

January 9, 2006

Dear Health Care Provider,

WPS Health Insurance is delighted to be back serving the participating employees and annuitants of the State of Wisconsin and Wisconsin Public Employers Group Health Plans. This letter includes information about the new SMP referral process, counties where SMP is offered, and sample ID card logos. Starting January 1, 2006, WPS Health Insurance will be the new administrator of the following:

- Standard Plans
- State Maintenance Plans (SMP)
- Medicare Plus \$1,000,000 Plan
- Local Annuitant Health Plan (LAHP)
- Uniform Benefits (Patient Choice)

WPS offers several network options:

- WPS Statewide/Beech Street Network
- WPS SMP Network
- WPS Patient Choice Network
- WPS Participating Network

Please see the attached network tip sheets for a description of each network, including a listing of key providers included.

The network tip sheets, as well as a full directory listing of the providers included in each network, can be found on the WPS State of Wisconsin Web pages: www.wpsic.com/state.

A Streamlined Referral Process for the State Maintenance Plan (SMP)

We realize your time is important; as a result we have streamlined the previous referral process for the State Maintenance Plan (SMP).

- The member/patient can see any SMP provider and no longer needs to select a primary care clinic.
- Any SMP provider can now initiate a referral, not just the primary care clinic.
- A referral is only needed for services provided outside of the SMP network.

Example – if you refer the member/patient to a provider who is not a SMP contracted network provider, you must obtain a pre-approved, written referral from WPS, using the attached referral form.

Attached is a copy of the referral form that should be used for a referral to a provider outside of the SMP network.

We have also removed the primary care clinic referral requirement for behavioral health services.

- Inpatient Behavioral Health (provider within the SMP network): A pre-certification is required.
- Outpatient Behavioral Health (provider within the SMP network): WPS requests a treatment plan after 8 visits to determine medical necessity.

If you have any questions on the referral or pre-authorization process, please feel free to call our customer service representatives for assistance at: **1-800-634-6448**.

WPS SMP Network

Service area includes 27 Wisconsin counties for State of Wisconsin members and 17 Wisconsin counties for Wisconsin Public Employers (WPE) members.

The Upper Peninsula of Michigan and the Wisconsin/Minnesota border are also included in the service area.

*Ashland
Bayfield
*Buffalo
*Burnett
Clark
*Douglas
Florence
Forest
Iron

Langlade
Lincoln
Marathon
Marinette
Marquette
Menominee
Oneida
*Pepin
*Pierce

*Polk
Portage
Price
*Sawyer
*St. Croix
Taylor
Vilas
*Washburn
Wood

** State of Wisconsin group members only, not Wisconsin Public Employers (WPE) group members*

A comprehensive list of WPS SMP providers, including PPO Midwest (PPOM) providers in upper Michigan, can be found with the WPS Find a Doctor tool on the WPS/State of Wisconsin Web pages at **www.wpsic.com/state** or call us at **1-800-634-6448**.

Insuring Wisconsin's Health Since 1946

The year was 1945; a time when people were having difficulty paying for necessary health care. In response, the State Medical Society developed the Wisconsin Plan as a low cost insurance product that permitted Wisconsin residents to budget the costs of health care. A year later, in 1946, the State Medical Society established Wisconsin Physicians Service (WPS) to market and administer the plan.

Today, WPS Health Insurance is one of the largest health benefits providers in the state, and after nearly 60 years, remains Wisconsin's only not-for-profit insurer offering health plans statewide to the public and private sectors. With offices in Appleton, Green Bay, Wausau, Milwaukee, and Madison, and over 5,800 employees, we're deeply committed to this state and its citizens.

Extraordinary Service

"Individualized, personalized, excellent service" — these are more than words at WPS. Our actions back this promise up each and every day. And with member service satisfaction ratings consistently over 90%, the results speak for themselves. We're able to answer questions about claims or benefits by letter, telephone, or secure messaging via the Web.

Easy-to-use Web resources are as close as **www.wpsic.com/state**. The WPS State of Wisconsin Web pages provide immediate access to plan documents and materials.

- WPS Customer Service: **1-800-634-6448**

- WPS Value Care Review/ Care Management: **1-800-333-5003**

Member/Patient ID Card Logos

WPS Patient Choice Network



WPS SMP Network



WPS Statewide/Beech Street Network



WPS Participating Network

