



**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 dependent 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  
(618) 345-3160  
(618) 345-3616 fax  
[www.sihcadocs.com](http://www.sihcadocs.com)



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HEALTH CARE ASSOC.

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
- Urgent Care and Emergency Room Services
- Chemical Dependency Services
- 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](mailto:admin@sihca.net).

Sincerely,

James Althoff, MD  
President



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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. The availability of early morning, evening, and weekend hours vary by PCP. At your get acquainted visit your PCP will be able to advise you on how you can receive services during these time frames.

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.



## **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 Services**

Prior to seeking care at an urgent care facility or emergency room for non-life threatening situations, 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.

## **Chemical Dependency Services**

Benefits are available through the HMO Illinois Chemical Dependency Network for the treatment of Substance Abuse whether or not the Covered Services rendered have been ordered by your PCP. To obtain benefits for Substance Abuse Treatment, you must call the HMO Illinois Chemical Dependency Hotline at **1 (800) 346-3986**.

## **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 & 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.



## **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**

\_\_\_\_\_  
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

\_\_\_ Yes \_\_\_ No





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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  
**OPEN** 900101

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

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

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

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



## **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

Patrick Zimmermann, MD  
Family Medicine Assoc.  
531 Vandalia  
Collinsville, IL 62234  
618-344-0090  
Family Practice  
**CLOSED** 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  
**CLOSED** 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  
#3 Junction Drive West  
Glen Carbon, IL 62034  
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  
2504 Commerce Lane  
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

Jennifer Krick, MD  
Maryville Pediatrics  
6828 State Rte 162, Suite A  
Maryville, IL 62062  
618-288-5084  
Pediatrics  
**OPEN** 901603

Anthony Malench, MD  
Malench & Malench, MD  
10 Professional Park Drive  
Maryville, IL 62062  
618-288-7244  
Family Practice  
**OPEN** 900502

Peter Malench, MD  
Malench & Malench, MD  
10 Professional Park Drive  
Maryville, IL 62062  
618-288-7244  
Family Practice  
**OPEN** 900501

Michael Mandis, MD  
2236 Vadalabene Drive, Suite 2  
Maryville, IL 62062  
618-288-6136  
Internal Medicine  
**OPEN** 902901

Haresh Motwani, MD  
Metro East Healthcare Limited  
2133 Vadalabene Drive, Suite 5B  
Maryville, IL 62062  
618-288-7605  
Family Practice  
**OPEN** 902800



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## **MARYVILLE, IL (Continued)**

Sophia Rostovtseva, MD  
6812 State Rte 162, Ste 120  
Maryville, IL 62062  
618-288-0044  
Family Practice  
**OPEN** 902903

David Yablonsky, DO  
Associated Physicians Group  
2023 Vadalabene Drive, Ste 251  
Maryville, IL 62062  
618-288-8850  
Internal Medicine  
**OPEN** 902904

## **MASCOUTAH, IL**

Steven Pritchett, MD  
Rural Family Medicine  
739 N. Jefferson, Suite 200  
Mascoutah, IL 62258  
618-566-8810  
Family Practice  
**OPEN** 900603

Stephen Raben, MD  
Rural Family Medicine  
739 N Jefferson, Suite 200  
Mascoutah, IL 62258  
618-566-8810  
Family Practice  
**OPEN** 900604

Paul Reger, MD  
Rural Family Medicine  
739 N Jefferson, Suite 200  
Mascoutah, IL 62258  
618-566-8810  
Family Practice  
**OPEN** 900605

Judith Weis, MD  
Rural Family Medicine  
739 N Jefferson, Suite 200  
Mascoutah, IL 62258  
618-566-8810  
Family Practice  
**OPEN** 900606

## **O'FALLON, IL**

Kevin Pritchett, MD  
100 Springfield Court  
O'Fallon, IL 62269  
618-632-3565  
Family Practice  
**OPEN** 901802



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### **RED BUD, IL**

David Walls, MD  
824 Locust Street  
Red Bud, IL 62278  
618-282-6656  
Family Practice  
**OPEN** 902601

### **TROY, IL**

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

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

### **WATERLOO, IL**

Meechai Puntumabumrung, MD  
Drs Pichet & Meechai  
224 Bradford, Suite A  
Waterloo, IL 62298  
618-939-8648  
Internal Medicine  
**CLOSED** 900902

Pichet Santilukka, MD  
Drs Pichet & Meechai  
224 Bradford, Suite A  
Waterloo, IL 62298  
618-939-8648  
Internal Medicine  
**CLOSED** 900901