

# **Community Care Family Care Partnership Program (HMO SNP) (Community Care) Provider Directory**

This directory is updated daily.

This directory provides a list of Community Care Family Care Partnership Program's (HMO SNP)(Community Care) current network providers.

This directory is for:

Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Washington, Waukesha and Waupaca Counties in the state of Wisconsin.

To access Community Care's online provider directory, you can visit [www.communitycareinc.org](http://www.communitycareinc.org) For any questions about the information contained in this directory (hardcopy or online), please call our Customer Service Department toll free at 1-866-992-6600, 24 hours a day, seven days a week. TTY users should call the Wisconsin Relay System at 711.

Community Care is a Coordinated Care Plan with a Medicare Advantage Contract and a contract with the Wisconsin Department of Health Services (DHS) for the Medicaid Program. Enrollment in Community Care depends on contact renewal. Enrollment is available to anyone who has both Medical Assistance from the State and Medicare and is functionally eligible as determined by the Wisconsin Long-Term Care Functional Screen.

The pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

## Multi-Language Interpreter Services

**Interpreter services are available free of charge.**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-992-6600 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-992-6600 (TTY: 711). [SPANISH]

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-866-992-6600 (TTY: 711). [HMONG]

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-992-6600 (TTY : 711)。 [CHINESE]

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-992-6600 (TTY: 711). [GERMAN]

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-992-6600 (رقم هاتف الصم والبكم: 711). [ARABIC]

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-992-6600 (телетайп: 711). [RUSSIAN]

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-992-6600 (TTY: 711)번으로 전화해 주십시오. [KOREAN]

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-992-6600 (TTY: 711). [VIETNAMESE]

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-866-992-6600 (TTY: 711). [PENNSYLVANIA DUTCH]

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-992-6600 (TTY: 711). [LAOTIAN]

ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-992-6600 (ATS : 711). [FRENCH]

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-992-6600 (TTY: 711).[POLISH]

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-992-6600 (TTY: 711) पर कॉल करें। [HINDI]

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-866-992-6600 (TTY: 711). [ALBANIAN]

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-992-6600 (TTY: 711). [TAGALOG]

### Community Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact your care team toll free at 1-866-992-6600.

## **Notice Informing Individuals About Nondiscrimination and Accessibility Requirements**

Community Care, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Community Care, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact your Team.

If you believe that Community Care, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Michael Garlie, Chief Compliance, Quality and Risk Officer, Community Care, 205 Bishops Way, Brookfield, WI 53005, 414-231-4000, (TTY 711), Fax 262-827-4044, [compliancehotline@communitycareinc.org](mailto:compliancehotline@communitycareinc.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Michael Garlie, Chief Compliance, Quality and Risk Officer, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

## **Section 1 – Introduction**

This directory provides a list of Community Care’s network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC).

This directory is for members enrolled in Community Care’s Family Care Partnership Program (HMO SNP)(Community Care).

This directory is for Community Care Family Care Partnership members in Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Washington, Waukesha and Waupaca Counties in the state of Wisconsin.

You will have to choose one of our network providers listed in this directory to be your **Primary Care Provider (PCP)**. Generally, you must get your health care services from your PCP. If you are an Indian member, you are permitted to obtain covered services from out-of-network Indian health care providers

Your PCP is a physician who meets state requirements and is trained to give you basic medical care. Your Interdisciplinary Team (Team) will include a Community Care Nurse Practitioner (NP) who will also provide routine and basic primary care and coordinate your health care needs with your PCP.

Although you will get your routine or basic care from your PCP or your Community Care NP, your Team will coordinate the rest of the covered services you need. In most cases, you must see your Community Care NP or PCP to get a referral before you see any other health care provider.

The “network providers” listed in this directory have agreed to provide you with your health care, long-term care and prescription drug services. You may go to any of our network providers listed in this directory. However, some services may require a referral.

You will need the approval of your PCP, NP or other member of your Team before using most of the providers listed in this directory. Your PCP or NP will usually refer you to specialists who work in the same hospital or health system as your PCP. This is the best way for Community Care to manage your care. If you have a special need or request a different specialist, your PCP or NP may refer you to other physicians. This is called getting prior authorization. If you receive care that has not been approved by your Team, you may have to pay for these services yourself.

If you have been going to one network provider, you are not required to continue going to that same provider. In some cases, you may get covered services from non-network providers.

Community Care is responsible for helping you achieve your outcomes through the development and implementation of your member-centered plan. Your Team will authorize services to help you achieve your outcomes in a cost effective way. You, your PCP, your NP, additional professionals and others that you select will be part of your Team. Your Team is

responsible for authorizing all services. If you receive care that has not been authorized by your Team, you may have to pay for these services yourself. For more specific information, please see your Evidence of Coverage.

There may be times when you get a bill from a non-contracted provider. You should not pay the bill. You should send this bill to us. We will look at the bill, find out if the service was authorized and decide whether the services should be covered. We will pay the provider if the service was authorized and you followed all the rules for getting the care or drug.

When you have a “medical emergency,” you believe that your health is in serious danger. A medical emergency can include severe pain, a bad injury, a sudden illness, or a medical condition that is quickly getting much worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room, hospital, or urgent care center. Call for an ambulance if you need it. You do *not* need to get approval or a referral first from your Team or PCP.
- **Make sure that your Team has been told about your emergency as soon as possible.** We need to follow up on your emergency care. You or someone else should call your Team within 48 hours to tell us about your emergency care. Call the number on the back of your membership card.

If you have an emergency, your Team will talk with the doctors who are giving you emergency care to help manage and follow-up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan. If your emergency care is provided by non-network providers, your Team will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

“Urgently needed care” is a non-emergency situation when:

- You need medical care right away because of an illness, injury, or condition that you did not expect or anticipate, but your health is not in serious danger.
- Because of the situation, it isn’t reasonable for you to obtain medical care from a network provider.

Whenever possible, you must use our network providers when you are in the plan’s service area and you have an urgent need for care.

If you are temporarily outside our plan’s service area and have an urgent need for care, you probably will not be able to use one of the providers in our plan’s network. If you are in this situation, contact your Team. Our plan may cover urgently needed care that you get from any provider in this situation.

Our plan does not cover urgently needed care or any other care if you receive the care outside of the United States or its territories.

You must use plan providers except in emergency or urgent care situations or for out-of-area dialysis or other services. If you obtain routine care from out-of-network providers neither Medicare, Medicaid or Community Care will be responsible for the costs. If you are an Indian member, you are permitted to obtain covered services from out-of-network Indian health care providers

## **What is the service area for Community Care?**

The counties in our service area are listed below.

Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine Washington, Waukesha and Waupaca Counties in the state of Wisconsin.

## **How do you find Community Care providers in your area?**

When you enroll into Community Care's Partnership program, you choose a PCP and his/her affiliated network of medical specialty services. Each plan PCP has certain plan specialists they use for referrals. The Community Care network specialists you use will depend on which person you chose to be your PCP. If there are certain specialists you want to use, find out whether your PCP refers to those physicians. If there are specific hospitals you wish to use, find out whether your PCP uses those hospitals.

The network includes the specialty physicians that your Team will usually authorize if you if you need specialty care. Your Team will refer you to a network provider who is the most convenient, appropriate and cost-effective for the care you need.

You should consult your Community Care Team to make sure the PCP you have chosen is accepting new patients. Generally, you will see your Community Care NP or PCP first for most of your routine health care needs. There are only a few types of covered services you can get on your own, without seeing your Community Care NP or PCP first. You can change your PCP at any time.

Your Community Care NP will help arrange or coordinate covered services. This includes x-rays, laboratory tests, therapies, specialists, hospital admissions, and follow-up care. Your PCP will contact other plan providers for updates about your care and/or treatment.

If you need certain types of covered services or supplies, your Community Care NP or Team must give approval ahead of time. This is called getting prior authorization. Your Community Care NP and PCP must give you a referral to see a specialist. The referral tells the specialist that the treatment has been approved.

This directory also lists the long-term care providers in your area. If you need to access any of

the long-term care providers, your Community Care NP or Team must give approval ahead of time. After your Team has authorized care, they will work with you to arrange the long-term care that you need.

Your team can help you find a network provider near your home.

If you have questions about Community Care, please call our Customer Service Department toll free at 866-992-6600, 24 hours a day, 7 days a week. TTY users should call the Wisconsin Relay System at 711. Or, visit [www.communitycareinc.org](http://www.communitycareinc.org).

**All providers listed in this directory accept both Medicare and Medicaid.**