



SOUTHERN ILLINOIS
HEALTH CARE ASSOC.

NEW MEMBER:

Welcome and thank you for selecting Southern Illinois Health Care Association (SIHCA) to be your health care provider group for Blue Cross Blue Shield of Illinois' HMOI and Blue Advantage plans. Enclosed we have prepared a summary that will help you access efficient, quality health care.

EXISTING MEMBER:

Thank you for your continued selection of Southern Illinois Health Care Association (SIHCA) to be your health care provider group for Blue Cross Blue Shield of Illinois' HMOI and Blue Advantage plans. You may be receiving this letter due to a dependant coverage addition, a change of benefits or change of identification number. You may disregard this notification and nothing further is required. However, reviewing the attached summary will help you to continue accessing efficient, quality health care.

Southern Illinois Health Care Association

P.O. Box 127

Collinsville, IL 62234

tele (618) 345-3160

fax (618) 345-3616

www.sihcadocs.com

SIHCA



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SIHCA is a multi-specialty Independent Physicians Association comprised of more than 200 experienced physicians, which provide services for HMOI and Blue Advantage patients.

SIHCA physicians provide services to members in St. Clair, Madison and Monroe Counties in addition to the surrounding collar counties. The organization enjoys a preferred provider relationship with St. Elizabeth's and Memorial Hospitals in Belleville, Anderson Hospital in Maryville, St. Joseph's Hospital in Highland, Red Bud Regional Hospital in Red Bud, and Gateway Regional Medical Center in Granite City, Illinois.

Since you are new to our organization and possibly to managed care, we ask that you take time to familiarize yourself with the following information:

- Selecting a Primary Care Physician (PCP)
- Access and Referrals to Specialty Physicians
- Referrals for Out-patient Services
- Referrals for Behavioral Health Care Services
- Emergency services and Emergency room visits
- Medical Management
- Hospitalization
- Selection of a Women's Principal Health Care Provider (WPHCP)
- Medical Records and Patient Confidentiality
- Benefits
- Patient Responsibilities
- Patient Rights
- Grievances and Appeals
- Complex Case Management

If you ever have any questions, please call your PCP at his/her office, or if necessary, our office at (618) 345-3160. You may also email us at admin@sihca.net.

Sincerely,

Christopher M. Demick
Executive Director



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NEW PATIENT GUIDE

Selection of a Primary Care Physician (PCP)

Some of you may have already selected a PCP during your enrollment period. However, we may not have received notification of your selection. If you have not selected a PCP, you need to do so now within 30 days (see attached form and list). If you do not choose one in that time frame, SIHCA will assign a PCP to you based upon demographical and geographical information.

This plan provides for preventive services intended to help maintain your health and to promote early detection of disease. We strongly encourage you and the enrolled members of your family to work with your personal Primary Care Physicians to obtain general physicals. We encourage you to make an initial appointment with your chosen PCP within 90 Days. At your initial visit, your PCP will obtain a medical history, perform a physical examination, and discuss a personal health plan with you. Preventive measures to minimize future risk will be discussed. Emphasis will be placed on patient education.

If at any time you wish to change your PCP, please contact this office for assistance. Please notify this office by telephone (618-345-3160) or fax (618-345-3616) as soon as you have chosen a new PCP.

If you find that you have been assigned incorrectly to our medical group and are not in this area, please contact the Member Services Department of HMOI to be moved to the correct medical group. That number is 800-892-2803.

Access and Referrals to Specialty Physicians

All care performed by a specialty physician in his/her office must be done at the direction of your PCP. You must have a written referral in hand prior to your visit to any specialty physician. Specialty physicians will not see you without the appropriate referral. Please verify the date and type of referral you receive from the physician's office.

Referrals for Outpatient Testing and Procedures

Necessary medical testing performed in a timely fashion at an approved facility is done at the direction of your PCP. You must have a written referral in hand when you arrive for testing. Outpatient testing will not be performed without the appropriate referral. Please verify the date and type of referral you receive from the physician's office.



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Referrals for Behavioral Health Care Services

If you are in need of Behavioral Health Care services, you should contact your primary care physician, explain your behavioral health care issues to him/her and let them direct your care, which may include a referral to a network behavioral health provider.

Urgent Care and Emergency Room Visits

Prior to seeking care at a hospital emergency room or urgent care facility, you should contact your PCP for treatment advice. All physicians have an after hours number for your convenience. In situations where you feel you cannot call your PCP, such as when you think you may be having a heart attack or stroke, go directly to the nearest hospital emergency room. Please notify your PCP as soon as possible of any treatment you receive. All follow-up care must be done at the direction of your PCP. If you do not know your PCP's phone number or you did not select a PCP at the time of enrollment, contact the IPA's 24-hour phone line at (618) 345-3160.

Medical Management

Pre-Admission Certification and Concurrent Review are two programs established to ensure that you receive the most appropriate and cost effective health care. Your PCP must obtain approval prior for an inpatient admission. It is your responsibility to cooperate with the recommendations made by your PCP. In the event of an inpatient admission, Concurrent Review ensures that your length of stay is appropriate given your diagnosis and treatment.

If you have a questions regarding MM issues or decisions, please contact SIHCA at 618-345-3160 during office hours. SIHCA will offer language assistance for non-English speaking members and a TYY line for assistance with deaf, hard of hearing or speech impaired members.

Hospitalization

In the event that you require hospitalization, your PCP will make the necessary arrangements for your admission. Your PCP will be responsible for your care during your hospital stay. Your PCP will arrange for specialty physician consults and other appropriate services as needed to resolve your specific problem. If you have an emergency hospital admission, contact your PCP and/or SIHCA as soon as possible.



Selection of a Women's Principal Health Care Provider (WPHCP)

Some of you may have already heard legislation regarding the WPHCP. A WPHCP is an obstetrician/gynecologist (OB/Gyn.) who may or may not choose to act as a PCP. If you choose to and select a SIHCA OB/Gyn., you need not notify us.

Medical Records and Patient Confidentiality

If you have medical records to be transferred to your HMO physician, have those records transferred as soon as possible. If you need a copy of your medical records from your HMO physician, you must contact the PCP's office and request this information from them. Medical Records are held in strict confidence in accordance with the HIPPA privacy act.

Benefits

Refer to your health plan booklet to see what services are included and excluded under your insurance plan. You are encouraged to contact your insurance carrier with questions regarding services not included in your plan and questions regarding out of area medical care.

Patient Responsibilities

The following guidelines must be observed:

Have care rendered through your PCP:

- Bring your insurance card to every physician appointment;
- **Obtain a written referral from your PCP for all specialty care and Medical testing.**
- Contact your PCP when you have a health related question and follow his/her advice;
- Provide all information needed to facilitate your care;
- Keep scheduled appointments for care and give notice when canceling;
- Ask questions to clarify explanations and instructions;
- Read your health plan booklet and know what services are covered;
- Pay your copay at the time of visit; and
- Notify your PCP when your health care benefits change.



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Patient Rights

As a patient you have the right;

To receive all necessary medical care provided by your benefit plan;

- To participate in decisions made regarding your medical evaluation and treatment;
- To be guaranteed confidentiality of information concerning your illness and treatment; and
- To be treated with respect.

Grievances and Appeals

Any time you have a concern about the care provided, your physicians, or your managed health care plan, contact your PCP at his/her office or contact the SIHCA office at (618) 345-3160. Your concern will be addressed promptly. If a referral is denied, the reason for the denial, the alternative treatment, a telephone number for questions and the mechanism for appeal will be communicated to you in writing. Following an adverse determination for a clinical service, procedure, or treatment that is not reviewed as medically necessary, you may request an external independent review. If requested, further information regarding the grievance and appeal process can be provided.

You and your Primary Care Physician have the right to appeal medical management decisions by mailing or faxing the medical information, as well as any supporting documentation, along with your letter of request to:

SIHCA
Director of Medical Management
531 Vandalia Street, Ste 101
Collinsville, IL 62234
618-345-3616 (fax)

OR

HMOs of BlueCross BlueShield Illinois
Appeals Committee
300 E Randolph St
Chicago, Illinois 60601
312-653-6600



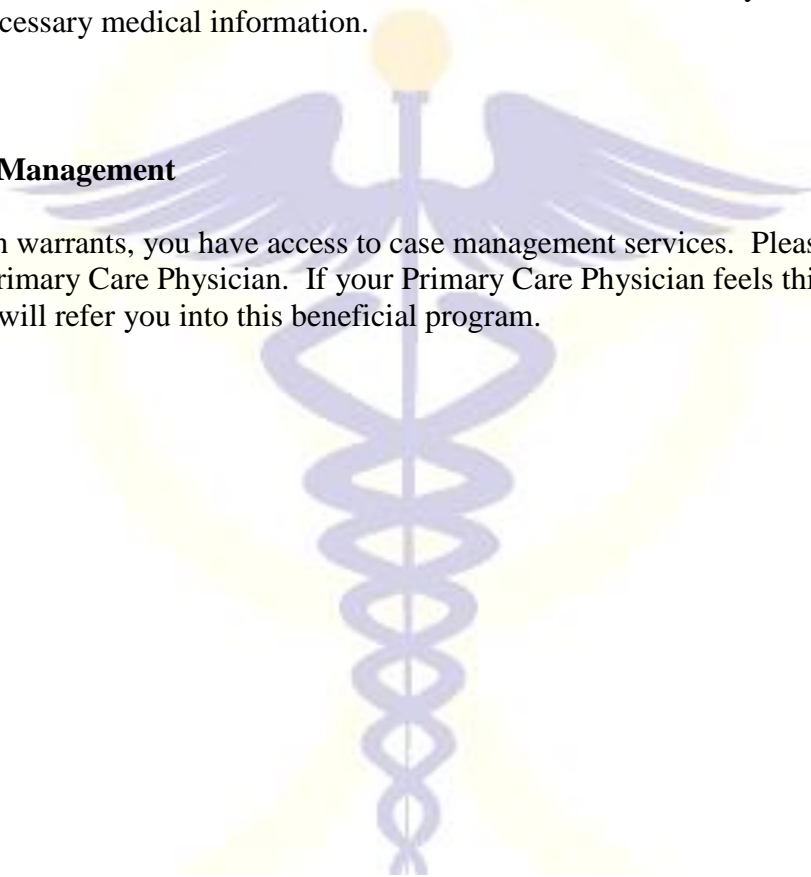
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If an Appeal is requested, you will be notified of the decision in writing, within thirty (30) days of our receipt of the necessary medical information.

If your Primary Care Physician feels that the non-approval of the requested service(s) will seriously jeopardize your health, you or your Primary Care Physician may request an Expedited Appeal. The medical information can be faxed to 618-345-3616, Attention MM director. You will be notified of the decision within three calendar days of our receipt of the necessary medical information.

Complex Case Management

If your condition warrants, you have access to case management services. Please discuss this with your Primary Care Physician. If your Primary Care Physician feels this will be beneficial, they will refer you into this beneficial program.





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PRIMARY CARE PHYSICIAN SELECTION

It is important that you select a Primary Care Physician for yourself and each eligible member of your family as soon as possible. Please complete this form and mail or fax it to us at the address or fax number listed below. If you need assistance in choosing a physician, please contact us at (618) 345-3160.

Subscriber's Name

Subscriber's Identification Number

Existing Patient

___ Yes ___ No

Subscriber name

Primary Care Physician

___ Yes ___ No

Spouse's name

Primary Care Physician

___ Yes ___ No

Dependent's full name

Primary Care Physician

___ Yes ___ No

Dependent's full name

Primary Care Physician

___ Yes ___ No

Dependent's full name

Primary Care Physician

___ Yes ___ No

Dependent's full name

Primary Care Physician

___ Yes ___ No

Dependent's full name

Primary Care Physician

___ Yes ___ No

Dependent's full name

Primary Care Physician



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BELLEVILLE, IL

Wallace Abel, MD
Belleville Family Practice
311 W. Lincoln, Suite 300
Belleville, IL 62220
618-234-2566
Family Practice
CLOSED 900101

Douglas Despain, MD
Belleville Family Practice
311 W. Lincoln, Suite 300
Belleville, IL 62220
618-234-2566
Family Practice
CLOSED 900103

Robert Garner, DO
Belleville Family Practice
311 W. Lincoln, Suite 300
Belleville, IL 62220
618-234-2566
Family Practice
CLOSED 900106

James Hitchcock, DO
Belleville Family Practice
311 W. Lincoln, Suite 300
Belleville, IL 62220
618-234-2566
Family Practice
CLOSED 900109

Melinda Walker, MD
Belleville Family Practice
311 W. Lincoln, Suite 300
Belleville, IL 62220
618-234-2566
Family Practice
CLOSED 900104

Matthew Hageman, MD
130 Lincoln Place Court
Belleville, IL 62221
618-257-1297
Internal Medicine
OPEN 9041

Duk Kim, MD
300 W. Lincoln, Ste 306
Belleville, IL 62220
618-233-0308
Internal Medicine
OPEN 902101

Nidal Shawahin, MD
4600 Memorial Drive, Suite 360
Belleville, IL 62221
618-222-7280
Internal Medicine
OPEN 9042

Stacie Laff, MD
TLC Pediatrics, Ltd.
4600 Memorial Drive, Suite 280
Belleville, IL 62226
618-257-2800
Pediatrics
OPEN 100007511

Khai Ngo, MD
TLC Pediatrics, Ltd.
4600 Memorial Drive, Suite 280
Belleville, IL 62226
618-257-2800
Pediatrics
OPEN 100007512

David Norman, MD
4600 Memorial Drive, Suite G60
Belleville, IL 62226
618-257-2550
Pediatric & Adolescent Medicine
OPEN 901301



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CAHOKIA, IL

Prasad Abraham, MD
901 Range Lane
Cahokia, IL 62206
618-332-2311
Family Practice
OPEN 901701

CASEYVILLE, IL

Lori Eberhart, MD
A to Z Pediatrics, LLC
1230 George E Chance Pkwy
Caseyville, IL 62232
618-345-5437
Pediatrics
OPEN 100006411

Mark McGranahan, MD
A to Z Pediatrics, LLC
1230 George E Chance Pkwy
Caseyville, IL 62232
618-345-5437
Pediatrics
OPEN 100006413

Jean Wagner, MD
A to Z Pediatrics, LLC
1230 George E Chance Pkwy
Caseyville, IL 62232
618-345-5437
Pediatrics
OPEN 100006412

COLLINSVILLE, IL

Makin Ahmed, MD
415 West main Street, Suite 1
Collinsville, IL 62234
618-346-2241
Pediatrics
OPEN 9014

Joseph Corvallis, MD
101 St Louis Road
Collinsville, IL 62234
618-346-1144
Family Practice
CLOSED 902001

Metissa McLeod, MD
Family Medicine Assoc.
531 Vandalia
Collinsville, IL 62234
618-344-0090
Family Practice
OPEN 900302

Patrick Zimmermann, MD
Family Medicine Assoc.
531 Vandalia
Collinsville, IL 62234
618-344-0090
Family Practice
OPEN 900301



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EDWARDSVILLE, IL

William Bonzelet, MD
Seven 157 Center
Edwardsville, IL 62025
618-659-2371
Internal Medicine
OPEN 901801

Susan Reynolds, MD
6616 Center Grove Road
Edwardsville, IL 62025
618-692-1444
Family Practice
OPEN 902909

FREEBURG, IL

James Althoff, MD
Rural Family Medicine
251 Market Place Dr, Ste 1
Freeburg, IL 62243
618-539-0067
Family Practice
CLOSED 900601

Todd Vonderheide, MD
Rural Family Medicine
251 Market Place Dr, Ste 1
Freeburg, IL 62243
618-539-0067
Family Practice
CLOSED 900602

Brett Winkeler, MD
Rural Family Medicine
251 Market Place Dr, Ste 1
Freeburg, IL 62243
618-539-0067
Family Practice
OPEN 900607

GLEN CARBON, IL

K. Max Eakin, MD
Family Physicians of Madison Cty
#3 Junction Drive West
Glen Carbon, IL 62034
618-288-5088
Family Practice
CLOSED 900202

Michael Mulligan, MD
Family Physicians of Madison Cty
#3 Junction Drive West
Glen Carbon, IL 62034
618-288-5088
Family Practice
CLOSED 900203

Michelle Mulligan, MD
Family Physicians of Madison Cty
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618-288-5088
Family Practice
CLOSED 900205

Raymond Weber, MD
Family Physicians of Madison Cty
#3 Junction Drive West
Glen Carbon, IL 62034
618-288-5088
Family Practice
CLOSED 900201

Elizabeth Satterly, MD
Young Pediatrics
4804 South State Route 159
Glen Carbon, IL 62034
618-288-9305
Pediatrician – Newborn to age 17
OPEN 100002501

Staci Young, MD
Young Pediatrics
4804 S Illinois Rte 159
Glen Carbon, IL 62034
618-288-9305
Pediatrician – Newborn to age 17
OPEN 10000250



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HIGHLAND, IL

Oscar Florendo, MD
10 Apex Drive, Ste 1
Highland, IL 62249
618-651-8333
Internal Medicine
OPEN 901501

MARYVILLE, IL

Jason Barnett, MD
6812 State Rte 162, Ste 120
Maryville, IL 62062
618-288-0044
Family Practice
OPEN 902902

Kathryn Followell, MD
6812 State Rte 162, Ste 204
Maryville, IL 62062
618-288-6464
Family Practice
OPEN 902907

Kevin Garner, MD
6812 State Rte 162, Suite 204
Maryville, IL 62062
618-288-2120
Internal Medicine
OPEN 902908

Rodney Greeling, DO
Southwestern IL Internal Medicine
6812 State Rte 162, Suite 120
Maryville, IL 62062
618-288-5566
Internal Medicine
CLOSED 901202

Jim Hong, MD
Southern IL Family Medicine
6810 State Rte 162, Ste 20
Maryville, IL 62062
618-288-9466
Family Practice
OPEN 903104

Tibor Kopjas, MD
2102 Vadalabene Drive
Maryville, IL 62062
618-288-5430
Internal Medicine
OPEN 902201

Jennifer Krick, MD
Maryville Pediatrics
6828 State Rte 162, Suite A
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618-288-5084
Pediatrics
OPEN 901603

Anthony Malench, MD
Malench & Malench, MD
10 Professional Park Drive
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618-288-7244
Family Practice
OPEN 900502

Peter Malench, MD
Malench & Malench, MD
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Family Practice
OPEN 900501





MARYVILLE, IL (Continued)

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618-288-6136
Internal Medicine
OPEN 902901

Haresh Motwani, MD
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Family Practice
OPEN 902800

Sophia Rostovtseva, MD
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Family Practice
OPEN 902903

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Internal Medicine
OPEN 902904

MASCOUTAH, IL

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Mascoutah, IL 62258
618-566-8810
Family Practice
OPEN 900603

Stephen Raben, MD
Rural Family Medicine
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Mascoutah, IL 62258
618-566-8810
Family Practice
OPEN 900604

Paul Reger, MD
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618-566-8810
Family Practice
OPEN 900605

Judith Weis, MD
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OPEN 900606



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O'FALLON, IL

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OPEN 901802

RED BUD, IL

David Walls, MD
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Red Bud, IL 62278
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Family Practice
OPEN 902601

TROY, IL

Deborah Bross, MD
Lopatin & Associates Family Med
301 Edwardsville Road
Troy, IL 62294
618-667-7057
Family Practice
OPEN 900402

Eric Lopatin, MD
Lopatin & Associates Family Med
301 Edwardsville Road
Troy, IL 62294
618-667-7057
Family Practice
OPEN 900401

WATERLOO, IL

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618-939-8648
Internal Medicine
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