

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 health insurance products and are committed to providing our members with access to the high-quality, cost-effective care. Our provider panel includes more than 3,500 physicians and other health professionals. 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 business.

Physicians Plus was created in 1986 by a group of local doctors who believed care should be delivered and managed at the local level, not by distant executives of publicly traded stock. Physicians Plus is owned by Meriter Health Services and the Physicians Plus Investment Group, a body of local doctors that still includes some of the company founders. Physicians Plus partners with Dallas-based Dell to perform administrative functions such as processing claims, enrolling members and collecting premium.

Introduction Section

Physicians Plus emphasizes the importance of a continuous relationship between our members and their primary care physician. 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 serves about 115,000 members.

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

HOW TO CONTACT PHYSICIANS PLUS INSURANCE CORPORATION

Corporate Mailing Address:	2650 Novation Parkway Suite 400 Madison, Wisconsin 53713 (608) 282-8900 (800) 545-5015
Provider Network Management:	(608) 282-8900 (800) 545-5015 Fax: (608) 327-0329
Provider Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 327-0321 Email: ppicinfo@pplusic.com
Health Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 327-0322
Pharmacy Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 327-0324
Member Services:	(608) 282-8900 (800) 545-5015 Fax: (608) 327-0321 Email: ppicinfo@pplusic.com

On the Web at www.pplusic.com

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

Our Provider Directory is available online. From the home page, click on Find A Provider, and you can search for providers under the Commercial, State of Wisconsin, BadgerCare Plus and Federal Provider Directories.

Physicians Plus has created **GO-TOSM**, a secure, on-line resource designed to help you with day-to-day interaction with Physicians Plus. 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.

Under our Provider link on the home page, you can access information about GO-TO, the Provider Manual and Forms, Pharmacy Services, Population Health Management, Care Guidelines and Coverage & Regulatory Updates. If you don't find the information you're looking for, you can email our Provider Service department, ppicinfo@pplusic.com.

Physicians Plus members also have access to downloadable member materials and our on-line prescription ordering link. They can add or change their primary care physician and e-mail our Member Service department. 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.