

INTRODUCTION

Welcome to Physicians Plus Insurance Corporation!

This provider manual was designed and produced by the Provider Network Management Department to provide participating providers and their office staff a source of readily available information regarding the administration of Physicians Plus Insurance Corporation (Physicians Plus).

We offer a diverse mixture of professional health services and are committed to delivering the highest quality, cost-effective care to our members. More than 3,500 physicians and other health professionals make up the Physicians Plus network of providers. Physicians Plus has been recognized throughout south central Wisconsin for its managed health initiatives. Flexible health plans, chronic illness management programs and exceptional service are the cornerstone of our success. Physicians Plus' corporate vision is "Superior Service, Every Time!"

Physicians Plus entered the insurance market in 1987. Since our inception, we have made impressive strides in both product development and membership growth. Physicians Plus is owned by Meriter Hospital (a not-for-profit community hospital) and Physicians Plus Investment Group, both of Madison.

Perot Systems of Dallas, Texas performs Physicians Plus administrative functions, such as processing claims, enrolling members, and collecting premiums, as well as other administrative tasks.

Introduction Section

As a healthcare provider, we emphasize the importance of a continuous relationship between our enrollees, primary care providers and the specialty services available to patients in their communities. Providers currently associated with Physicians Plus are represented in the following Wisconsin counties:

Adams	Lafayette
Columbia	Marquette
Dane	Portage
Dodge	Richland
Grant	Rock
Green	Sauk
Green Lake	Vernon
Iowa	Walworth
Jefferson	Waushara
Juneau	Wood

Physicians Plus has contracts with over 3,500 providers, 25 hospitals and serves over 100,000 members.

We know you will be pleased with Physicians Plus because we offer a diverse mixture of professional health services and are committed to delivering top quality, cost-effective care.

HOW TO CONTACT PHYSICIANS PLUS INSURANCE CORPORATION

Corporate Mailing Address:	Physicians Plus Insurance Corporation P.O. Box 2078 Madison, Wisconsin 53701-2078 (608) 282-8900 (800) 545-5015
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Provider Services:	(608) 282-8900 (888) 291-8234 Fax: (608) 258-1902 Email: prov.serv@pplusic.com
Health Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 258-1903 TDD: (608) 260-7998
Pharmacy Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 258-1905
Member Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 258-1902 Email: ppinfo@pplusic.com

On the Web at www.HealthyChoicesBigRewards.com

Visit the Physicians Plus web site at www.HealthyChoicesBigRewards.com. You'll find useful information, tools and resources for Physicians Plus providers, members, employers, and agents.

By signing up for a **GO-TO** account, you can verify member eligibility and benefits, check on the status of a claim, submit a claim adjustment request, review an authorization, and much more. See Section K2 for more information. Also, by following the "Provider" link on our home page, you can access our searchable **Provider Directory**, the **Physicians Plus drug formulary**, archives of the Physicians Plus provider newsletter, and an overview of our clinical quality initiatives. And, if you don't find the information you're looking for, use the e-mail link to our Provider Service department.

In addition to these provider resources, Physicians Plus members also have access to downloadable member materials, our on-line prescription ordering link, and the searchable provider directory. They can add or change their primary care physician and e-mail our Member Service department on-line. In addition, they can access a downloadable copy of our health promotion/disease prevention guidelines, view the smoking cessation program benefits and link to a wealth of health information.

We continually add new features and information to our web site, so check back often.