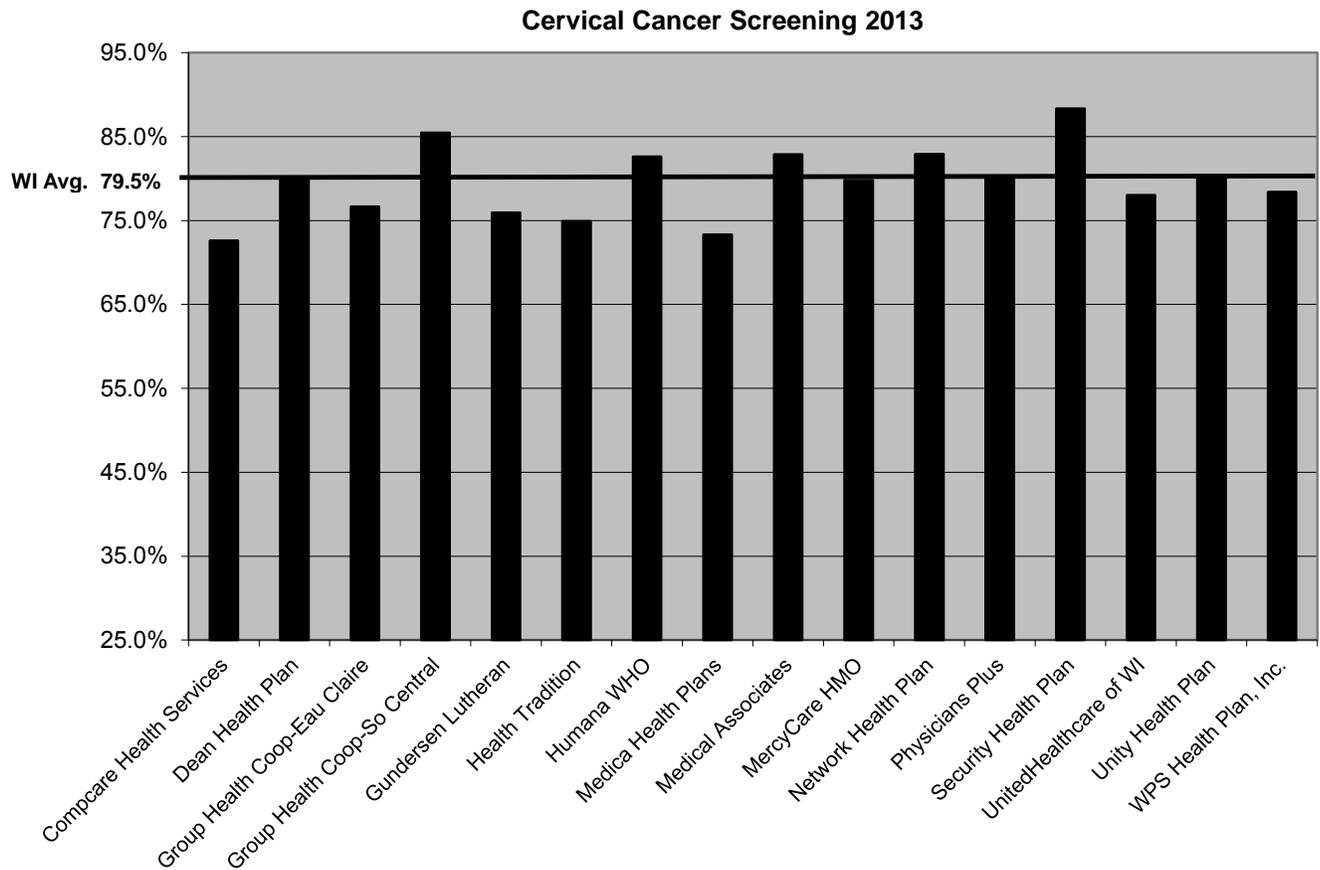
Breast Cancer Screening

The Breast Cancer Screening rate estimates the percentage of women ages 50-74 enrolled in a health plan who had at least one mammogram in the past two years.



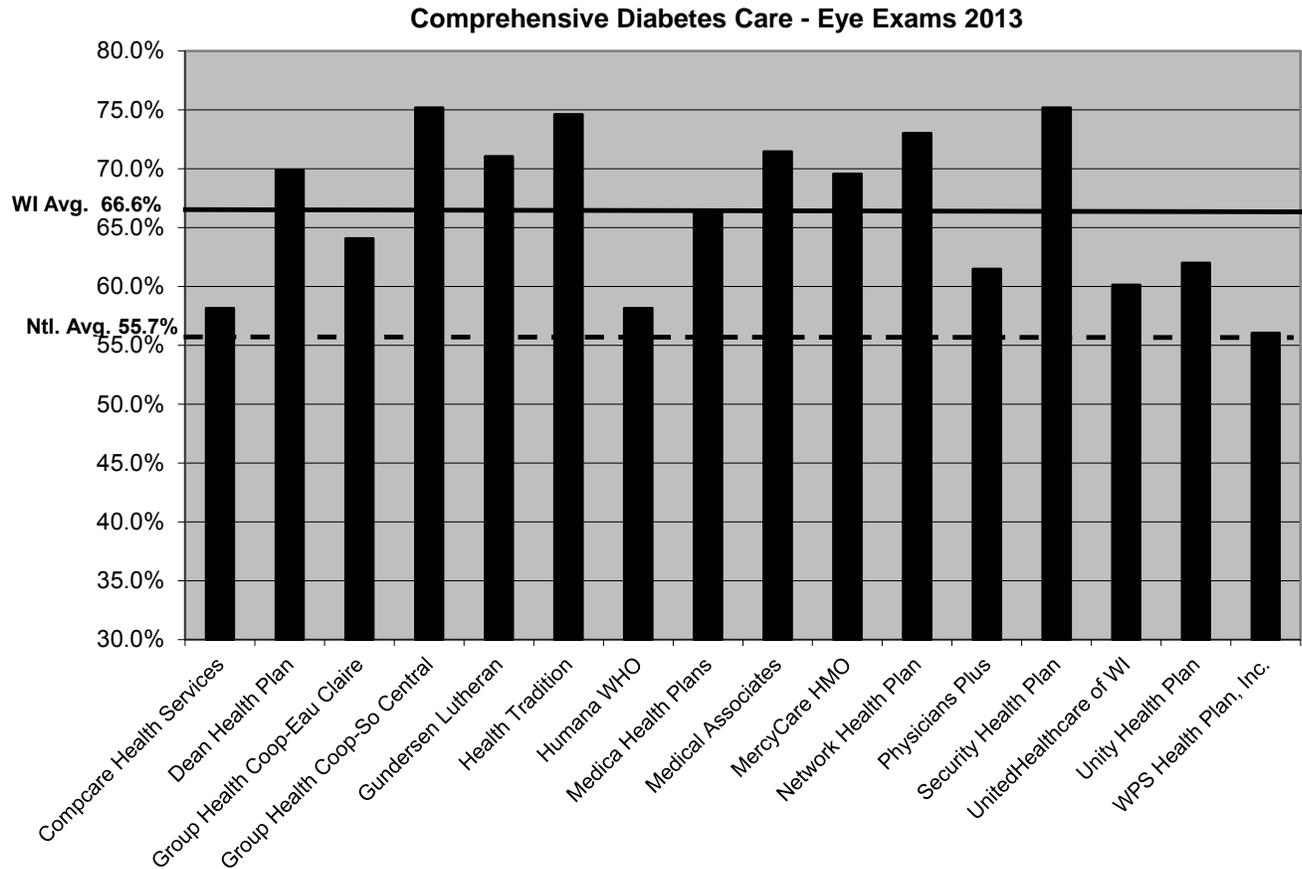
Cervical Cancer Screening

The Cervical Cancer Screening rate estimates the percentage of women ages 21-64 who were screened for cervical cancer. There were significant changes to the measure beginning in 2013; therefore, no national benchmark was published.



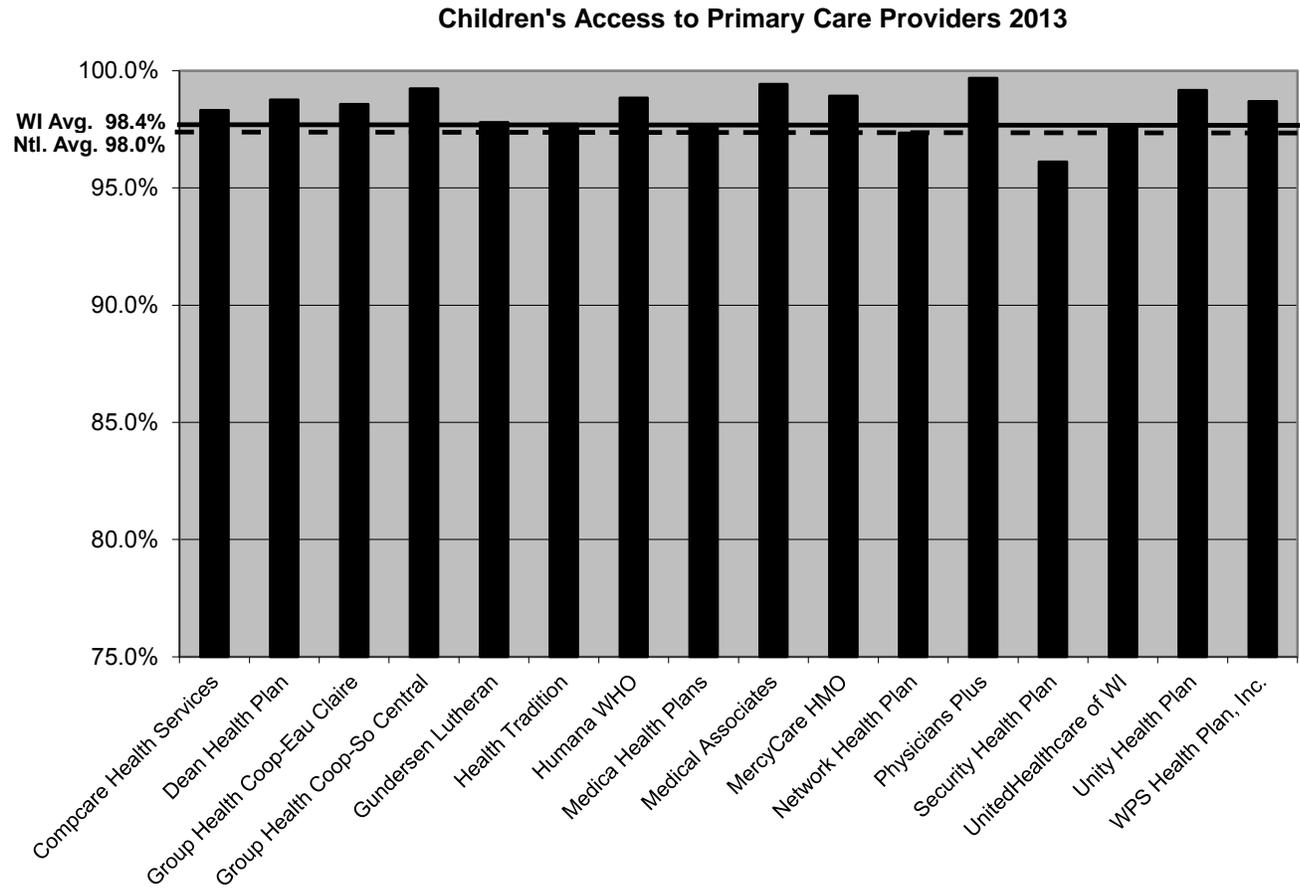
Comprehensive Diabetes Care - Eye Exams

The Comprehensive Diabetes Care measure includes several important features of effective, multiphasic management of diabetes and its complications. The eye exam measure estimates the percentage of health plan members with Type 1 and Type 2 diabetes that were ages 18-75 who had an eye exam during the last two years to watch for disease that can lead to blindness.



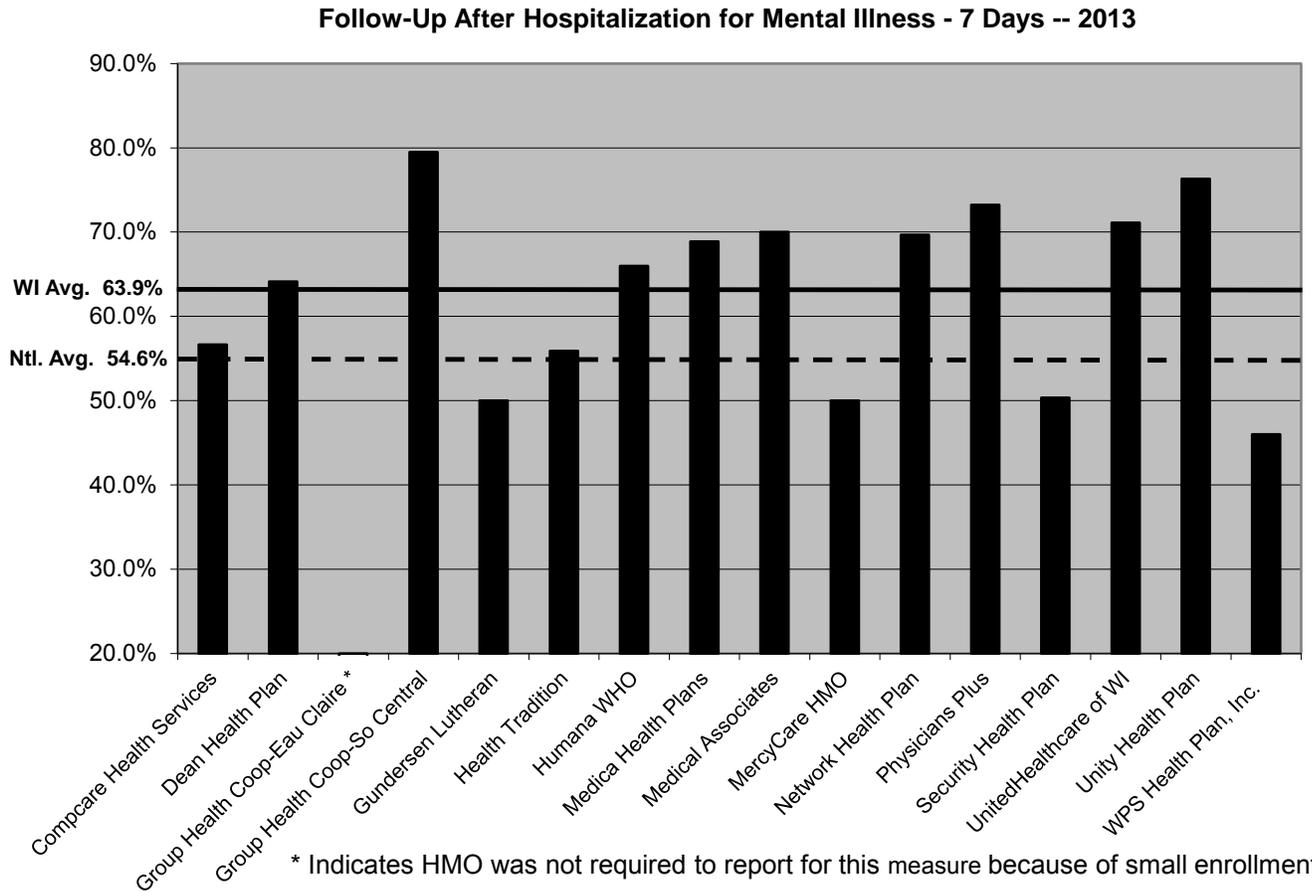
Children's Access to Primary Care Providers

The Children's Access to Primary Care Providers measure indicates the percentage of children age 12 months through 24 months who had at least one visit to a primary care practitioner during the measurement year.



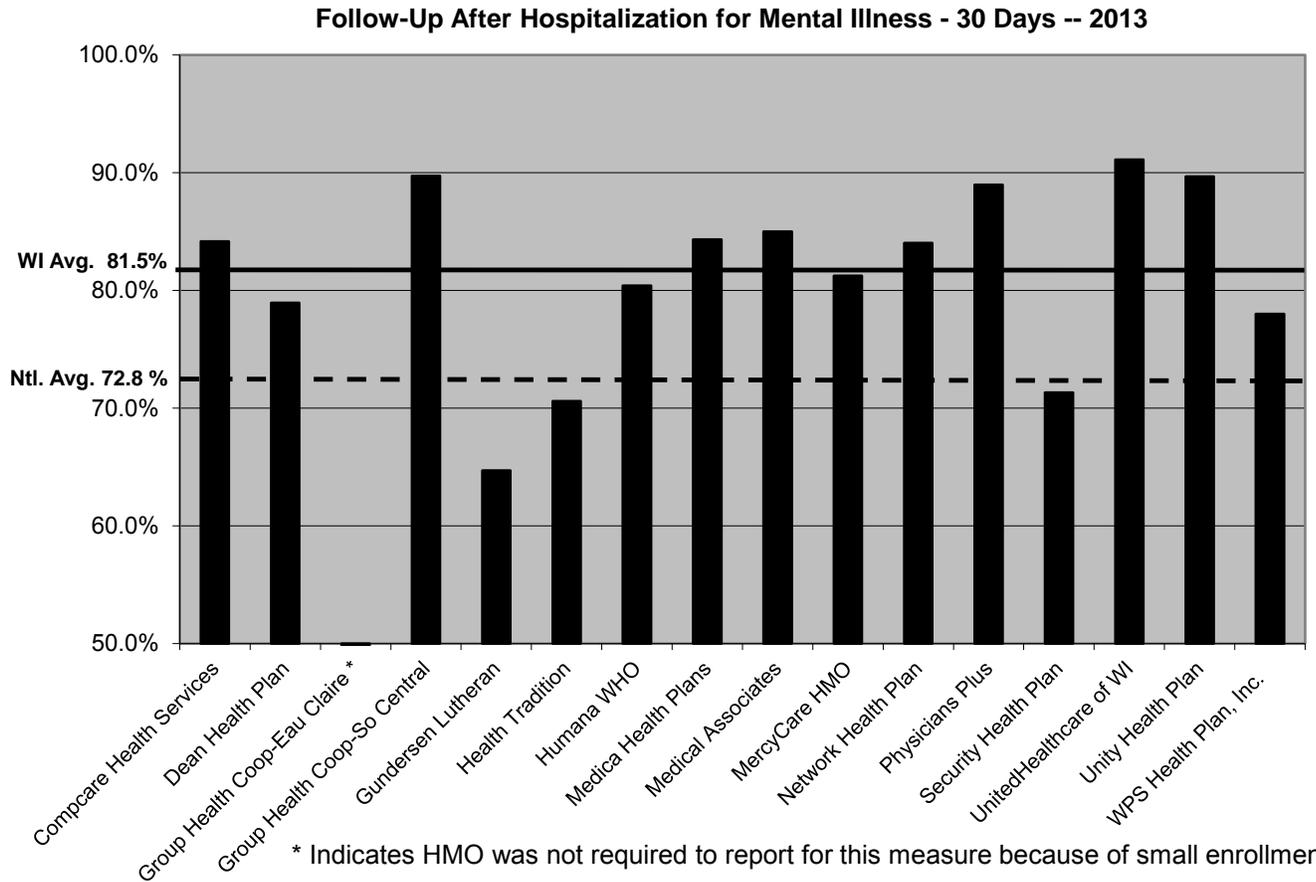
Follow-Up After Hospitalization for Mental Illness - 7 Days

The Follow-Up After Hospitalization for Mental Illness measure indicates the percentage of health plan members age 6 and older who were hospitalized for selected mental health disorders and were seen by a mental health provider within 7 days after leaving the hospital.



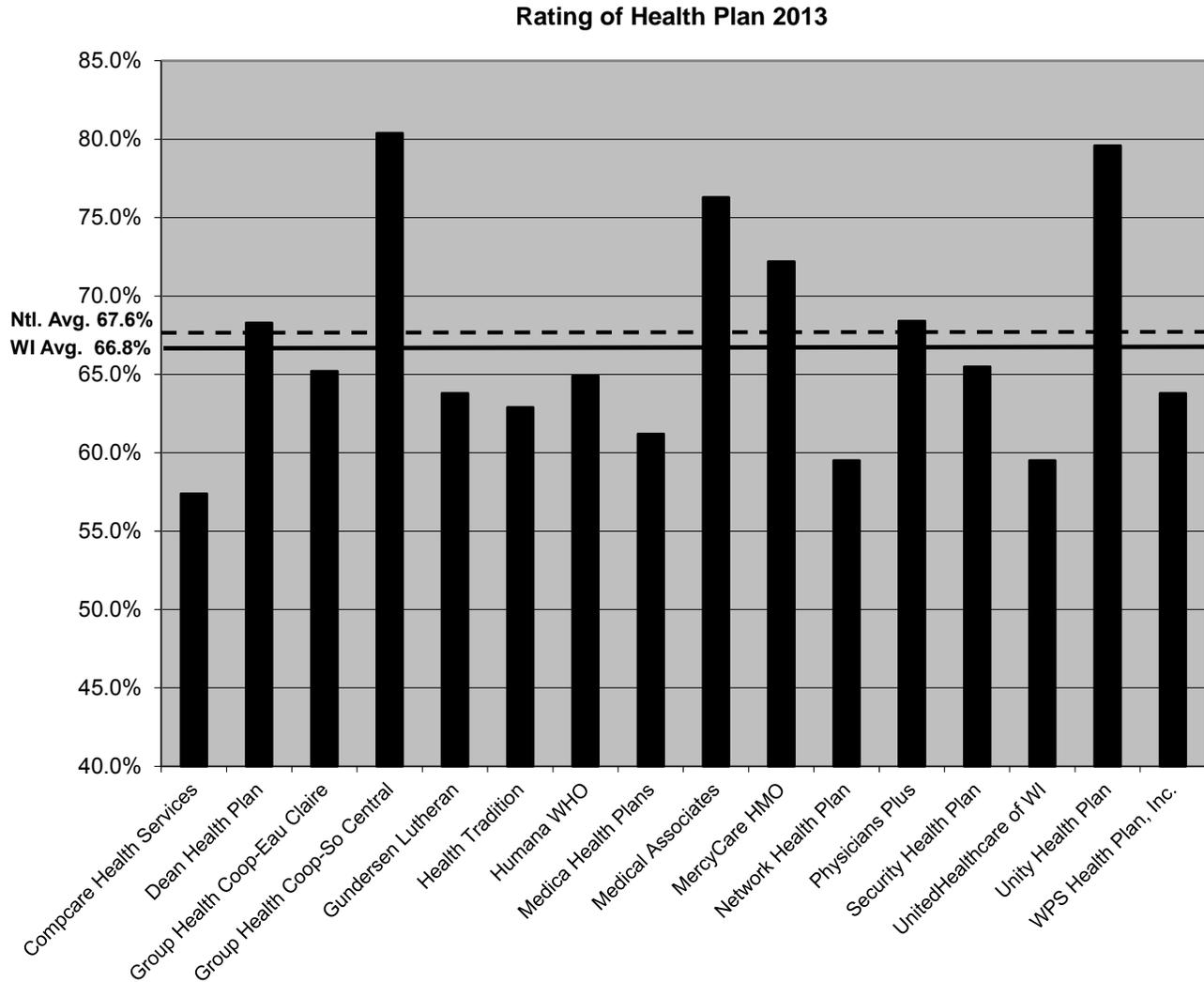
Follow-Up After Hospitalization for Mental Illness - 30 Days

The Follow-Up After Hospitalization for Mental Illness measure indicates the percentage of health plan members age 6 and older who were hospitalized for selected mental health disorders and were seen by a mental health provider within 30 days after leaving the hospital.



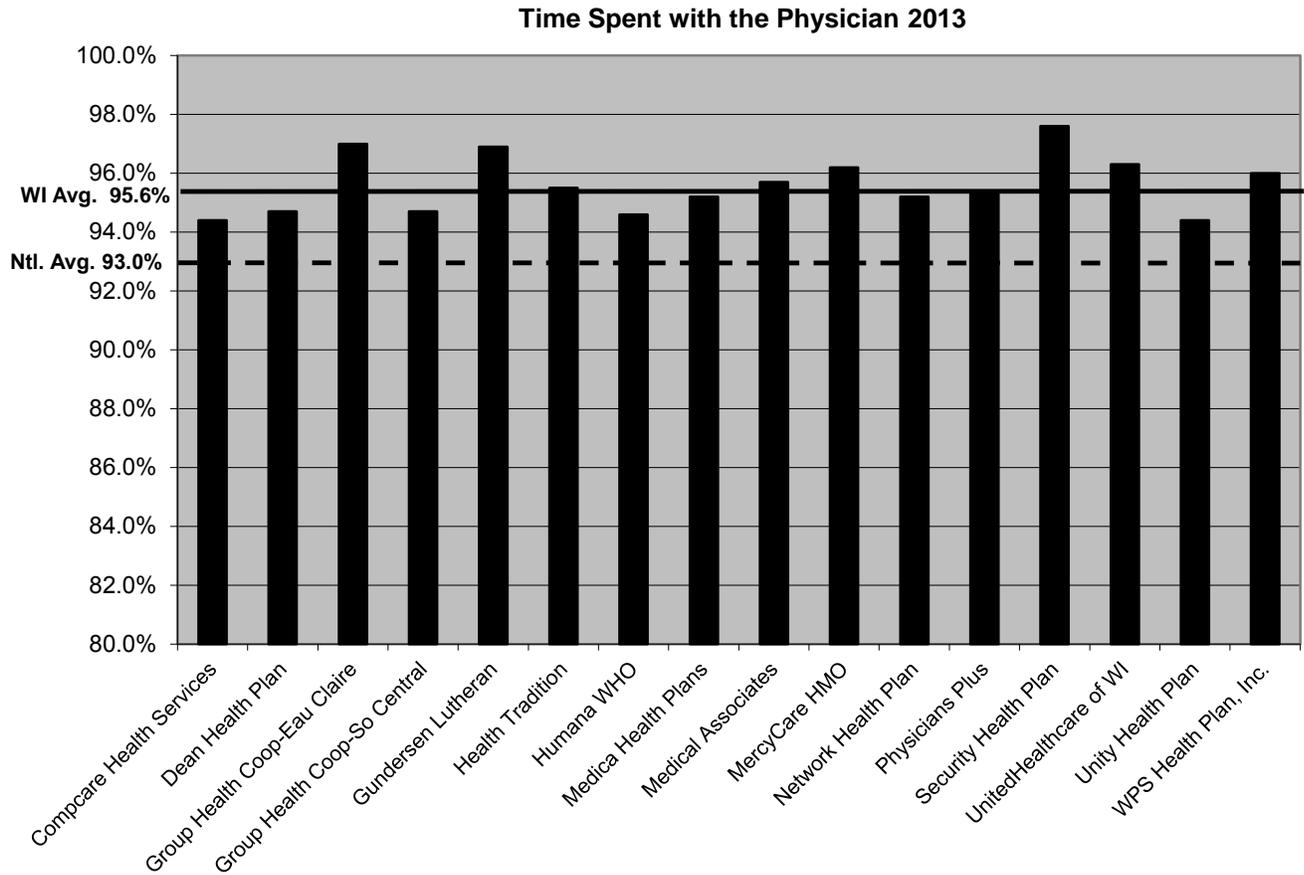
Rating of Health Plan

For the Rating of Health Plan measure, respondents were asked to rate their health plan, with 0 equaling worst health plan possible and 10 equaling best health plan possible. The measure indicates the percentage of members who rated their health plan with an 8, 9, or 10.



Time Spent with the Physician

For the Time Spent with the Physician measure, members were asked how often doctors or other health providers spent enough time with them in the last 12 months. Members could answer "Never," "Sometimes," "Usually," or "Always." The measure indicates the percentage of members who answered "Always" or "Usually."



Counties Served by Health Maintenance Organizations (HMOs)

Adams	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of South Central Wisconsin Security Health Plan of Wisconsin, Inc. Unity Health Plans Insurance Corporation
Ashland	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
Barron	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Health Tradition Health Plan Security Health Plan of Wisconsin, Inc.
Bayfield	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
Brown	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Buffalo	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan
Burnett	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Security Health Plan of Wisconsin, Inc.
Calumet	Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan

Chippewa	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Health Tradition Health Plan Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
Clark	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc.
Columbia	Care Wisconsin Health Plan Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Group Health Cooperative of South Central Wisconsin Unity Health Plans Insurance Corporation
Crawford	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Medical Associates Clinic Health Plan of Wisconsin Unity Health Plans Insurance Corporation
Dane	Care Wisconsin Health Plan Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of South Central Wisconsin Independent Care Health Plan Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation
Dodge	Care Wisconsin Health Plan Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of South Central Wisconsin Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation WPS Health Plan
Door	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc.

Door (continued)	Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Douglas	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Humana Wisconsin Health Organization Insurance Corp. Security Health Plan of Wisconsin, Inc.
Dunn	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Health Tradition Health Plan Humana Wisconsin Health Organization Insurance Corp. Security Health Plan of Wisconsin, Inc.
Eau Claire	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Health Tradition Health Plan Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
Florence	Compcare Health Services Insurance Corporation Molina Healthcare of Wisconsin, Inc.
Fond du Lac	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation WPS Health Plan
Forest	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Security Health Plan of Wisconsin, Inc.
Grant	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Medical Associates Clinic Health Plan of Wisconsin UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation
Green	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Group Health Cooperative of South Central Wisconsin Humana Wisconsin Health Organization Insurance Corp.

Green (continued)	MercyCare HMO, Inc. Unity Health Plans Insurance Corporation
Green Lake	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation WPS Health Plan
Iowa	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Group Health Cooperative of South Central Wisconsin Medical Associates Clinic Health Plan of Wisconsin Unity Health Plans Insurance Corporation
Iron	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
Jackson	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc.
Jefferson	Care Wisconsin Health Plan Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of South Central Wisconsin Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. MercyCare HMO, Inc. Molina Healthcare of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation
Juneau	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Group Health Cooperative of South Central Wisconsin Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Security Health Plan of Wisconsin, Inc. Unity Health Plans Insurance Corporation

Kenosha
Children's Community Health Plan, Inc.
Community Care Health Plan, Inc.
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Kewaunee
Compcare Health Services Insurance Corporation
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

La Crosse
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Gundersen Lutheran Health Plan, Inc.
Health Tradition Health Plan
UnitedHealthcare of Wisconsin, Inc.

Lafayette
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Group Health Cooperative of Eau Claire
Group Health Cooperative of South Central Wisconsin
Medical Associates Clinic Health Plan of Wisconsin
Unity Health Plans Insurance Corporation

Langlade
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Security Health Plan of Wisconsin, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Lincoln
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Security Health Plan of Wisconsin, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Manitowoc
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan

Manitowoc (continued)	Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Marathon	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Humana Wisconsin Health Organization Insurance Corp. Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Marinette	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Marquette	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation WPS Health Plan
Menominee	Compcare Health Services Insurance Corporation Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. UnitedHealthcare of Wisconsin, Inc.
Milwaukee	Children's Community Health Plan, Inc. Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan

Monroe	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc.
Oconto	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Onieda	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Molina Healthcare of Wisconsin, Inc. Security Health Plan of Wisconsin, Inc. WPS Health Plan
Outagamie	Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Ozaukee	Children's Community Health Plan, Inc. Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Pepin	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Health Tradition Health Plan Security Health Plan of Wisconsin, Inc.

Pierce
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Humana Wisconsin Health Organization Insurance Corp.

Polk
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Humana Wisconsin Health Organization Insurance Corp.
Managed Health Services Insurance Corp.

Portage
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
Security Health Plan of Wisconsin, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Price
Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Managed Health Services Insurance Corp.
Security Health Plan of Wisconsin, Inc.

Racine
Children's Community Health Plan, Inc.
Community Care Health Plan, Inc.
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
Trilogy Health Insurance, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Richland
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Group Health Cooperative of Eau Claire
Group Health Cooperative of South Central Wisconsin
Gundersen Lutheran Health Plan, Inc.
Health Tradition Health Plan
Unity Health Plans Insurance Corporation

Rock
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Group Health Cooperative of South Central Wisconsin
Humana Wisconsin Health Organization Insurance Corp.
Managed Health Services Insurance Corp.
MercyCare HMO, Inc.
UnitedHealthcare of Wisconsin, Inc.
Unity Health Plans Insurance Corporation

Rusk	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Health Tradition Health Plan Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
St Croix	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Humana Wisconsin Health Organization Insurance Corp.
Sauk	Care Wisconsin Health Plan Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Group Health Cooperative of South Central Wisconsin Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Independent Care Health Plan Unity Health Plans Insurance Corporation
Sawyer	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Security Health Plan of Wisconsin, Inc.
Shawano	Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Group Health Cooperative of Eau Claire Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. Security Health Plan of Wisconsin, Inc. Trilogy Health Insurance, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Sheboygan	Compcare Health Services Insurance Corporation Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Taylor	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan

Trempealeau	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan Security Health Plan of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc.
Vernon	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Group Health Cooperative of South Central Wisconsin Gundersen Lutheran Health Plan, Inc. Health Tradition Health Plan UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation
Vilas	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Molina Healthcare of Wisconsin, Inc. Security Health Plan of Wisconsin, Inc. WPS Health Plan
Walworth	Children's Community Health Plan, Inc. Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. MercyCare HMO, Inc. Molina Healthcare of Wisconsin, Inc. UnitedHealthcare of Wisconsin, Inc. Unity Health Plans Insurance Corporation WPS Health Plan
Washburn	Compcare Health Services Insurance Corporation Group Health Cooperative of Eau Claire Security Health Plan of Wisconsin, Inc.
Washington	Children's Community Health Plan, Inc. Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Dean Health Plan, Inc. Humana Wisconsin Health Organization Insurance Corp. Independent Care Health Plan Managed Health Services Insurance Corp. Molina Healthcare of Wisconsin, Inc. Network Health Plan, Inc. UnitedHealthcare of Wisconsin, Inc. WPS Health Plan
Waukesha	Children's Community Health Plan, Inc. Community Care Health Plan, Inc. Compcare Health Services Insurance Corporation Dean Health Plan, Inc.

Waukesha (continued) Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
Trilogy Health Insurance, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Waupaca Community Care Health Plan, Inc.
Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
Security Health Plan of Wisconsin, Inc.
Trilogy Health Insurance, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Waushara Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
Security Health Plan of Wisconsin, Inc.
UnitedHealthcare of Wisconsin, Inc.
Unity Health Plans Insurance Corporation
WPS Health Plan

Winnebago Compcare Health Services Insurance Corporation
Dean Health Plan, Inc.
Humana Wisconsin Health Organization Insurance Corp.
Independent Care Health Plan
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Network Health Plan, Inc.
Trilogy Health Insurance, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Wood Compcare Health Services Insurance Corporation
Group Health Cooperative of Eau Claire
Managed Health Services Insurance Corp.
Molina Healthcare of Wisconsin, Inc.
Security Health Plan of Wisconsin, Inc.
UnitedHealthcare of Wisconsin, Inc.
WPS Health Plan

Directory of Licensed HMOs

This list includes only HMOs that are licensed separately. Some HMOs are not separately licensed but are offered as a line of business of an insurance company. These plans are not listed in this directory.

Care Wisconsin Health Plan, Inc.
2802 International Lane
Madison, WI 53704
(608) 240-0020
1-800-963-0035
www.carewisc.org

Children's Community Health Plan, Inc.
9000 West Wisconsin Avenue
Milwaukee, WI 53201
(414) 266-6328
1-800-482-8010
www.childrenschp.com

Community Care Health Plan, Inc.
205 Bishops Way
Brookfield, WI 53005
(414) 385-6600
1-866-992-6600
www.CommunityCareInc.org

Compcare Health Services Ins. Corp.
N17 W24340 Riverwood Drive
Waukesha, WI 53188
(262) 523-2439
www.anthem.com

Dean Health Plan, Inc.
1277 Deming Way
Madison, WI 53717
(608) 836-1400
1-800-279-1301
www.deancare.com

Group Health Cooperative of Eau Claire
2503 North Hillcrest Parkway
Altoona, WI 54720
(715) 552-4300
1-888-203-7770
www.group-health.com

Group Health Cooperative of
South Central Wisconsin
1265 John Q. Hammons Drive
Madison, WI 53717
(608) 251-4156
1-800-605-4327
www.ghcscw.com

Gundersen Lutheran Health Plan, Inc.
3190 Gundersen Drive
Onalaska, WI 54650
(608) 775-8007
www.gundluth.org

Health Tradition Health Plan
1808 East Main Street
Onalaska, WI 54650
(608) 781-9692
1-877-832-1823
www.healthtradition.com

Humana Wisconsin Health Org. Ins. Corp.
N19 W24133 Riverwood Drive, Suite 300
Waukesha, WI 53188-1145
(262) 951-2560
1-800-558-4444
www.humana.com

Independent Care Health Plan
1555 North RiverCenter Drive, Suite 202A
Milwaukee, WI 53212
(414) 223-4847
1-800-777-4376
www.icare-wi.org

Managed Health Services Insurance Corp.
10700 West Research Drive, Suite 300
West Allis, WI 53214
(414) 345-4600
1-800-547-1647
www.mhswi.com

The Medical Associates Clinic Health
Plan of Wisconsin
1605 Associates Drive, Suite 101
Dubuque, IA 52002-2270
(563) 556-8070
1-800-747-8900
www.mahealthcare.com

MercyCare HMO, Inc.
580 North Washington
P.O. Box 550
Janesville, WI 53547-0550
(608) 752-3431
1-800-752-3431
www.mercycarehealthplans.com

Directory of Licensed HMOs (continued)

Molina Healthcare of Wisconsin, Inc.
2400 South 102nd Street, Suite 103
West Allis, WI 53227
(414) 847-1777
1-888-999-2404
www.molinahealthcare.com

Network Health Plan, Inc.
1570 Midway Place
P.O. Box 120
Menasha, WI 54952-0120
(920) 720-1300
1-800-826-0940
www.networkhealth.com

Security Health Plan of Wisconsin, Inc.
1515 Saint Joseph Avenue
P.O. Box 8000
Marshfield, WI 54449
(715) 221-9555
1-800-472-2363
www.securityhealth.org

Trilogy Health Insurance, Inc.
18000 West Sarah Lane, Suite 310
Brookfield, WI 53045-5842
(414) 755-3619
1-855-530-6790
www.trilogyhealthinsurance.com

UnitedHealthcare of Wisconsin, Inc.
10701 West Research Drive
P.O. Box 26649
Wauwatosa, WI 53226-0649
(414) 443-4000
1-800-879-0071
www.unitedhealthcare.com

Unity Health Plans Ins. Corp.
840 Carolina Street
Sauk City, WI 53583-1371
(608) 643-3430
1-800-362-3310
www.unityhealth.com

WPS Health Plan, Inc.
P.O. Box 14540
Madison, WI 53708-0540
(608) 221-4711
1-888-711-1444
www.WeCareForWisconsin.com

Directory of Licensed LSHOs and Counties Served

This list includes only LSHOs that are licensed separately. Some LSHOs are not separately licensed but are offered as a line of business of an insurance company. These plans are not listed in this directory.

<u>Name of Insurer</u>	<u>Counties Served*</u>
American Dental Plan of Wisconsin, Inc. P. O. Box 44966 Madison, WI 53744-4966 (608) 831-1047 1-800-257-0396	Columbia, Dane, Dodge, Grant, Iowa, Jefferson, Richland, Rock, Sauk, Waukesha
Care-Plus Dental Plans, Inc. 11711 West Burleigh Street Wauwatosa, WI 53222-3108 (414) 771-1711	Brown, Calumet, Dodge, Door, Fond du Lac, Green Lake, Jefferson, Kenosha, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara, Winnebago
Dental Com Insurance Plan P.O. Box 929 Marshfield, WI 54449-0929 (715) 387-1702	Clark, Marathon, Portage, Taylor, Wood
Dental Protection Plan, Inc. 7130 West Greenfield Avenue West Allis, WI 53214-4708 (414) 259-9522	Eastern Wisconsin
Momentum Insurance Plans, Inc. 2971 Chapel Valley Road Fitchburg, WI 53711-7420 (262) 637-7494	Statewide
Preferred Insurance Affiliates, Inc. 1029 Howard Street, Suite 201 Evanston, IL 60202-3877 (847) 491-0660	Milwaukee
Vision Care Network Insurance Corp. 1421 Washington Avenue Racine, WI 53403-2254 (262) 637-7494	Kenosha, Milwaukee, Racine
Superior Vision Insurance Plan of Wisconsin, Inc. 939 Elkridge Landing Road, Suite 200 Linthicum, MD 21090 (414) 475-1875 1-800-883-5747	Statewide

* Plans may serve only portions of listed counties. Consult the plan for more detailed information.

Directory of Licensed LSHOs and Counties Served (continued)

<u>Name of Insurer</u>	<u>Counties Served*</u>
Wisco Dental Insurance Company, Inc. 2501 East Enterprise Avenue Appleton, WI 54913 (920) 725-5584	Brown, Manitowoc, Milwaukee, Outagamie, Rock, Sheboygan, Washington, Winnebago

* Plans may serve only portions of listed counties. Consult the plan for more detailed information.

Table 1A

**Wisconsin Counties Enrollment
 As of January 1, 2015**

	HMO			POS			Total HMO & POS	Popu- lation	Pene- tration
	Small Group	Large Group & Other	Total HMO	Small Group	Large Group & Other	Total POS			
Adams	183	3,424	3,607	54	192	246	3,853	20,215	19%
Ashland	158	4,064	4,222	256	385	641	4,863	16,103	30%
Barron	194	9,032	9,226	186	422	608	9,834	45,455	22%
Bayfield	102	2,531	2,633	113	435	548	3,181	14,985	21%
Brown	6,376	53,830	60,206	3,075	7,838	10,913	71,119	256,670	28%
Buffalo	145	1,699	1,844	60	253	313	2,157	13,188	16%
Burnett	3	2,074	2,077	85	65	150	2,227	15,328	15%
Calumet	1,339	7,887	9,226	713	1,387	2,100	11,326	49,491	23%
Chippewa	421	14,237	14,658	384	932	1,316	15,974	63,460	25%
Clark	774	11,079	11,853	193	644	837	12,690	34,423	37%
Columbia	2,257	28,227	30,484	370	3,586	3,956	34,440	56,615	61%
Crawford	382	4,893	5,275	50	410	460	5,735	16,392	35%
Dane	24,594	294,823	319,417	3,297	13,000	16,297	335,714	516,284	65%
Dodge	1,963	25,943	27,906	1,153	2,113	3,266	31,172	88,574	35%
Door	294	5,022	5,316	378	1,140	1,518	6,834	27,766	25%
Douglas	16	6,212	6,228	177	286	463	6,691	43,698	15%
Dunn	96	5,052	5,148	197	335	532	5,680	44,305	13%
Eau Claire	520	22,046	22,566	681	1,009	1,690	24,256	101,564	24%
Florence	8	521	529	6	31	37	566	4,481	13%
Fond du Lac	1,701	18,755	20,456	1,312	1,858	3,170	23,626	101,759	23%
Forest	138	2,066	2,204	39	99	138	2,342	9,127	26%
Grant	4,246	15,595	19,841	108	1,185	1,293	21,134	51,829	41%
Green	1,389	15,156	16,545	347	1,080	1,427	17,972	37,063	48%
Green Lake	490	5,155	5,645	160	397	557	6,202	18,836	33%
Iowa	809	10,651	11,460	99	607	706	12,166	23,825	51%
Iron	84	1,907	1,991	47	263	310	2,301	5,917	39%
Jackson	299	5,233	5,532	25	372	397	5,929	20,652	29%
Jefferson	1,666	27,575	29,241	857	3,275	4,132	33,373	84,395	40%
Juneau	627	7,760	8,387	71	564	635	9,022	26,395	34%
Kenosha	345	28,551	28,896	987	1,097	2,084	30,980	168,068	18%
Kewaunee	439	4,939	5,378	327	1,043	1,370	6,748	20,444	33%
La Crosse	3,280	33,756	37,036	160	2,851	3,011	40,047	118,011	34%
Lafayette	1,210	5,229	6,439	104	286	390	6,829	16,853	41%
Langlade	141	5,920	6,061	262	303	565	6,626	19,410	34%
Lincoln	431	8,048	8,479	129	570	699	9,178	28,493	32%
Manitowoc	1,305	12,872	14,177	1,592	2,384	3,976	18,153	80,160	23%
Marathon	2,422	35,957	38,379	848	3,193	4,041	42,420	135,780	31%
Marinette	465	6,872	7,337	221	669	890	8,227	41,298	20%

Table 1A (continued)

**Wisconsin Counties Enrollment
As of January 1, 2015**

	HMO			POS			Total HMO & POS	Popu- lation	Pene- tration
	Small Group	Large Group & Other	Total HMO	Small Group	Large Group & Other	Total POS			
Marquette	345	5,462	5,807	76	335	411	6,218	15,050	41%
Menominee	5	512	517	23	9	32	549	4,522	12%
Milwaukee	2,410	314,692	317,102	9,383	14,392	23,775	340,877	956,406	36%
Monroe	1,194	12,647	13,841	134	1,428	1,562	15,403	45,379	34%
Oconto	825	7,831	8,656	552	1,192	1,744	10,400	37,417	28%
Oneida	441	9,664	10,105	303	844	1,147	11,252	35,563	32%
Outagamie	5,619	37,336	42,955	2,871	7,139	10,010	52,965	182,006	29%
Ozaukee	939	11,533	12,472	2,304	2,518	4,822	17,294	87,470	20%
Pepin	36	887	923	90	34	124	1,047	7,335	14%
Pierce	14	2,566	2,580	143	226	369	2,949	40,958	7%
Polk	20	1,444	1,464	93	267	360	1,824	43,437	4%
Portage	783	15,330	16,113	352	2,158	2,510	18,623	70,482	26%
Price	114	4,915	5,029	83	171	254	5,283	13,675	39%
Racine	563	43,341	43,904	1,892	2,384	4,276	48,180	195,163	25%
Richland	340	4,173	4,513	45	418	463	4,976	17,662	28%
Rock	2,687	56,033	58,720	1,175	3,474	4,649	63,369	161,188	39%
Rusk	131	4,572	4,703	47	205	252	4,955	14,333	35%
St.Croix	31	5,431	5,462	102	486	588	6,050	86,759	7%
Sauk	2,451	28,889	31,340	330	1,786	2,116	33,456	63,379	53%
Sawyer	147	2,727	2,874	96	249	345	3,219	16,437	20%
Shawano	731	7,766	8,497	463	746	1,209	9,706	41,579	23%
Sheboygan	564	19,612	20,176	1,484	2,137	3,621	23,797	115,290	21%
Taylor	458	5,239	5,697	12	194	206	5,903	20,540	29%
Trempealeau	693	8,415	9,108	98	684	782	9,890	29,509	34%
Vernon	745	9,784	10,529	20	1,601	1,621	12,150	30,362	40%
Vilas	174	4,480	4,654	152	421	573	5,227	21,398	24%
Walworth	554	19,237	19,791	836	2,036	2,872	22,663	103,527	22%
Washburn	204	3,676	3,880	44	198	242	4,122	15,694	26%
Washington	684	17,992	18,676	2,847	2,523	5,370	24,046	133,251	18%
Waukesha	1,734	51,078	52,812	6,887	9,361	16,248	69,060	395,118	17%
Waupaca	893	11,215	12,108	624	1,210	1,834	13,942	52,066	27%
Wausara	456	6,402	6,858	97	339	436	7,294	24,178	30%
Winnebago	3,953	39,173	43,126	1,877	2,752	4,629	47,755	169,511	28%
Wood	1,629	26,791	28,420	198	1,439	1,637	30,057	73,608	41%
Totals	93,879	1,555,438	1,649,317	54,856	121,915	176,771	1,826,088	5,757,564	32%

Percentages are based on U.S. Census Bureau estimates as of July 1, 2014, and are rounded to nearest whole percent.

**Table 2
Wisconsin HMOs (Closed Panel Plans) Enrollment by County
As of January 1, 2015**

	Care WI	CCHP	Child- ren's	Comp- care	Dean	GHC-EC	GHC-SC WI	Gunder- sen	Health Tradition	Humana	I-Care	Managed Health
Adams	0	0	0	3	552	271	143	11	13	36	0	0
Ashland	0	0	0	0	7	298	0	0	0	2	0	87
Barron	0	0	0	2	5	3,011	0	2	158	21	0	0
Bayfield	0	0	0	2	1	692	0	0	1	36	0	16
Brown	0	0	1,091	1,218	6,485	0	0	1	1	7,552	567	3,871
Buffalo	0	0	0	0	4	433	0	492	731	6	0	0
Burnett	0	0	0	5	2	860	0	0	0	2	0	0
Calumet	0	7	97	146	27	0	0	0	0	828	0	364
Chippewa	0	0	0	5	6	4,285	0	111	416	103	0	396
Clark	0	0	0	0	2	788	0	61	81	21	0	522
Columbia	75	0	0	3	16,943	429	2,353	20	11	82	0	9
Crawford	0	0	0	0	330	182	0	2,752	1,425	2	0	0
Dane	2,456	0	0	16	96,777	29	65,083	24	14	382	1,367	0
Dodge	60	0	0	398	13,813	3	159	2	1	433	14	673
Door	0	0	0	113	480	0	0	0	0	320	74	377
Douglas	0	0	0	21	5	2,335	0	0	0	4	0	313
Dunn	0	0	0	1	6	2,897	0	32	475	105	0	0
Eau Claire	0	0	0	1	16	9,701	0	306	649	174	0	641
Florence	0	0	0	0	0	0	0	0	0	4	0	0
Fond du Lac	0	0	0	685	1,736	1	19	4	1	1,398	235	2,131
Forest	0	0	0	3	0	20	0	0	0	15	0	149
Grant	0	0	0	0	9,358	1,252	41	1,013	374	8	0	0
Green	0	0	0	0	6,807	1,163	1,010	2	0	110	0	0
Green Lake	0	0	0	10	949	0	0	2	4	121	0	361
Iowa	0	0	0	0	6,789	505	549	15	8	3	0	0
Iron	0	0	0	0	5	38	0	1	0	0	0	0
Jackson	0	0	0	0	16	497	0	2,371	1,569	45	0	0
Jefferson	144	0	0	296	12,950	0	717	1	0	241	19	1,112
Juneau	0	0	0	0	1,198	616	65	2,237	863	15	0	0
Kenosha	0	53	10,158	5,480	18	0	0	0	1	1,177	891	728
Kewaunee	0	0	0	144	710	0	0	1	0	401	39	134
La Crosse	0	0	0	0	34	357	0	22,902	12,872	134	0	0
Lafayette	0	0	0	0	2,639	794	208	3	0	10	0	0
Langlade	0	0	0	3	1	76	0	0	0	13	0	698
Lincoln	0	0	0	0	14	96	6	0	1	16	0	487
Manitowoc	0	0	0	397	830	0	1	0	0	1,454	159	1,806
Marathon	0	0	0	0	18	343	0	3	2	210	0	2,765

Table 2 (continued)
Wisconsin HMOs (Closed Panel Plans) Enrollment by County
As of January 1, 2015

	Care WI	CCHP	Child- ren's	Comp- care	Dean	GHC-EC	GHC-SC WI	Gunder- sen	Health Tradition	Humana	I-Care	Managed Health
Marinette	0	0	0	138	248	0	0	0	0	549	85	493
Marquette	0	0	0	0	2,161	28	49	1	0	25	0	261
Menominee	0	0	0	0	1	0	0	0	0	8	0	69
Milwaukee	0	826	94,464	58,673	183	4	95	5	2	12,030	18,186	7,410
Monroe	0	0	0	0	44	169	0	6,947	6,033	70	0	0
Oconto	0	0	0	151	884	0	0	4	2	880	15	555
Oneida	0	0	0	0	10	112	2	0	0	56	0	730
Outagamie	0	94	361	1,274	293	0	0	8	0	2,743	264	1,670
Ozaukee	0	48	1,667	983	38	1	0	7	0	3,202	75	96
Pepin	0	0	0	0	0	303	0	10	251	6	0	0
Pierce	0	0	0	7	3	761	0	5	18	150	0	0
Polk	0	0	0	14	7	179	0	0	1	39	0	57
Portage	0	0	0	6	20	196	0	3	0	162	0	1,064
Price	0	0	0	1	4	75	0	1	0	2	0	86
Racine	0	136	9,604	6,040	66	0	0	0	0	2,741	1,142	690
Richland	0	0	0	0	1,555	96	89	595	30	9	0	0
Rock	76	0	0	550	26,362	4	915	4	1	299	0	4,718
Rusk	0	0	0	0	0	705	0	2	32	2	0	131
St. Croix	0	0	0	14	1	1,378	0	2	3	169	0	0
Sauk	73	0	0	5	20,525	24	2,292	268	11	17	0	0
Sawyer	0	0	0	1	3	558	0	2	2	10	0	69
Shawano	0	0	0	98	194	28	0	0	0	842	17	648
Sheboygan	0	0	793	688	1,195	1	0	1	0	933	342	1,073
Taylor	0	0	0	0	2	131	0	8	0	5	0	145
Trempealeau	0	0	0	0	6	917	0	4,198	3,279	25	0	0
Vernon	0	0	0	0	249	377	0	7,917	1,330	21	0	0
Vilas	0	0	0	0	16	92	5	1	1	28	0	309
Walworth	0	0	2,524	660	4,013	0	33	0	0	451	254	356
Washburn	0	0	0	6	1	1,099	0	2	5	5	0	105
Washington	0	46	5,228	1,416	133	0	0	0	0	2,133	145	1
Waukesha	0	125	8,380	5,846	5,188	1	64	10	1	4,817	597	456
Waupaca	0	44	130	70	20	1	0	0	0	822	117	463
Waushara	0	0	0	87	65	12	0	2	4	188	0	598
Winnebago	0	0	494	844	96	0	0	2	0	2,664	340	1,811
Wood	0	0	0	0	58	307	6	16	29	100	0	1,169
Total	2,884	1,379	134,991	86,524	243,177	39,531	73,904	52,390	30,706	51,687	24,944	42,873

Table 2 (continued)
Wisconsin HMOs (Closed Panel Plans) Enrollment by County
As of January 1, 2015

	Medical Assoc.	Mercy-Care HMO	Molina	Network Health	Physicians Plus	Security Health	Trilogy	UHC of WI	Unity Health	WPS HP	Totals
Adams	0	1	0	23	70	1,993	0	2	488	1	3,607
Ashland	0	0	1	58	1	2,845	0	922	1	0	4,222
Barron	0	0	0	10	1	5,791	0	224	1	0	9,226
Bayfield	0	0	0	16	0	1,510	0	352	7	0	2,633
Brown	1	0	1,505	6,352	16	25	191	26,835	71	4,424	60,206
Buffalo	0	0	0	0	0	175	0	0	3	0	1,844
Burnett	0	0	0	1	0	890	0	317	0	0	2,077
Calumet	0	0	47	5,019	2	3	0	2,464	11	211	9,226
Chippewa	1	0	0	245	1	8,944	0	116	29	0	14,658
Clark	2	0	9	241	5	10,080	0	0	18	23	11,853
Columbia	0	0	0	16	3,057	156	0	4	7,326	0	30,484
Crawford	139	0	0	2	89	1	0	37	316	0	5,275
Dane	10	92	0	24	47,091	534	0	87	105,423	8	319,417
Dodge	0	17	383	823	440	9	0	4,359	6,190	129	27,906
Door	0	0	361	724	2	6	0	1,889	9	961	5,316
Douglas	0	0	0	223	9	2,183	0	1,133	2	0	6,228
Dunn	0	0	0	0	9	1,600	0	6	15	2	5,148
Eau Claire	1	0	0	508	6	10,528	0	0	35	0	22,566
Florence	0	0	261	1	0	12	0	247	0	4	529
Fond du Lac	0	0	20	6,782	36	13	0	6,495	582	318	20,456
Forest	0	0	117	84	0	1,591	0	221	1	3	2,204
Grant	5,181	0	0	0	375	9	0	0	2,229	1	19,841
Green	11	561	0	2	918	27	0	5	5,929	0	16,545
Green Lake	0	0	120	2,507	63	5	0	1,249	228	26	5,645
Iowa	143	0	0	0	969	8	0	0	2,471	0	11,460
Iron	0	0	0	0	0	1,943	0	0	3	1	1,991
Jackson	0	0	0	2	0	1,023	0	1	7	1	5,532
Jefferson	0	1,650	546	699	1,089	11	0	2,942	6,820	4	29,241
Juneau	1	0	0	3	227	883	0	0	2,279	0	8,387
Kenosha	0	8	6,411	608	4	8	0	3,018	26	307	28,896
Kewaunee	0	0	225	248	0	0	0	2,407	1	1,068	5,378
La Crosse	5	0	0	3	10	34	0	645	40	0	37,036
Lafayette	828	0	0	0	265	0	0	0	1,692	0	6,439
Langlade	0	0	96	520	2	3,353	0	656	10	633	6,061
Lincoln	0	0	29	372	0	6,791	0	188	5	474	8,479
Manitowoc	0	0	515	2,290	2	10	0	5,925	20	768	14,177
Marathon	0	0	262	1,788	4	29,727	0	1,128	56	2,073	38,379

Table 2 (continued)
Wisconsin HMOs (Closed Panel Plans) Enrollment by County
As of January 1, 2015

	Medical Assoc.	Mercy-Care HMO	Molina	Network Health	Physicians Plus	Security Health	Trilogy	UHC of WI	Unity Health	WPS HP	Totals
Marinette	0	0	1,887	440	1	6	49	3,082	3	356	7,337
Marquette	0	0	100	536	473	111	0	1,061	996	5	5,807
Menominee	0	0	1	60	2	0	0	375	0	1	517
Milwaukee	1	6	52,307	5,615	76	31	4,705	61,759	304	420	317,102
Monroe	0	0	0	4	19	147	0	265	143	0	13,841
Oconto	0	1	168	738	2	25	23	4,795	0	413	8,656
Oneida	0	0	107	501	5	8,186	0	352	35	9	10,105
Outagamie	1	0	697	20,369	6	17	79	13,202	79	1,798	42,955
Ozaukee	0	0	995	83	3	6	72	4,979	44	173	12,472
Pepin	0	0	0	0	0	353	0	0	0	0	923
Pierce	0	0	0	2	0	52	0	1,573	9	0	2,580
Polk	1	0	0	44	1	67	0	1,053	1	0	1,464
Portage	0	3	222	1,056	23	11,702	0	1,005	55	596	16,113
Price	0	0	0	48	1	4,696	0	110	3	2	5,029
Racine	0	116	10,083	623	8	4	515	11,823	41	272	43,904
Richland	0	1	0	0	849	8	0	0	1,281	0	4,513
Rock	1	14,779	1	1,697	1,375	7	0	2,945	4,986	0	58,720
Rusk	0	0	0	68	3	3,752	0	0	1	7	4,703
Saint Croix	0	0	0	0	0	61	0	3,824	10	0	5,462
Sauk	8	0	0	13	1,957	94	0	1	6,051	1	31,340
Sawyer	0	0	0	60	4	1,963	0	199	3	0	2,874
Shawano	0	0	163	1,224	1	944	35	3,772	6	525	8,497
Sheboygan	0	0	630	1,265	0	5	0	12,994	13	243	20,176
Taylor	0	1	13	118	3	4,519	0	150	0	602	5,697
Trempealeau	1	0	0	0	0	604	0	56	22	0	9,108
Vernon	0	0	0	0	82	3	0	116	434	0	10,529
Vilas	0	3	23	187	5	3,810	0	166	6	2	4,654
Walworth	0	5,984	520	256	62	4	0	4,051	559	64	19,791
Washburn	0	0	0	64	0	2,430	0	158	5	0	3,880
Washington	0	3	1,240	45	8	3	0	7,821	176	278	18,676
Waukesha	1	94	3,553	435	91	58	291	21,603	840	361	52,812
Waupaca	0	0	191	3,833	6	518	23	5,271	25	574	12,108
Waushara	0	0	106	3,276	53	513	0	1,844	83	27	6,858
Winnebago	0	0	792	20,894	14	27	107	14,067	148	826	43,126
Wood	0	0	186	752	19	24,126	0	557	64	1,031	28,420
Total	6,337	23,320	84,893	94,500	59,915	161,573	6,090	248,903	158,770	20,026	1,649,317

**Table 3
Wisconsin HMOs (Point-of-Service Plans) Enrollment by County
As of January 1, 2015**

	Comp-care	Dean	GHC-SC WI	Gunder-sen	Health Tradition	Medical Assoc.	Mercy-Care HMO	Network Health	Physicians Plus	Security Health	UHC of WI	Unity Health	WPS HP	Totals
Adams	111	67	17	0	3	0	3	1	0	8	4	32	0	246
Ashland	386	0	0	0	0	0	0	0	0	255	0	0	0	641
Barron	573	1	0	4	0	0	0	0	0	29	1	0	0	608
Bayfield	139	5	0	0	0	0	0	1	0	403	0	0	0	548
Brown	3,533	1,158	0	0	0	0	0	2545	8	4	1178	5	2482	10,913
Buffalo	105	10	0	185	8	0	0	0	0	0	0	5	0	313
Burnett	123	0	0	2	0	0	0	0	0	25	0	0	0	150
Calumet	825	33	0	0	0	0	0	779	0	0	141	0	322	2,100
Chippewa	1,154	25	0	4	3	0	3	0	0	126	1	0	0	1,316
Clark	345	2	0	4	14	0	0	0	0	467	4	0	1	837
Columbia	136	2,908	210	0	2	0	6	0	110	0	1	583	0	3,956
Crawford	78	54	0	222	93	0	0	0	0	0	0	13	0	460
Dane	912	6,005	2,862	2	10	0	23	14	1046	5	33	5385	0	16,297
Dodge	857	1,452	116	0	0	0	2	44	22	3	378	338	54	3,266
Door	334	23	0	0	1	0	0	77	0	1	124	0	958	1,518
Douglas	317	8	0	0	0	0	0	0	0	138	0	0	0	463
Dunn	479	12	0	4	10	0	0	4	0	23	0	0	0	532
Eau Claire	1,559	40	0	14	11	0	0	0	3	60	0	3	0	1,690
Florence	27	5	0	0	0	0	0	1	0	0	4	0	0	37
Fond du Lac	1,408	194	58	0	0	0	0	516	6	2	563	70	353	3,170
Forest	48	7	0	0	0	0	0	4	0	77	1	0	1	138
Grant	137	830	49	60	19	142	0	0	1	1	0	54	0	1,293
Green	178	738	63	0	0	0	56	0	39	0	4	349	0	1,427
Green Lake	178	126	0	0	0	0	0	157	0	0	29	50	17	557
Iowa	20	374	57	2	0	0	0	0	25	0	0	228	0	706
Iron	31	0	0	0	0	0	0	2	3	270	4	0	0	310
Jackson	57	11	0	271	50	2	0	0	0	4	2	0	0	397
Jefferson	1,020	2,020	300	1	1	0	173	1	11	0	265	338	2	4,132
Juneau	239	82	37	85	30	0	0	1	0	9	0	152	0	635
Kenosha	1,469	48	0	0	0	0	14	0	3	0	489	0	61	2,084
Kewaunee	296	108	0	0	0	0	0	41	0	0	158	0	767	1,370
La Crosse	383	46	0	2,355	188	0	0	2	3	2	31	1	0	3,011
Lafayette	55	238	25	0	0	11	0	0	5	0	0	56	0	390
Langlade	123	4	0	0	0	0	0	14	0	205	71	2	146	565
Lincoln	258	17	15	0	1	0	0	0	0	317	19	5	67	699
Manitowoc	2,274	106	11	1	0	0	0	269	6	0	581	4	724	3,976
Marathon	973	34	0	0	0	0	0	9	13	2547	68	8	389	4,041

Table 3 (continued)
Wisconsin HMOs (Point-of-Service Plans) Enrollment by County
As of January 1, 2015

	Comp-care	Dean	GHC-SC WI	Gunder-sen	Health Tradition	Medical Assoc.	Mercy-Care HMO	Network Health	Physicians Plus	Security Health	UHC of WI	Unity Health	WPS HP	Totals
Marinette	394	70	0	0	0	0	0	10	0	17	89	1	309	890
Marquette	49	241	20	0	1	0	8	15	6	0	6	63	2	411
Menominee	10	1	0	0	0	0	0	0	0	0	21	0	0	32
Milwaukee	16,342	317	503	2	4	0	11	11	23	2	6391	43	126	23,775
Monroe	459	43	0	755	277	0	0	0	0	0	4	24	0	1,562
Oconto	438	211	0	0	0	0	0	199	0	2	245	0	649	1,744
Oneida	344	23	11	0	4	0	0	0	4	748	6	3	4	1,147
Outagamie	3,873	545	0	0	2	0	0	3570	8	1	934	17	1060	10,010
Ozaukee	3,405	128	0	0	0	0	0	2	5	0	1244	9	29	4,822
Pepin	120	1	0	3	0	0	0	0	0	0	0	0	0	124
Pierce	354	1	0	0	14	0	0	0	0	0	0	0	0	369
Polk	345	6	0	3	2	0	0	0	0	3	0	0	1	360
Portage	367	41	0	0	0	0	0	52	1	1921	76	8	44	2,510
Price	99	20	0	0	4	0	0	0	0	130	0	1	0	254
Racine	2,579	137	0	0	0	0	50	0	0	0	1423	3	84	4,276
Richland	8	125	46	48	83	0	3	0	10	0	1	139	0	463
Rock	566	2,612	255	0	30	0	881	0	34	0	40	231	0	4,649
Rusk	210	36	0	2	0	0	0	0	0	4	0	0	0	252
Saint Croix	540	13	0	1	24	0	6	3	0	1	0	0	0	588
Sauk	61	967	169	15	14	0	0	1	19	0	4	866	0	2,116
Sawyer	198	1	0	1	0	0	0	0	5	140	0	0	0	345
Shawano	359	61	0	0	0	0	0	183	0	49	145	0	412	1,209
Sheboygan	2,112	223	0	0	0	0	0	87	0	0	953	7	239	3,621
Taylor	108	18	0	0	0	0	0	2	0	54	0	0	24	206
Trempealeau	283	17	0	460	11	0	0	0	2	7	1	1	0	782
Vernon	83	88	0	646	777	0	0	0	1	0	2	24	0	1,621
Vilas	166	30	19	1	3	0	0	4	0	343	4	0	3	573
Walworth	1,227	617	57	1	0	2	650	0	10	1	258	14	35	2,872
Washburn	219	1	0	0	0	0	0	0	2	20	0	0	0	242
Washington	3,181	139	0	0	0	0	0	13	37	0	1938	6	56	5,370
Waukesha	10,918	599	400	0	3	0	24	10	63	0	4056	72	103	16,248
Waupaca	637	49	0	0	0	0	1	508	0	36	180	2	421	1,834
Waushara	164	24	0	0	0	0	1	164	0	13	21	9	40	436
Winnebago	2,273	200	0	0	0	0	0	1181	8	2	509	13	443	4,629
Wood	520	70	40	1	0	0	0	9	1	864	24	8	100	1,637
Total	74,151	24,466	5,340	5,155	1,697	157	1,915	10,506	1,543	9,339	22,729	9,245	10,528	176,771

Table 4

**Total Enrollment by Company
 As of January 1, 2015**

	Care WI	CCHP	Child- ren' s	Comp- care	Dean	GHC-EC	GHC-SC WI	Gunder- sen
HMO - Small Group	0	0	0	0	7,802	472	11,234	4,784
HMO - Large Group & Other	2,884	1,379	134,991	86,524	235,375	39,059	62,670	47,606
Total HMO	2,884	1,379	134,991	86,524	243,177	39,531	73,904	52,390
POS - Small Group	0	0	0	20,256	2,670	0	1,995	0
POS - Large Group & Other	0	0	0	53,895	21,796	0	3,345	5,155
Total POS	0	0	0	74,151	24,466	0	5,340	5,155
Totals	2,884	1,379	134,991	160,675	267,643	39,531	79,244	57,545

	Health Tradition	Humana	I-Care	Managed Health	Medical Assoc.	Mercy- Care HMO	Molina	Network Health
HMO - Small Group	2,166	21,720	0	0	4,588	1,205	0	9,846
HMO - Large Group & Other	28,540	29,967	24,944	42,873	1,749	22,115	84,893	84,654
Total HMO	30,706	51,687	24,944	42,873	6,337	23,320	84,893	94,500
POS - Small Group	127	0	0	0	35	520	0	1,688
POS - Large Group & Other	1,570	0	0	0	122	1,395	0	8,818
Total POS	1,697	0	0	0	157	1,915	0	10,506
Totals	32,403	51,687	24,944	42,873	6,494	25,235	84,893	105,006

	Physicians Plus	Security Health	Trilogy	UHC of WI	Unity Health	WPS HP	Totals
HMO - Small Group	8,467	8,785	0	0	11,454	1,356	93,879
HMO - Large Group & Other	51,448	152,788	6,090	248,903	147,316	18,670	1,555,438
Total HMO	59,915	161,573	6,090	248,903	158,770	20,026	1,649,317
POS - Small Group	665	1,381	0	22,299	1,835	1,385	54,856
POS - Large Group & Other	878	7,958	0	430	7,410	9,143	121,915
Total POS	1,543	9,339	0	22,729	9,245	10,528	176,771
Totals	61,458	170,912	6,090	271,632	168,015	30,554	1,826,088

Table 4 (continued)

**Total Enrollment by Company
 As of January 1, 2015**

	Care WI	CCHP	Children's	Comp-care	Dean	GHC-EC	GHC-SC WI	Gundersen
HMO - Small Group	0	0	0	0	7,802	472	11,234	4,784
POS - Small Group	0	0	0	20,256	2,670	0	1,995	0
Total Small Group	0	0	0	20,256	10,472	472	13,229	4,784
HMO - Large Group & Other	2,884	1,379	134,991	86,524	235,375	39,059	62,670	47,606
POS - Large Group & Other	0	0	0	53,895	21,796	0	3,345	5,155
Total Large Group & Other	2,884	1,379	134,991	140,419	257,171	39,059	66,015	52,761
Totals	2,884	1,379	134,991	160,675	267,643	39,531	79,244	57,545

	Health Tradition	Humana	I-Care	Managed Health	Medical Assoc.	Mercy-Care HMO	Molina	Network Health
HMO - Small Group	2,166	21,720	0	0	4,588	1,205	0	9,846
POS - Small Group	127	0	0	0	35	520	0	1,688
Total Small Group	2,293	21,720	0	0	4,623	1,725	0	11,534
HMO - Large Group & Other	28,540	29,967	24,944	42,873	1,749	22,115	84,893	84,654
POS - Large Group & Other	1,570	0	0	0	122	1,395	0	8,818
Total Large Group & Other	30,110	29,967	24,944	42,873	1,871	23,510	84,893	93,472
Totals	32,403	51,687	24,944	42,873	6,494	25,235	84,893	105,006

	Physicians Plus	Security Health	Trilogy	UHC of WI	Unity Health	WPS HP	Totals
HMO - Small Group	8,467	8,785	0	0	11,454	1,356	93,879
POS - Small Group	665	1,381	0	22,299	1,835	1,385	54,856
Total Small Group	9,132	10,166	0	22,299	13,289	2,741	148,735
HMO - Large Group & Other	51,448	152,788	6,090	248,903	147,316	18,670	1,555,438
POS - Large Group & Other	878	7,958	0	430	7,410	9,143	121,915
Total Large Group & Other	52,326	160,746	6,090	249,333	154,726	27,813	1,677,353
Totals	61,458	170,912	6,090	271,632	168,015	30,554	1,826,088

Acronyms

We have tried to limit the use of acronyms and initials, but some terms are used so often, the acronyms are practical and of assistance to you. The term has been spelled when first used in the text with the acronym or initials following in parentheses. For your convenience, the following is a listing of acronyms and initials that appear in the *Consumer's Guide to Managed Care Health Plans in Wisconsin* booklet:

AHRQ	Agency for Healthcare Research and Quality
CAHPS	Consumer Assessment of Healthcare Providers and Systems
CMS	Centers for Medicare & Medicaid Services
DHS	Department of Health Services
DR&L	Department of Regulation & Licensing
HEDIS	Healthcare Effectiveness Data and Information Set
HIPAA	Health Insurance Portability and Accountability Act
HMO	Health Maintenance Organization
IRO	Independent Review Organization
LSHO	Limited Service Health Organization
NCQA	National Committee for Quality Assurance
OCI	Office of the Commissioner of Insurance
POS	Point-of-Service Plan
PPP	Preferred Provider Plan