



MERCYCARE HEALTH PLANS

MERCYCARE INSURANCE COMPANY • MERCYCARE HMO, INC.

PO BOX 2770, JANESVILLE, WI 53547-2770

PHONE (608) 752-3431 • (800) 752-3431 FAX (608) 758-7726

Date

Provider Name

Address

City, State Zip

Dear Provider Name,

MercyCare Health Plans is looking forward to working together with all of our providers to provide exceptional health care to our members, your patients, in 2008.

The intent of this letter and the enclosed information is to update our providers on:

- the progress of our quality and disease management programs
- our involvement with other quality organizations
- benefits available to our members, and
- annual notices specific to MercyCare

NCQA Accreditation

MercyCare has continued to receive NCQA (National Committee for Quality Assurance) recognition since 1999 and passed review again in 2007. NCQA is a not-for-profit organization dedicated to improving health care. Its seal itself is a recognized symbol of quality and gives consumers the knowledge that their healthcare provider strives for excellence.

Cost of Care

MercyCare continues to strive to assist our physician groups in delivering the highest quality care to our members while keeping it affordable for members and employer client groups. In December 2007, Citizen Action of Wisconsin found the Janesville-Beloit Metropolitan Area to have the second lowest health care costs in the state. This report is available at <http://citizenactionwi.org>.

Stay Healthy Benefit

MercyCare has enhanced its “Stay Healthy” benefit for 2008. Now, all adults age 18 and older qualify for up to \$100 annually for wellness and fitness related programs. Some

examples of a qualified expense include: weight loss programs, smoking cessation programs, acupuncture, massage therapy, and health club memberships.

Disease Case Management

MercyCare offers disease case management for members who have been diagnosed with asthma, depression, diabetes, high cholesterol, or high blood pressure. All of our Registered Nurse case managers are either certified or work under the supervision of a certified case manager. Our case managers serve as a resource for you and your patients, and will help to coordinate care when needed. They also work with patients to make certain they are current with recommended labs, understand their medications, provide education on their disease if needed, place reminder calls for follow-up appointments, problem solve any barriers keeping them from achieving their treatment goals, and serve as patient advocate. If you have a patient that would benefit from any of these case management programs, please the appropriate case manager listed below:

- Asthma-Dawn Knaus, RN 1-800-752-3431 ext. 3003
- Depression-Linda Hanson, RN, CCM 1-800-752-3431 ext. 3026
- Diabetes-Joan Fisher, RN, CCM 1-800-752-3431 ext. 3069
- High Cholesterol- Dawn Knaus, RN 1-800-752-3431 ext. 3003
- High blood Pressure- Dawn Knaus, RN 1-800-752-3431 ext. 3003

Metabolic Syndrome Pilot Project

If you have referred a patient to the Healthy Image program and they have met their eligibility requirements, the Healthy Image Program Dietician may refer them to our Metabolic Syndrome Pilot Project if they meet 3 of the 4 following risk factors to having metabolic syndrome pre-diabetic:

- Abdominal obesity
- Dyslipidemia
- Blood pressure $\geq 130/\geq 85$ mmHg
- Fasting glucose ≥ 110 mg/dL

If you have a patient that may be eligible, please contact the Healthy Image Program Dietician, Rebecca Senn at 1-608-756-6151.

MercyCare Website

One of our goals for the coming year is to improve our website and make the content more useful for our members. One enhancement is our physician personal information feature. Our members will be able to find out a particular physician's special areas of interest and their philosophy of health care. If you have any suggestions on how to improve our website or about the content you would like to see on our website, please send your suggestions via e-mail to mcare@mhsjvl.org or call customer service at 1-800-895-2421.

Availability of Information

Please take a moment to review our website at www.mercycarehealthplans.com and the enclosed annual notices. If you would like further details of any of the information contained in the newsletter or would like paper copies of the content of any of the enclosed information please contact our provider relations representative Rebekah Falk at 1-800-752-3431 ext. 3058.

Again we value our relationship with all of our providers, and we look forward to continuing to work with you this year.

Sincerely,

MercyCare Health Plans