



Dear Member,

Welcome! We are pleased to have you as a member of our health plan.

Trilogy Health Insurance, Inc. (Trilogy) provides health care services to BadgerCare Plus members in Wisconsin. We are proud to be a locally owned and operated health plan. With Trilogy there are no copays for provider visits and we offer a variety of programs and services to help you with your healthcare needs.

Included with this letter are some important items, including:

- Primary Care Provider (PCP) Selection form
- Other Insurance Inquiry form
- Self-addressed, postage paid return envelope for your completed form(s)
- Urgent Care listing

We encourage you to choose a **Primary Care Provider (PCP)**. You can find a list of PCPs in the Provider Directory on the Trilogy website www.trilogyhealthinsurance.com or we can mail you a copy. Choose a PCP for yourself and anyone else in your household who is a member of Trilogy. If you would like help choosing a PCP call Customer Service and we will be happy to help you. Our Customer Service phone number is 1-855-530-6790, Monday - Friday, 8:00AM to 5:00PM.

Once you have chosen a PCP you need to let us know who it is. You can call Customer Service to tell us that information or you can fill out the Primary Care Provider Selection Form in this packet and mail it back to us.

Sometimes a need may come up where you cannot wait to see your Primary Care Provider and may need **Urgent Care**. Trilogy has contracts with many Urgent Care Centers in your area. A current list of these centers is included in this packet. You can also call us or visit our website to find a location near you.

Trilogy also has a **Member Handbook** available on our website that you can view and download. The Member Handbook has important information about your health plan benefits. If you prefer, we will send you a copy of the Member Handbook in the mail. To request a mailed copy, please call Customer Service at 1-855-530-6790 or send an e-mail request to customerservice@trilogycare.com and we will mail one out to you.

You can change your HMO during the first three months of enrollment with Trilogy. If you choose to change you can call the HMO Enrollment Specialists at 1-800-291-2002.

Our care management team will be contacting you to complete a brief **Health Needs Assessment (HNA)** with you. We will ask you some questions to give us a chance to see if you or your family may benefit from some of our programs. This survey will not take long and will give us a chance to find out how we can help you with your health care needs. Someone from Trilogy will be calling you, or if you

would like you can call us at 1-866-364-0892 to request this survey at a time that is convenient for you.

If you are covered by another insurance company or have Medicare, you need to let us know. You can call Customer Service to tell us that information or fill out the Other Insurance Information Inquiry Form in this packet and mail it back to us.

Once again, welcome!

Sincerely,



Bonita L. Warner
President & Medicaid Executive Director