



Gundersen Lutheran Health Plan does not discriminate on the basis of disability in the provision of programs, services, or activities. If you need this material interpreted, in a different language, in an alternative format, or need assistance in using any of our services, please contact Customer Service at (608) 775-8007 or (800) 897-1923, Monday thru Friday, 8 am - 5 pm or TTY Communication at 711.

## Customer Service

Gundersen Lutheran Health Plan  
(608) 775-8007 or toll free (800) 897-1923  
Monday thru Friday, 8 am - 5 pm

This directory provides a list of Gundersen Lutheran Health Plan providers. **The provider directory is updated daily to include a current listing of practitioners and facilities.** The availability of providers is subject to change. Call Customer Service for current participating provider information.

## Provider Network

**Enrolling in Gundersen Lutheran Health Plan does not guarantee services by a particular provider on this list. If you wish to be certain of receiving care from a specific provider listed, you should contact that provider to ask whether or not the provider is still a Gundersen Lutheran Health Plan provider and whether or not the provider is accepting additional patients.**

## Nurse Advisor Program

Gundersen Lutheran Health Plan provides advice from a registered nurse, 24 hours a day, 365 days a year. For nurse advice, call (608) 775-4454 or (800) 858-1050.

**The fact that a provider, clinic or hospital is listed in this directory does not automatically mean that the services are covered under your employer's plan.**

## **For Your Information...**

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### **Durable Medical Equipment**

For a listing of participating Durable Medical Equipment providers in your area, please call Gundersen Lutheran Health Plan Customer Service at (608) 775-8007 or toll free at (800) 897-1923, Monday thru Friday, 8 am - 5 pm.

### **Home Health Care Services**

For a listing of Home Health Care Services in your area, please call Gundersen Lutheran Health Plan Customer Service at (608) 775-8007 or toll free at (800) 897-1923, Monday thru Friday, 8 am - 5 pm.

### **Summary of Utilization Management Programs**

Gundersen Lutheran Health Plan is committed to providing members a comprehensive managed care network, which delivers the highest quality, most cost effective care possible. The Health Plan assesses the appropriateness and timeliness of inpatient and ambulatory care (including: pre-service, concurrent, or post-service authorization) using utilization review criteria. The Gundersen Lutheran Health Plan utilizes and adopts nationally developed medical policies, commercially recognized criteria sets, regionally developed medical coverage policies and locally produced specialty medical coverage policies. Additionally, the Health Plan involves appropriate practitioners in development, adoption, and review of criteria and medical coverage policies. The Health Plan implements the use of approved emerging medical technologies or new uses of existing technologies after thorough review of the literature and recommendations from our specialists. The Gundersen Lutheran Health Plan measures and analyzes practitioner and member satisfaction with UM services and takes action on identified opportunities for improvement.

### **Summary of Chronic Complex Case Management**

Gundersen Lutheran Health Plan Complex Case Management (CCM) consists of the coordination of care and services provided to members who have experienced a critical event or diagnosis that requires the extensive use of resources. Complex Case Management assists members in navigating the system in order to facilitate appropriate delivery of care and services. Gundersen Lutheran Health Plan will evaluate the satisfaction level of members involved in CCM through an annual survey. The Health Plan also reports the effectiveness of Complex Case Management using identified measures, including but not limited to: use of diuretics, receiving a flu shot, improved quality of life, decreased hospitalizations, and emergency room usage.

