



Arise Group Health Insurance

Choose It and Use It.



What can you count on from Arise Health Plan?

Personal service, plus top-quality coverage

You get health coverage you can understand to help you get the health care you need.

Choose It and Use It.

In Wisconsin

Arise Premier Network

Convenient access to many health care professional service locations and hospitals in your area.

More than

7,000

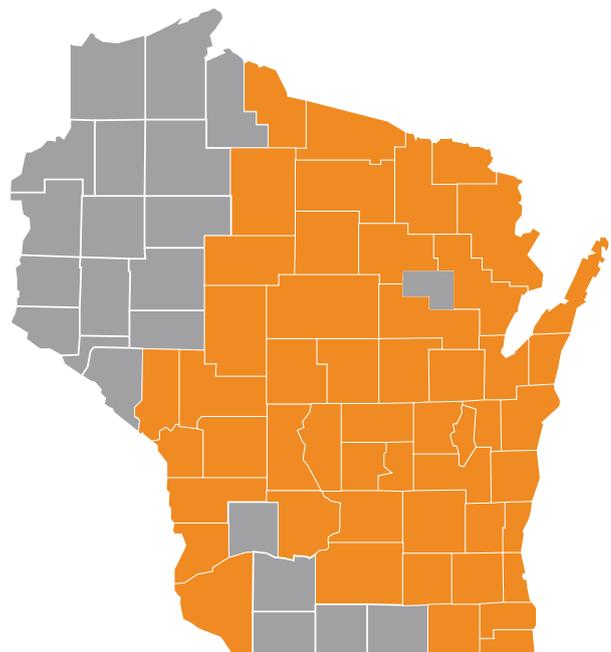
health care providers

47 hospitals

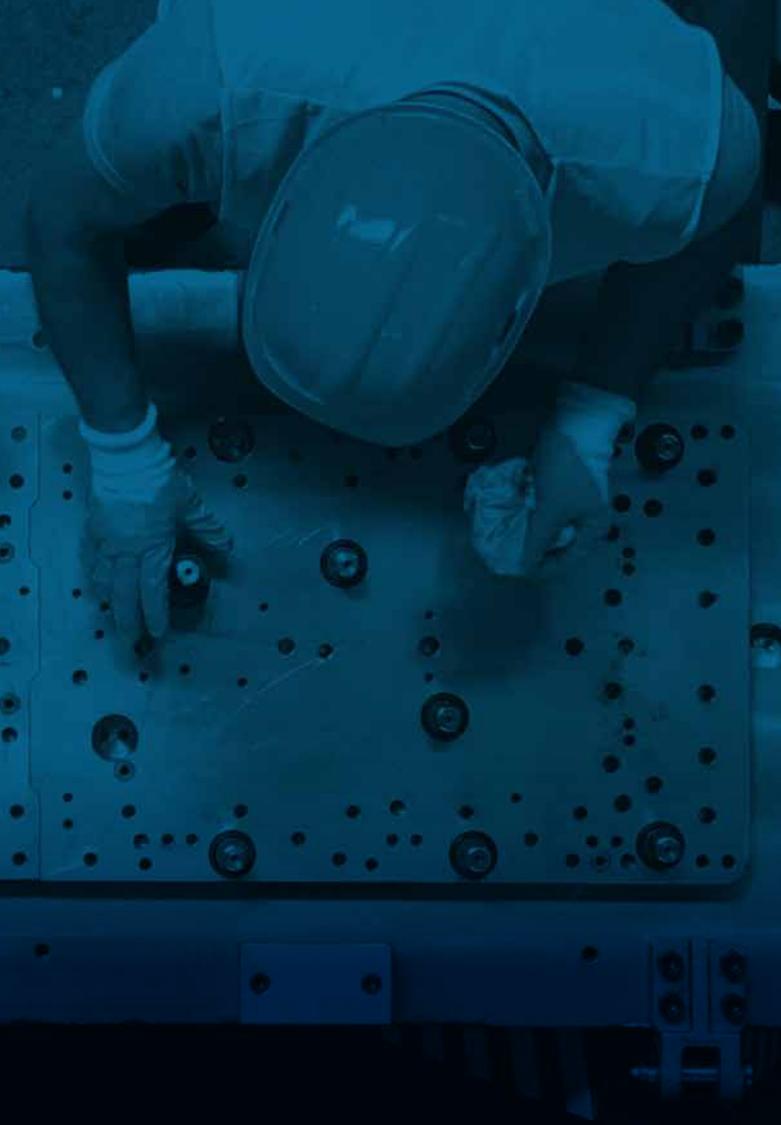
Top providers

Get your medical care from respected health care providers.

- » Aspirus Network, Inc.
- » Aurora Health Care
- » Bellin Health
- » Children's Hospital of Wisconsin
- » Gundersen Health System
- » Holy Family Memorial
- » ProHealth
- » Rogers Memorial Hospital
- » ThedaCare
- » University of Wisconsin Hospital and Clinics



 Arise Premier Network



800-223-6029
Monday through Friday
7:30 a.m.–5 p.m.



Arise Health Plan
P.O. Box 11625
Green Bay, WI 54307-1625



For questions about your coverage or claims, please log in to your customer account for secure communications.
arisehealthplan.com/customers

Across the U.S.

First Health Wrap

In-network benefits in all 49 states outside Wisconsin.

More than

1 million

health care service locations

5,000

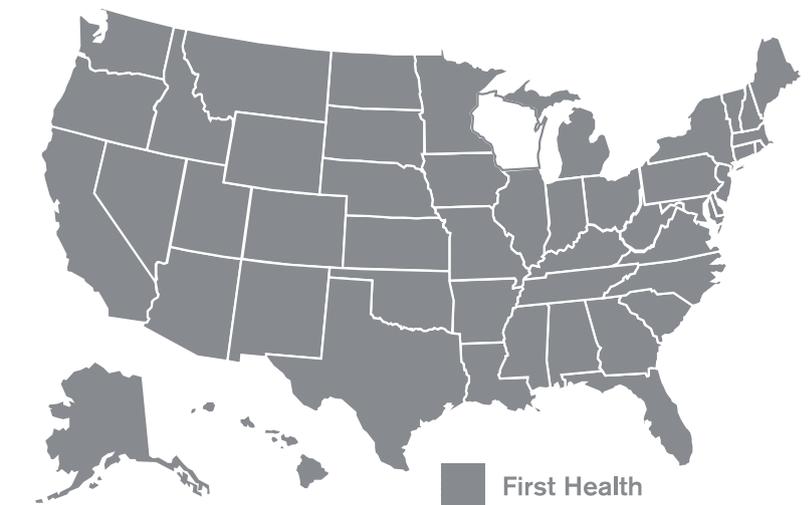
 hospitals

90,000

ancillary facilities

Ideal for:

- » Customers who travel or whose children attend school out of state
- » Out-of-state employees needing in-network care



Finding an in-network provider is easy!

Go to arisehealthplan.com and select **Find a Doctor** under the **Quick Links** section, and choose **Arise Premier** from the drop-down menu. Current customers may log in by entering the group number located on your ID card.

For assistance locating an in-network provider, please call the number on your Arise ID card, Monday–Friday from 7:30 a.m. to 5 p.m. CT. Providers can leave or enter the network at any time. It is recommended that you check the network status of your provider on a regular basis.

Benefits for Your Health

Stay healthy and save money

Arise Health Plan pays benefits at 100% for certain preventive services¹ when care is received from an in-network provider. Services received from an out-of-network provider are generally not covered under HMO plans; see your policy for details.

Covered services include:

- » Routine immunizations
- » Routine medical exams
- » Well-child care
- » Mammograms
- » Preventive screenings
- » Preventive drugs
- » Smoking-cessation program

Telehealth services from Teladoc[®]

Connect with a licensed physician over the phone or via video consult 24/7/365. Behavioral health and dermatology services are now available from the comfort of home.

- » Phone: 800-Teladoc (800-835-3262)
- » Computer: teladoc.com
- » Mobile device: Teladoc app
- » Find more information at arisehealthplan.com/customers/telehealth

Prescription drug coverage

Arise Health Plan partners with Express Scripts to provide you with top-tier pharmacy benefits and service.

- » **\$0 copay** on select preventive drugs² for common conditions (e.g., high blood pressure, high cholesterol, heart conditions, diabetes, and asthma)
- » Keep your costs down with lower-cost generic drugs
- » A 90-day supply of medication can be purchased at a local retail pharmacy for 3x copay
- » Convenient home delivery service is also available
- » For more information, visit arisehealthplan.com, click **Customers**, and then **Prescriptions**

ExerciseRewards™ program³

- » Work out at least 10 times per month at a qualified fitness center and receive a \$30 reward!
- » Online fitness center search lets you find a participating facility near you
- » Track your visits and redeem your rewards online
- » From the arisehealthplan.com home page, click on the **Customers** link, then click on **Value Added Services** and scroll down for information

Active&Fit™ Direct program³

Whether you're ready to kick-start your routine or just looking to level up, you have access to the Active&Fit Direct™ program. You can choose from 9,000+ participating fitness centers nationwide for only \$25 a month (plus a \$25 enrollment fee and applicable taxes).

The program offers:

- » Online directory maps and a locator for fitness centers (available on any device)
- » A guest pass to try out a fitness center before enrolling (where available)
- » The option to switch fitness centers to make sure you find the right fit
- » Online fitness tracking from a wide variety of popular wearable fitness devices, apps, and exercise equipment

To sign up or learn more about the Active&Fit Direct program, log in to your Arise account. Once logged in, click on the link for Active&Fit Direct that applies to you.

EyeMed Vision Care discount program³

- » Access to discounts on eye care and eyewear is included with your health plan; reference discount number 9238049
- » Thousands of locations nationwide
- » From the arisehealthplan.com home page, click on the **Customers** link, then click on **Value Added Services** and scroll to the bottom of the page for information

Hear In America hearing plans³

- » Includes an annual hearing screening at no cost
- » Discounts on nine top hearing aid brands
- » Three-year warranties covering repairs, loss, and damage are included with all purchases
- » Three years of office service included (clean, check, adjust)
- » Three years of hearing aid batteries included
- » Coverage is also available for other family members
- » To take advantage of this offer, call Hear In America at 800-286-6149 and say you are an Arise customer

¹Preventive care services include routine exams, screenings, immunizations, and other services ranked A or B by the U.S. Preventive Services Task Force.

²Preventive drugs include specific supplements, contraceptives, immunizations, and other preventive drugs ranked A or B by the U.S. Preventive Services Task Force.

³Fitness, vision, hearing, and wellness programs are not part of the insurance policy, are offered at no additional charge, and can be changed or discontinued at any time. The Active&Fit Direct and ExerciseRewards programs are provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Incorporated (ASH). Active&Fit Direct and ExerciseRewards and the Active&Fit Direct logo are trademarks of ASH and used with permission herein. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify by different means. Please see the **Customers** link for more information.



Visit arisehealthplan.com and click **Customers** for details about these benefits and more.

Helpful Tips for Prior Authorization

Before requesting prior authorization, review your health plan for specific authorization requirements, excluded services/ treatments, and referral requirements.

Prior authorization is required for inpatient admissions:

- » **Different standards apply depending on whether the admission is elective or acute.**
 - **Elective admissions:** Your health care provider must submit a prior authorization request a minimum of three (3) days prior to an elective (nonemergency) admission.
 - **Acute admissions:** You or the facility must notify Arise in writing or by phone within two (2) days of an acute (direct or emergency) admission. Use the number on your customer ID card or the Customer Service number: 800-223-6029.
- » **Inpatient admissions include** your admission to an inpatient hospital, hospice inpatient facility, inpatient rehabilitation facility, skilled nursing facility (when Medicare is not primary), or an inpatient and residential facility for behavioral health services.

Prior authorization is also required for:

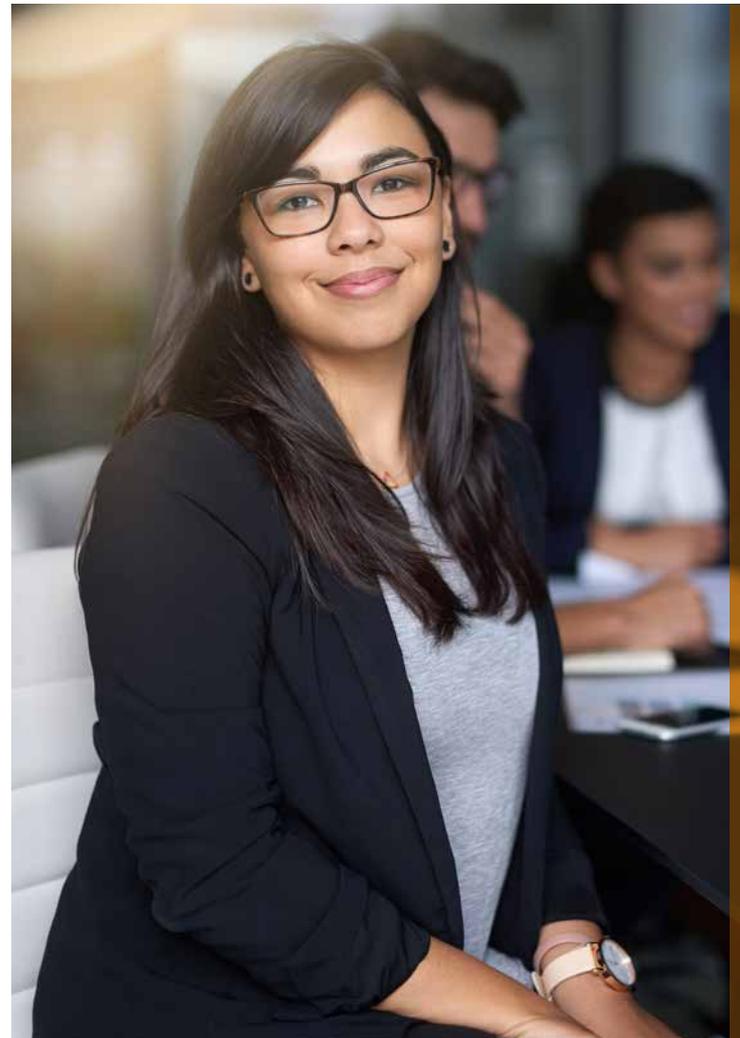
- » All **nonemergency ambulance transfers** between facilities.
- » Certain high-technology imaging including, but not limited to, MRIs, PET scans, and CT scans.
- » Any service, procedure, or equipment on the Prior Authorization List found at arisehealthplan.com. Click **Customers** and then select **Prior Auth** for information.

Please share this information with your health care provider, who can submit the Prior Authorization Form and your relevant clinical information directly to us.

Drug prior authorization

Prior authorization is required for some drugs to ensure they're used appropriately. Decisions are based on medical records, FDA-approved labeling, published and peer-reviewed scientific literature, and evidence-based guidelines.

Visit arisehealthplan.com, click **Customers**, then **Prescriptions** for information on drug tiers, how to obtain prior authorization, and to view the drug formulary, which lists all of the drugs covered by your health plan.



Care Management

Our case managers are dedicated to hearing your story while assisting you with your health care needs. Case managers are registered nurses who can help you by:

- » Coordinating your health care
- » Assisting you with navigation through a complex health care system
- » Providing education specific to your health care needs and concerns
- » Supporting you and acting as an advocate for you to improve your health care experience and outcomes
- » Helping you reach your health care goals
- » Learning about available community resources
- » Understanding your health insurance benefits
- » Helping you become a better health care consumer

Questions?

You or your health care providers can contact Arise Health Plan with any questions regarding prior authorizations using the contact information found on your customer ID card.

If your customer ID card is unavailable, contact Customer Service at **800-223-6029**.

Online Customer Resources

Convenient access to tools and resources for your best health

- » Access health and wellness information
- » Locate in-network doctors and facilities
- » Order prescriptions through Express Scripts®
- » Manage your account
- » Learn about your benefits
- » Check your claims processing status
- » Find answers to common questions

Managing Your Online Customer Account is Easier than Ever

How to register and access your information

- » Make sure you have your customer ID card handy
- » Visit arisehealthplan.com, click **Customers**, and then click **Register**
- » Enter the requested policy information from your ID card on the registration form
- » Create a user ID and easy-to-remember password, and establish your security questions/answers
- » Read the Privacy Policy and, if you agree, check the **I understand and agree** box at the bottom of the page and then click the **Register** button

Log in anytime to:

- » Access Explanation of Benefits (EOB) and policy materials
- » Check claims processing status
- » Find in-network providers
- » Verify plan benefits
- » Check deductibles and out-of-pocket amounts
- » Print or order replacement ID cards

NOTE: You'll be unable to register and access your online customer account until after your health plan effective date.

How to navigate the site

The online customer account offers access to everything you need, all in one place. This allows more flexibility and control in managing your personal account information. Clearly labeled tabs take you straight to what matters to you most, whether it's your policy, billing information, claims status, EOBs, or other important documents.

How to find a doctor

From the home page, click on **Visitors** and then **Find a Doctor**. Select your network from the drop-down menu and, after reading the statement and agreeing, click **I Agree**. When you receive your customer ID card, you can enter your group number and click **Go**.

How to use the Arise Self-Management Tool

The online Arise Self-Management Tool provides information, tools, and support you need to achieve your best health, including:

- » The Healthwise® Knowledgebase, an online health encyclopedia providing information on thousands of topics
- » A wealth of tools designed to help you make wise health decisions
- » Healthy Living and Chronic Care Centers that provide guidance to help you manage common health risks and chronic conditions
- » Information about health club discounts and other incentives for healthy choices
- » The Patient Safety page provides links to hospital quality and safety data to help you choose providers who deliver high-quality clinical outcomes

Questions?

If you need additional help or don't have internet access, please call Customer Service at **800-223-6029**, Monday through Friday, 7:30 a.m.–5 p.m.

For more than

70 years,

WPS Health Solutions has served the people of Wisconsin—and beyond. Today Arise Health Plan, a subsidiary of WPS based in Wisconsin, offers high-quality coverage and networks, affordable plans, and a wide range of group health plan choices to protect your health. WPS Health Solutions has been recognized by the Ethisphere® Institute as one of the World's Most Ethical Companies® 10 years in a row.¹

6103 | WORLD'S MOST
ETHICAL
COMPANIES™
WWW.ETHISPHERE.COM

¹2010-2019 World's Most Ethical Companies®, Ethisphere® Institute, worldsmoethicalcompanies.ethisphere.com/honorees/.

800-223-6029 | 7



Choose It ...

Top-quality benefits and coverage you can depend on.

... and Use It.

Take advantage of your health coverage to live a healthier, more productive life.



Questions?



Visit arisehealthplan.com and click on the **Customers** link.



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Monday–Friday, 7:30 a.m.–5 p.m. CT



Health insurance partner
of the Green Bay Packers



Proud partner of the
Milwaukee Brewers™

Green Bay Packers and Milwaukee Brewers™ partnerships are paid endorsements.

