



Senior Preferred (HMO)

Senior Preferred Provider Directory Information

Your care is coordinated by a Personal Physician. If you don't know the name of your Personal Physician, call a Senior Preferred Representative.

Gundersen Lutheran Health Plan does not discriminate on the basis of disability in the provision of programs, services, or activities. If you need this printed material interpreted or in an alternative format, or need assistance in using any of our services, please contact Senior Preferred (HMO) Customer Service at (608) 775-8077 or (800) 394-5566, Monday thru Friday, 8 am - 5 pm or TTY Communication at 711.

This directory provides a list of Gundersen Lutheran Senior Preferred (HMO) network 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 a Senior Preferred Representative for current participating provider information.

Senior Preferred Customer Service

Gundersen Lutheran Health Plan
(608) 775-8077 or toll free (800) 394-5566
Monday-Friday, 8 am - 5 pm

Provider Network

It is important to know that services are provided through the Gundersen Lutheran Senior Preferred (HMO) network delivery system, but the continued participation of any one doctor, hospital or other provider cannot be guaranteed. We recommend that you confirm the participation of the provider at the time you make an appointment.

This directory is for the Gundersen Lutheran Health Plan Senior Preferred (HMO) service area which consists of the full counties in Wisconsin of Crawford, Jackson, La Crosse, Monroe, Trempealeau and Vernon and the full counties in Iowa of Allamakee, Clayton, Fayette, Howard and Winneshiek. The service area also includes selected zip codes in the Wisconsin counties of Buffalo, Grant, Juneau, Richland and Sauk. To view a map of the Gundersen Lutheran Health Plan Senior Preferred (HMO) service area, please click on the GL Senior Preferred Provider Network Map located under Providers.

Other Pharmacies, Physicians, Providers are Available in our Network.

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.

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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 Senior Preferred (HMO) Customer Service at (608) 775-8077 or toll free at (800) 394-5566, 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 Senior Preferred (HMO) Customer Service at (608) 775-8077 or toll free at (800) 394-5566, Monday thru Friday, 8 am - 5 pm.

Prescription Drugs

Important Notice: Members enrolled in the Gundersen Lutheran Senior Preferred (HMO) Value D and Elite D products, which include coverage for outpatient prescription drugs, are eligible to fill prescriptions at the pharmacies listed in this directory. Members not enrolled in the Value D and Elite D products may continue to fill prescriptions at these pharmacies and may be able to receive a discount on their prescriptions. Current information about Gundersen Lutheran Senior Preferred (HMO) Value D and Elite D pharmacies are listed on this website or you may call Customer Service Department at (608) 775-8077 or (800) 394-5566, Monday thru Friday, 8 am – 5 pm. TTY users should call 711.

Gundersen Lutheran Health Plan meets the CMS requirements for pharmacy access in the Plan area. Over 55,000 pharmacies are available nationwide.

The fact that a provider, clinic or hospital is listed in this directory does not automatically mean that the services are covered under Senior Preferred.

The “network providers” listed in this directory have agreed to provide you with your health care coverage. You may go to any of our network providers listed in this directory. 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. Non-emergency services provided by non-plan providers will require a referral. If you receive a bill from a non-plan provider, you should not pay the bill, but submit it to Gundersen Lutheran Senior Preferred (HMO) for processing and determination of your liability, if any.

Filling prescriptions outside the network.

We have network pharmacies outside of the service area where you can get your drugs covered as a member of our Plan. Generally, we only cover drugs filled at an out-of-network pharmacy in limited circumstances when a network pharmacy is not available. Before you fill your prescription in these situations, call Customer Service to see if there is a network pharmacy in your area where you can fill your prescription. If you do go to an out-of-network pharmacy you may have to pay the full cost (rather than paying just your copayment/coinsurance) when you fill your prescription. If the Prescription you

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have filled, qualifies for coverage under your Part D plan, you may ask us for reimbursement. Prescriptions filled at out-of-network pharmacies will be reimbursed, based on our network discount rates for the drug, less your applicable copayment/coinsurance. You should submit a claim to us if you fill a prescription at an out-of-network pharmacy, as any amount you pay will help you qualify for catastrophic coverage.

If we do pay for the drugs you get at an out-of-network pharmacy, you may still pay more for your drugs than what you would have paid if you had gone to an in-network pharmacy.

This website provides a list of Gundersen Lutheran Senior Preferred (HMO) network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Gundersen Lutheran Senior Preferred (HMO) formulary. If you have additional questions, please call our Customer Service Department at (608) 775-8077 or (800) 394-5566, Monday thru Friday, 8 am – 5 pm. TTY/TDD Users should call 711.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. A network pharmacy is a pharmacy where beneficiaries obtain prescription drug benefits provided by Gundersen Lutheran Senior Preferred (HMO). In most cases, your prescriptions are covered under Gundersen Lutheran Senior Preferred (HMO) only if they are filled at a network pharmacy. Once you go to one, you are not required to continue going to the same pharmacy to fill your prescription. You can go to any of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

Can the list of network pharmacies change?

Yes, Gundersen Lutheran Senior Preferred (HMO) may add or remove pharmacies from our pharmacy directory. To get current information about Gundersen Lutheran Senior Preferred (HMO) network pharmacies in your area, under the Facility tab, please click on Type, select Pharmacies from the dropdown box or call our Customer Service Department at (608) 775-8077 or (800) 394-5566, Monday thru Friday, 8 am – 5 pm. TTY/TDD Users should call 711.

How do I find a Gundersen Lutheran Senior Preferred (HMO) network pharmacy in my area?

The participating pharmacies within the Gundersen Lutheran Senior Preferred (HMO) service area are listed in the directory under the Facility tab, Type: Pharmacies. Choose the Gundersen Lutheran Senior Preferred (HMO) network. The pharmacies are alphabetically. You may also search by name, city, state, or zip.

You can call our Customer Service Department at (608) 775-8077 or (800) 394-5566, Monday thru Friday, 8 am – 5 pm. TTY/TDD Users should call 711.

How do I fill a prescription at a network pharmacy?

To fill your prescription at a network pharmacy, you must show your Gundersen Lutheran Senior Preferred (HMO) Member ID card. If you do not have your ID card with you when you fill your prescription, you may have to pay the full cost of the prescription (rather than paying just your co-payment). If this happens, you can ask us to reimburse you for our share of the cost by submitting a claim to us. To find out how to submit a claim, call our Senior Preferred Customer Service.

Filling prescriptions at a non-network pharmacy.

The following are a few exceptions when we will pay for a prescription filled at a pharmacy outside of our network.

Getting coverage when you travel or are away from the plan's service area.

If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. When possible, take along all the medication you will need.

If you are traveling within the United States and territories and become ill, lose or run out of your prescription drugs we will cover prescriptions that are filled at an out-of-network pharmacy. In this situation, you will have to pay the full cost (rather than paying just your co-payment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a claim form. To learn how to submit a paper claim, please refer to the paper claims process described later.

You can also call Customer Service to find out if there is a network pharmacy in the area where you are traveling. If there are no network pharmacies in that area, Customer Service may be able to make arrangements for you to get your prescriptions from an out-of-network pharmacy.

We cannot pay for any prescriptions that are filled by pharmacies outside of the United States and territories, even for a medical emergency.

What if I need a prescription because of a medical emergency or because I needed urgent care?

We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgent care. In this situation, you will have to pay the full cost (rather than paying just your co-payment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a paper claim form. To learn how to submit a paper claim, please refer to the paper claims process described later.

Other times you can get your prescription covered if you go to an out-of-network pharmacy.

We will cover your prescription at an out-of-network pharmacy if at least one of the following applies:

- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24 hour service.
- If you are trying to fill a prescription drug that is not regularly stocked at an accessible network retail (including high cost and unique drugs).
- If you are getting a vaccine that is medically necessary but not covered by Medicare Part B and some covered drugs that are administered in your doctor's office.

Before you fill your prescription in either of these situations, call Customer Service to see if there is a network pharmacy in your area where you can fill your prescription.

If you do go to an out of network pharmacy for the reasons listed above, you will have to pay the full cost (rather than paying just your co-payment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a claim form. To learn how to submit a paper claim, please refer to the paper claims process described next.

How do I request reimbursement?

When you go to a network pharmacy your claim is automatically submitted to us by the pharmacy. However, if you go to an out-of-network pharmacy because of the reasons listed above, the pharmacy may not be able to submit the claim directly to us and you will have to pay the full cost of your prescription. When you return home, simply submit the pharmacy print out including the name of the drug, dosage and quantity along with your receipt to the following address: Gundersen Lutheran Senior Preferred (HMO), 1836 South Avenue, La Crosse, WI 54601. Upon receipt, we will make an initial coverage determination on the claim. Please refer to your Evidence of Coverage or call Customer Service for more information on initial coverage determinations.

For more information

For more detailed information about your Gundersen Lutheran Senior Preferred (HMO) prescription drug coverage, please review the Evidence of Coverage and Gundersen Lutheran Senior Preferred (HMO) formulary.

If you have questions about Gundersen Lutheran Senior Preferred (HMO), please call our Customer Service Department at (608) 775-8077 or (800) 394-5566, Monday thru Friday, 8 am – 5 pm. TTY/TDD Users should call 711.

Home Infusion Pharmacies

Are home infusion pharmacies part of Gundersen Lutheran Senior Preferred (HMO) pharmacy network?

Gundersen Lutheran Senior Preferred (HMO) will cover home infusion therapy if:

- Your prescription drug is on Gundersen Lutheran Senior Preferred (HMO) formulary;
- Gundersen Lutheran Senior Preferred (HMO) has approved your prescription drug for home infusion therapy;
- Your prescription is written by a doctor; and
- You get your home infusion services from a Gundersen Lutheran Senior Preferred (HMO) network pharmacy.

Please contact the Gundersen Lutheran Senior Preferred (HMO) Customer Service Department if you have further questions about home infusion pharmacy services. Pharmacies may have been added or removed from the list after this directory was printed.

Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service/Tribal /Urban Indian Health Program (I/T/U) Pharmacies through Gundersen Lutheran Senior Preferred (HMO) Pharmacy network. Those other than Native Americans and Alaskan Natives may be able to access these pharmacies under limited circumstances (e.g., emergencies).

Long Term Care Pharmacies

Are long-term care pharmacies part of Gundersen Lutheran Senior Preferred (HMO) pharmacy network?

Residents of a long-term care facility may access their prescription drugs covered under Gundersen Lutheran Senior Preferred (HMO) through the facility's long-term care pharmacy or another network long-term care pharmacy.

Please contact the Gundersen Lutheran Senior Preferred (HMO) Customer Service Department if you have further questions about long-term care pharmacy services. Pharmacies may have been added or removed from the list after this directory was printed.



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