

# For YOUR Health

{ SUMMER 2015 | FOR MEMBERS OF GUNDERSEN HEALTH PLAN }

## Mental health: It's time to 'change direction'

**D**id you know 1 in 5 Americans has a diagnosable mental health condition, and more Americans are expected to die this year by suicide than

in car accidents? While most of us are comfortable acknowledging and seeking help for a physical condition, such as a heart attack or stroke, many more of us aren't so quick to recognize or seek help

for emotional suffering and pain.

The campaign to "Change Direction" encourages Americans to care for their mental well-being just as they do their physical well-being. The first step is to

learn the signs of mental suffering so you can identify them and help yourself or a loved one who may be in emotional pain. The five signs are:

1. Having **personality** changes
2. Feeling uncharacteristic anger, anxiety or **agitation**
3. **Withdrawing** or isolating yourself from other people
4. Showing a decline in **personal care** or engaging in risky behavior
5. Feeling overcome with **hopelessness** and overwhelmed by circumstances

Locally, organizations like Gundersen Health System; Logistics Health, Inc.; Great Rivers 2-1-1; NAMI (National Alliance on Mental Illness); La Crosse Area Suicide Initiative; and the La Crosse Mental Health Coalition are working together to bring attention to mental health and the five signs of suffering. For more information or to seek help, contact Great Rivers 2-1-1 by dialing **2-1-1**. For more information on the national campaign, go to [changedirection.org](http://changedirection.org).



Personality changes



Agitation



Withdrawal



Poor self-care



Hopelessness



### INFORMATION AGE

What to do if you think your kids are 'e-dicted.'

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### GETTING ENOUGH SLEEP?

These tips can help.

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### ENERGY DRINKS

Why you may want to limit your caffeine and sugar intake.

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# Have a question? Keep these numbers handy



## GREAT RIVERS 2-1-1

### Dial 2-1-1

Great Rivers 2-1-1 plays a unique role throughout the Tri-state Region by providing a central and easy-to-remember access point for people to obtain complete and current information on over 4,200 community and human service programs. 2-1-1 takes the confusion and guesswork out of finding the right place to call. By calling 2-1-1, you will receive free, confidential assistance 24 hours a day, 7 days a week.

### What is Great Rivers 2-1-1?

Great Rivers 2-1-1 is an information, referral and crisis line. Information and referral specialists can connect you with support groups and in-home services and help with questions about:

- Alcohol and drug abuse
- Suicidal thoughts and feelings
- Landlord-tenant issues

- Relationship or family problems
- Stress
- Parenting concerns
- Depression
- Unplanned pregnancy
- Adult and child abuse
- Sexual abuse
- Temporary shelter or housing
- Transportation
- Food resources

## GUNDERSEN TELEPHONE NURSE ADVISOR

The Telephone Nurse Advisor is staffed by registered nurses 24 hours a day. The nurses provide health education and can direct you to the right kind of care based on your health needs. This service is free and confidential, and you don't have to be a Gundersen patient to use this service. Call (608) 775-4454 or (800) 858-1050.

## Be sweet to your feet: Flip-flop do's and don'ts

Flip-flops are fashionably hot, but their design leaves foot specialists cold.

These slip-on summer favorites can affect your gait and could also cause leg and foot pain.

Walking long distances in them isn't a good idea, advises the American Podiatric Medical Association (APMA). Even the best flip-flops offer little shock absorption or arch support.

Other recommendations from the APMA include:

- DO look for flip-flops that have the APMA's Seal of Acceptance. Certain brands of flip-flops have been awarded the APMA's approval for demonstrating proper foot support.
- DO toss flip-flops when their soles show signs of wear. Like running shoes, they wear out quickly.
- DON'T wear flip-flops for sports or yard work, which require protection for toes, ankles and feet.
- DON'T ignore irritation between your toes or blisters on your feet.



## Fact or fiction? Be smart about sunscreen

Your skin is important—and sunscreen plays a big part in protecting it. But are you sure you have the right information? Or do you believe these five common myths?

**Fiction:** Any sunscreen will do.

**Fact:** Not so. Be sure to read labels, and choose a sunscreen with these features:

- A sun protection factor (SPF) of at least 30. Higher is better.
- Broad-spectrum coverage. This filters both types of harmful rays.
- A water-resistant formula.

**Fiction:** I need sunscreen only on my face.

**Fact:** Any exposed skin is at risk for sun damage. Some not-to-miss spots: nose, hands, ears, neck and tops of feet—even the top of a balding head.

**Fiction:** One application is enough.

**Fact:** Sunscreen should be reapplied every two hours, even when it's cloudy. Slather it on soon after swimming too—or if you have been sweating.

**Fiction:** You only need a little bit.

**Fact:** This is no time to be stingy. It takes at least an ounce of sunscreen, the size of a golf ball, to cover your whole body.

**Fiction:** Sunscreen is safe for even the youngest kids.

**Fact:** Sunscreen is fine for most kids. But ask your doctor before using it on babies younger than 6 months.

Sources: American Academy of Dermatology; U.S. Food and Drug Administration

**SAVE YOUR SKIN!** When applying sunscreen, don't miss your nose, hands, ears and neck and the tops of your feet.

# Prep for your *preteen's* checkup

**P**reteens are in between stages—part child, part teen. And their checkups will change along with their changing bodies.

## What's new?

Your preteen may have questions about puberty and sex. He or she may also need advice on dealing with bullies and peer pressure.

Your child's provider can offer advice on how to be healthy and safe. He or she will also watch for problems that can affect preteens, such as eating disorders and depression.

## What to expect

Guidelines recommend teens and preteens have a checkup every one to two years. At the checkup, the provider will do a physical exam and check your child's:

- Height and weight
- Blood pressure
- Vision

Your child's provider will also make sure that shots are up-to-date. Preteens may need Tdap, MCV4, HPV and flu shots. They may also need to catch up if they've missed any shots.

## Privacy, please

Your preteen may need some privacy at the visit. The provider may ask you to leave the room.



Respect this time. It can help your child take responsibility for his or her health. It may help your child talk more openly. That way, the provider can give your child sound advice about diet, exercise, and school and social life.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention

**NEED TO FIND A DOCTOR?** Go online to [gundersenhealthplan.org/providerdirectory](http://gundersenhealthplan.org/providerdirectory) to find an in-network provider.

## Are your kids 'e-dicted'?

The aroma of pizza fills the house—but your kids don't notice. They're too busy with phones, laptops, tablets, TVs and video games.

Are they addicted to their screens? And should you be concerned?

### Screen-time health risks

Kids' use of modern media has been linked to greater stress and higher risk for asthma, diabetes, depression and obesity. Too much screen time can prompt unhealthy snacking. It may limit physical activity and deprive kids of sleep. Plugged-in kids also risk exposure to cyberbullying and predatory adults.

When kids are spending an unhealthy amount of time with screens, they may:

- Skip meals
- Gain or lose weight
- Stay up too late
- Neglect schoolwork and get lower grades
- Withdraw from friends

If your child shows these signs of media addiction, talk to your doctor.



**KEEP AN EYE OUT:** Kids are whizzes with modern media. But they need guidance to keep from spinning out of control.

### What you can do

Parents can promote balanced media use by:

- Limiting noneducational screen time to no more than two hours per day.
- Keeping screens out of kids' bedrooms.
- Organizing media-free family times. You might play board games, take a nature hike together or help an elderly neighbor.

Sources: American Academy of Child and Adolescent Psychiatry; American Academy of Pediatrics

## HPV: Protect your tween or teen

A vaccine that could protect your child from cancer later in life? It's the HPV vaccine. And it can do just that.

HPV is a virus that's spread through sexual activity. Nearly everyone is exposed to HPV at some point in their lives. HPV can cause several types of cancer. One of the most common is cervical cancer. But the HPV vaccine can help prevent these cancers.

The vaccine is proven safe and effective. It is given in a series of three shots over six months.

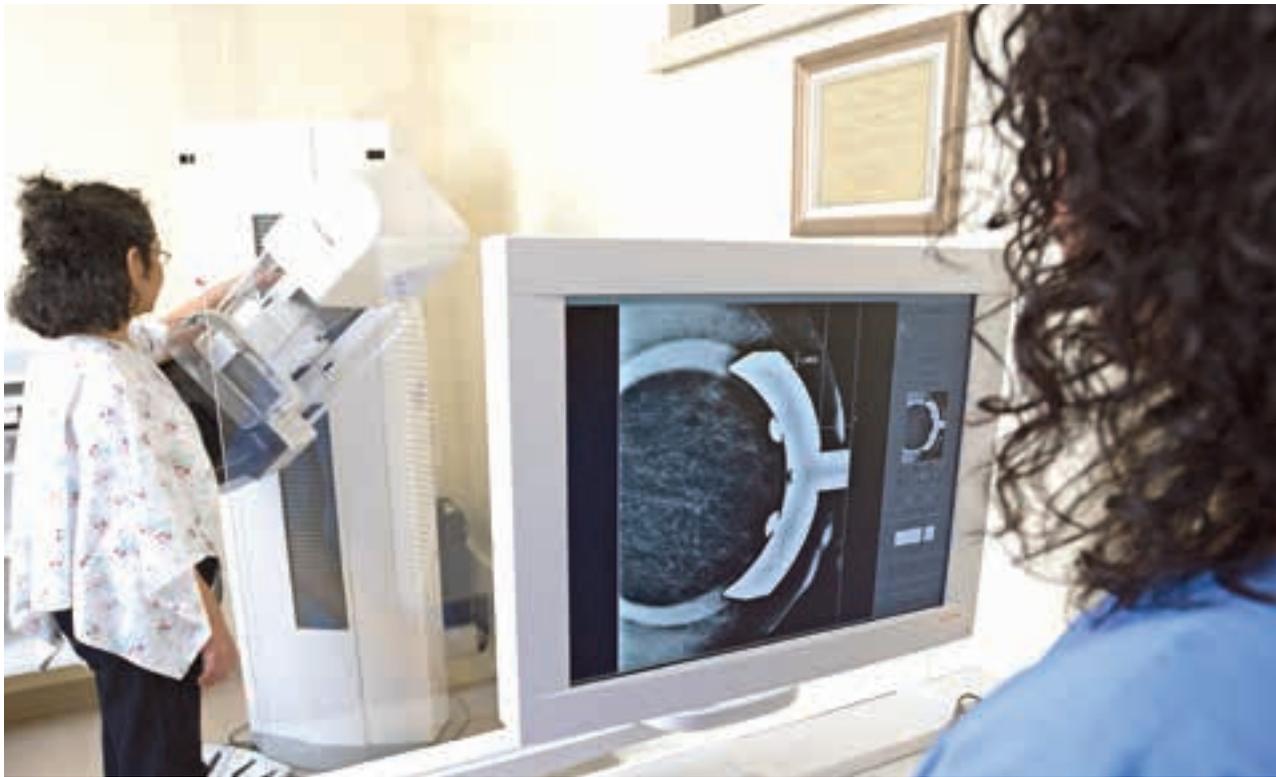
### Who needs it?

Boys and girls should get the shots around age 11 or 12. That's the age when the body responds best to the vaccine.

But older kids who missed having the shots still need them. The vaccine can be given to boys up to age 21 and for girls up to age 26.

If your child is 11 or older, call his or her provider's office to set up a visit. Let them know you want your child to have the HPV shots.

Source: Centers for Disease Control and Prevention



## BREAST CANCER

# When to start screening

**Y**ou know that mammograms can spot breast cancer in its early stages. But when should you start having them?

Some health experts advise beginning at age 40—others, at age 50. The controversy is a clue to the truth: Every woman needs to work with her doctor to decide.

When you talk with your doctor, here are a few questions to ask:

- Do I have any risk factors for breast cancer?

- Based on these risk factors, what are my chances of getting breast cancer?
- What are the pros and cons of getting mammograms before age 50?
- Do you recommend that I start having mammograms? If so, how often?

Once you're 50, mammograms are a must. Schedule them regularly—at least every two years.

Source: American Cancer Society; U.S. Preventive Services Task Force

## How we evaluate new technology

Gundersen Health Plan frequently evaluates new technology for inclusion as a covered service. In order to cover services that use new technology, all the following criteria must be met:

- The technology must be nonexperimental/noninvestigational.
- The new technology must be approved by the appropriate regulatory body.
- Research and review of evidence-based medicine must demonstrate that the new technology has a positive effect on health and is safe.
- The new technology is more beneficial or less expensive than current alternative treatments.

If an evaluation is performed due to a request for coverage from your provider, a decision will be made within five working days after all the necessary information needed to make the decision is received.

If coverage is denied, the criteria for the denial will be communicated to the party requesting the evaluation. An explanation of the grievance process will also be issued.



### COMPLIANCE CORNER

## Women's Health and Cancer Rights Act of 1998

The Women's Health and Cancer Rights Act (the "Women's Health Act") was signed into law in October 1998. The Women's Health Act amended the Employee Retirement Income Security Act of 1974 (ERISA) and the Public Health Service Act (PHS Act).

This federal law requires group health plans to provide certain coverage for breast reconstruction

following mastectomies. This coverage took effect Jan. 1, 1999.

Your group health plan provides coverage for mastectomies. As part of this coverage, your plan also covers the procedures necessary to effect reconstruction of the breast on which the mastectomy was performed, as well as the cost of prostheses (implants, special bras, etc.) and physical complications of all stages of mastectomy, including lymphedemas.

### Explanation of coverage

This mandate also requires your plan to provide the following coverage to a member who elects breast reconstruction in connection with such mastectomy:

- Reconstruction of the breast on which the

mastectomy has been performed

- Surgery and reconstruction of the other breast to produce symmetrical appearance
- Coverage for prostheses and treatment of physical complications during all stages of mastectomy, including lymphedemas, in a manner determined in consultation with the attending physician and the patient

### Your benefits

Under the Women's Health Act, coverage of breast reconstruction benefits is subject to the same deductibles, coinsurance and copayments consistent with those established for other benefits under your plan.



## Sleep smarts

### NURTURING GOOD SLEEP HABITS

There are lots of things you can do to improve your sleep. First, keep in mind that good sleep doesn't always just happen. About half of all Americans report having difficulty sleeping—at least occasionally.

To solve your sleep problems, you may need to take a look at your diet, exercise patterns, sleeping environment and lifestyle. Once you've discovered some connections, you may be able to develop a better sleep plan.

Try these tips:

- Finish eating at least two hours before your regular bedtime. Eating or drinking too close to bedtime may make you uncomfortable.
- Try to keep the same bedtime and wake time, even on weekends. A regular schedule can help your body know when it is time to sleep.
- Develop a regular, relaxing bedtime routine. Soak in a warm bath, read a book or listen to soothing music.
- Create a sleep-friendly environment that is cool, dark and quiet.
- Sleep on a comfortable mattress and pillows. Most good mattresses have a life expectancy of about 9 or 10 years.
- Make your bedroom sleep-friendly. Leave the work materials, computers and televisions in another room.
- Stay active. Exercise can help you sleep, but wrap up your workout at least three hours before bedtime.
- Avoid sweets, coffee, tea, soft drinks and other products containing caffeine near bedtime.
- Don't smoke. Nicotine is a stimulant that can keep you awake. Having difficulty sleeping is another good reason to quit smoking.

### When sleep troubles persist

If you have trouble falling asleep or staying asleep or if you feel overly sleepy during the day, talk to a doctor. You may have a sleep disorder—such as insomnia or sleep apnea. Your doctor can diagnose the problem and refer you to a sleep specialist, if necessary.

Source: National Sleep Foundation

## SLEEPYHEADS

# How much rest do kids *need*?

**C**hildren have a lot of growing to do. During sleep, the body releases hormones that help kids grow and develop. This means they need more sleep than adults do. And it's why babies spend much of their time at rest. If your kids aren't sleeping enough, you may find that they:

- Are moody
- Disobey you
- Feel anxious or depressed
- Struggle to pay attention

### What's enough?

The amount of sleep kids need depends on their age.

#### HERE'S WHAT EXPERTS RECOMMEND:

Age	Sleep needed per day
Newborns to 3 months	Up to 18 hours
4 to 11 months	9 to 12 hours, plus naps
1 to 2 years	11 to 14 hours, including naps
3 to 5 years	11 to 13 hours
6 to 13 years	9 to 11 hours
13 to 18 years	8 to 10 hours



## Sleep diary

Getting enough sleep is very important. It gives your body time to recharge. And it will help you do your best in sports and school.

Are you getting the rest you need? Here's a good way to tell. Use this sleep diary to keep track of your sleep at night and how you feel each day. It may help you see how much sleep is best for you.

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>TIME I went to bed last night.</b>							
<b>TIME I got up this morning.</b>							
<b>TOTAL HOURS that I slept.</b>	<input type="text"/>						
<b>HOW I FELT when I woke up.</b>	Great!						
	A little tired						
	Sleepy						



It's unclear how much caffeine is safe for kids—stick with water instead.

# The *buzz* on energy drinks

**S**ome people drink them to fight fatigue or heighten concentration.

Kids might chug a can or two to get pumped up for sports.

They're energy drinks—beverages advertised for their revitalizing buzz. These drinks offer a short-term energy boost because very often they're full of caffeine.

That has some health experts worried. Caffeine is a stimulant that is considered safe in moderate amounts. But too much caffeine can cause insomnia, headaches, jitteriness and stomach problems.

That may be especially true for children, because

caffeine's effects are dependent on body weight.

According to the U.S. Food and Drug Administration (FDA), healthy adults should consume no more than 400 milligrams of caffeine per day. That's the equivalent of four to five cups of coffee. The FDA discourages children and adolescents from consuming caffeine or stimulants—it's unclear how much is safe for younger people.

Health experts urge parents to read the labels on energy drinks and consider limiting how much their children consume.

Additional source: American Psychological Association

## When drinking becomes a problem

Maybe a friend has worried about how much you drink. Or you might miss work or school because of drinking too much.

A drinking problem isn't always easy to spot—or admit to. But those are two of the many signs that point to trouble.

And the fact is: Alcohol is a problem if it affects any part of your life.

### What are the risks?

Drinking clouds your judgment and slows your brain function. That means you're more likely to be hurt in an



accident. You might also do something you regret later.

Alcohol also harms the body. It raises your risk of certain cancers, stroke and liver disease.

### Warning signs

People who have a problem with alcohol:

- Think about drinking much of the time
- Have tried but can't cut back or quit on their own
- Often drink more than they say they will
- Don't do what they should at work or home because of drinking
- Feel guilty or try to hide alcohol
- Forget what happened when they were drinking
- Drink to cope with stress or bad feelings
- Have argued, fought or been arrested because of alcohol

### Getting help

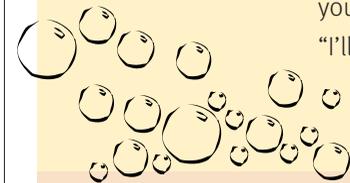
If you think you might have a drinking problem, talk to your provider about how to quit. He or she may also help you find a support group.

Source: National Council on Alcoholism and Drug Dependence

## SOFT DRINKS

### Why you may want to ditch the fizz

If you've heard about the health risks from drinking too much soda, you may have thought, "I'll switch to diet."



Unfortunately, research shows that diet soda may not be a healthy alternative.

In fact, one study showed that people who drank one or more sodas daily—regular or diet—had an increased risk of developing metabolic syndrome.



According to the American Heart Association, this syndrome can raise your chances of getting heart disease or diabetes and comprises three or more of the following conditions:

- A large waistline (35 inches or more for women or 40 inches or more for men).
- High fasting blood sugar (100 mg/dL or more).
- High blood pressure (130/85 mm Hg or higher).
- High triglyceride levels (150 mg/dL or higher).
- Unhealthy HDL cholesterol levels of less than 50 mg/dL in women or less than 40 mg/dL in men.

Regular soda has also been linked to diabetes and obesity in children and adolescents.



# Drug Formulary *updates*

## FOR MEMBERS WITH PRESCRIPTION COVERAGE THROUGH GUNDERSEN HEALTH PLAN

**A**ll pharmacy benefit information applies only to members with prescription drug coverage through Gundersen Health Plan. If your prescription drug coverage is not through Gundersen Health Plan, please contact your pharmacy benefits manager.

As part of our continuing effort to alert you to important information about your prescription benefit coverage, we have included the following information regarding recent changes to the formulary. All preferred formulary and nonpreferred formulary changes are effective immediately, unless otherwise noted.

### GUNDERSEN HEALTH PLAN FORMULARY UPDATES

New generic additions to tier 1	<ul style="list-style-type: none"> <li>Belladonna-phenobarbital tablet (Donnatal)<sup>3</sup></li> <li>Calcium-PNV 28-1-250mg softgel (Natelle One Capsules)</li> <li>Cefditoren pivoxil tablet (Spectracef)<sup>3</sup></li> <li>Celecoxib capsule (Celebrex)<sup>5</sup></li> <li>Ciprofloxacin suspension (Cipro)<sup>3</sup></li> <li>Clobetasol propionate spray (Clobex)</li> <li>Colchicine tablet and capsule (Colcrys)<sup>3</sup></li> <li>Dexmethylphenidate ER capsule (Focalin XR)<sup>3</sup></li> <li>Estradiol patch (Alora and Vivelle-Dot)<sup>3</sup></li> <li>Fluorescein-proparacaine drops (Flucaeine)</li> <li>Fluorouracil 0.5% cream (Carac 0.5%)<sup>3</sup></li> <li>Flura-Drops 0.25 mg/drop</li> <li>Infanate plus softgel</li> </ul>	<ul style="list-style-type: none"> <li>Ivermectin tablet (Stromectol)</li> <li>Lamivudine 10 mg/ml oral solution (EpiVir)</li> <li>Lamotrigine ODT tablet (Lamictal ODT)</li> <li>Me-pb-hyos elixir (Donnatal)<sup>3</sup></li> <li>Prenatal vitamin no.86/iron bis-glycinate/folic acid tablet (Nestabs)</li> <li>Olopatadine 665mcg nasal spray (Patanase)<sup>3</sup></li> <li>Oxycodone ER tablet (Oxycontin)<sup>3</sup></li> <li>Pramipexole ER tablet (Mirapex ER)<sup>3</sup></li> <li>Sirolimus tablet (Rapamune)<sup>1</sup></li> <li>Tacrolimus ointment (Protopic)<sup>2</sup></li> <li>Testosterone 25mg/2.5gm pkt (AndroGel)<sup>3</sup></li> <li>Mycophenolate suspension (CellCept)</li> </ul>
New additions to tier 3	<ul style="list-style-type: none"> <li>Afrezza insulin regular, human<sup>1</sup></li> <li>Akynzeo capsule<sup>4</sup></li> <li>Arnuity Ellipta inhaler<sup>5</sup></li> <li>Auryxia tablet<sup>3</sup></li> <li>Incruse Ellipta inhaler<sup>5</sup></li> </ul>	
New additions to tier 4	<ul style="list-style-type: none"> <li>Cosentyx<sup>4</sup></li> <li>Harvoni tablet<sup>4</sup></li> <li>Viekira Pak<sup>4</sup></li> <li>Valganciclovir HCL tablet<sup>1</sup></li> </ul>	

1. Requires prior authorization.
2. Requires use of a first-line drug under step therapy program.
3. Quantity limits are in place.
4. Requires prior authorization and quantity limits are in place.
5. Requires use of a first-line drug under step therapy program and has quantity limits in place.
6. Age edit in place.

Injectable and IV drugs may not be added to the formulary due to possible coverage under the medical benefit. These drugs may require an approved prior authorization to be in place for coverage under your medical benefit.

Nonformulary medications have alternatives, formulary equivalents, over-the-counter or generic equivalents. Please talk to your healthcare provider or call Customer Service for more details.

For more information:

- Visit [gundersenhealthplan.org/formulary](http://gundersenhealthplan.org/formulary)
- Send an email to [hpcustomerservice@gundersenhealth.org](mailto:hpcustomerservice@gundersenhealth.org)
- Call Customer Service (see phone numbers on the back page)

## Tossing meds? Do it safely

### GUNDERSEN MEDICATION DISPOSAL SITES ARE NOW OPEN

It is important to get rid of leftover medication safely. Gundersen Health System provides three medication drop boxes available during pharmacy business hours:

#### Gundersen La Crosse Clinic Pharmacy

- Monday through Friday, 8 a.m. to 8 p.m., and Saturday, 8 a.m. to 12:30 p.m.

#### Gundersen East Building Pharmacy

- Monday through Friday, 9 a.m. to 5:30 p.m.

#### Gundersen Onalaska Clinic Pharmacy retail area

- Monday through Friday, 8 a.m. to 5:30 p.m.

You can get rid of these types of medications in the drop boxes:

- Prescription
- Over-the-counter (like Tylenol)
- Pet medications
- Medicated creams and lotions
- Inhalers
- Liquid medications in leak-proof containers

Please follow these instructions:

- Leave liquid medications in their original containers.
  - Block out personal information with a black marker.
  - Place medications, including tablets, capsules and bottles containing liquid, in a sealed zip-top plastic bag, and place it in the drop box.
- Do not** use the drop boxes for:
- Unused or used needles. Needles and sharps can be exchanged at the Gundersen Clinic Pharmacy.
  - Chemicals and cosmetics. They should be taken to the La Crosse County Hazardous Materials facility. If you don't live near La Crosse or Onalaska, talk to your pharmacist to find out the closest place you can take your medications to get rid of them safely.



# Only the best care

The Healthcare Effectiveness Data and Information Set (HEDIS) is a tool health plans use to measure the quality of care and services we provide—including care that helps you stay healthy and care you need if you get sick. Consumers can use the results to help compare health plans. We use the results to see where we can improve.

HEDIS has more than 70 standardized measures. These measures address many areas of care—from how many patients receive beta-blocker medicines after a heart attack to how many have discussed physical activity with their healthcare provider.

## HEDIS 2014 results

Based on HEDIS 2014, Gundersen Health Plan's Commercial HMO performs above the 90th percentile for many measures such as:

- **Controlling high blood pressure.** The percentage of members 18 to 85 years of age who had a diagnosis of hypertension (high blood pressure) and whose blood pressure was controlled (less than 140/90).
- **Childhood immunization status (Combination 2).** The percentage of members who have received the following vaccines by their second birthday: at least four DTaP (diphtheria, tetanus and pertussis), at least three IPV (inactivated polio virus), at least one MMR (measles, mumps and rubella), at least three Hib (*Haemophilus influenzae* type b), and at least one VZV (varicella zoster virus, or chicken pox) vaccine.

In addition, we are working to improve several measures, including:

- **Antidepressant medication management.** The percentage of members who are diagnosed with and prescribed a medication for depression who stay on the antidepressant medication for at least 12 weeks and at least 6 months.
- **Human papillomavirus (HPV) vaccine.** The percentage of female adolescents who have three HPV vaccinations between ages 9 and 13.
- **Chlamydia screening in women ages 16 to 24.**

The source for data contained in this article is Quality Compass® 2014. Quality Compass and HEDIS are registered trademarks of the National Committee for Quality Assurance.

## Feeling frazzled? Try a breathing break

Take a deep breath. Relax.

That may sound like two separate actions, but the two go hand in hand. Inhaling and exhaling deeply and slowly actually triggers the body's relaxation response. It can also ease your mind and reduce stress. So the next time you're down to your last nerve, take these steps to breathe a sigh of relief:

- Place your hands lightly on your stomach.
- Slowly count to four while inhaling through your nose so that your stomach rises slightly.
- Hold your breath for one second.
- Exhale for four counts through pursed lips while your stomach slowly falls.
- Repeat several times.

Sources: American Academy of Family Physicians; Mental Health America



» **LEARN MORE:** For a more detailed overview of all quality measures or for a copy of our program evaluation or description, please contact Gundersen Health Plan Quality Management at (800) 897-1923.

## GUNDERSEN HEALTH PLAN

### Visit us

Our offices are located at 3190 Gundersen Drive, Onalaska, WI, and at the Resource Center located in the Gundersen Lutheran Medical Center – LaCrosse Clinic at 1836 South Ave., La Crosse, WI.



### Contact us

Employer Group Plans:

(608) 775-8007

(800) 897-1923

Marketplace Plans:

• GundersenOne:

(608) 775-8092

(855) 685-6404

• Employer Group Plans:

(608) 775-8076

(855) 459-8076

If you are deaf, hard of hearing or speech-impaired, please call 711 or (800) 877-8973. Or you may call through a video relay service company of your choice. Interpreter services are provided free of charge to you. Our office hours are 8 a.m. to 5 p.m., Monday through Friday.

### Visit our website

[gundersenhealthplan.org](http://gundersenhealthplan.org)

### Email us

[hpcustomerservice@gundersenhealth.org](mailto:hpcustomerservice@gundersenhealth.org)

### Talk to a nurse 24/7

Do you have a health question or concern? Do you think you may need to go to the doctor, but you aren't sure? You have free access to a Nurse Advisor, 24 hours a day, 7 days a week. Call (800) 858-1050 or (608) 775-4454.

### Our network of providers

To learn if a healthcare provider is in the Gundersen Health Plan network:

- Check our Provider Directory online at [gundersenhealthplan.org/providerdirectory](http://gundersenhealthplan.org/providerdirectory).
- Call Customer Service.

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