

Why Care Choices?

Care Choices HMO is a non-profit HMO owned by Mercy Health Services. This past year, Care Choices was awarded the “Best in Class” award from the Greater Detroit Area Health Council for successful Plan/Provider Partnerships. This award further strengthens our commitment to improving our member’s health by working closely with the Providers.

Care Choices provides dependable medical coverage, personal convenience and high quality care to more than 150,000 members. Care Choices offers a broad, fully integrated network of physicians, hospitals, and other healthcare professionals all sharing a strong commitment to improving the health status of their communities. Members enjoy ease of access and the confidence that the Plan is managing the quality and delivery of their care.

Care Choices will continue to strive each year to update and improve the Plan’s quality, service and satisfaction ratings to meet and exceed the needs of the members. Just recently, the National Committee for Quality Assurance (NCQA) awarded Care Choices HMO an accreditation status of Commendable. The Commendable designation is equivalent to NCQA’s former full accreditation designation.

Prevention and Wellness

Care Choices provides coverage for complete healthcare services including treatment of an illness and services to keep our members well. We provide coverage for:

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| -Periodic physical exams | -Routine office visits |
| -Well-baby visits | -Immunizations |
| -Allergy tests | -Emergency coverage – worldwide |
| -Laboratory and X-ray services | -Physical therapy |
| -Prescription Drugs | -Chiropractic (effective 10/1/00) |

Care Choices encourages members to receive physicals, immunizations, routine check-ups and preventive health services such as cholesterol and mammography screenings.

We are committed to keeping our members healthy by offering disease prevention and wellness education programs such as a Stop Smoking Program and Asthma and Diabetes education classes.

Hospital and Provider Network

The number of Participating Physicians in the Care Choices HMO growing network:

Primary Care Physicians: 1,500
OB/GYN: 460
Specialists/Referrals: 3,050

Care Choices also has 37 hospitals in 12 counties which include the following major health systems:

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| - Oakwood Health Care System | - St. Joseph Mercy Hospital, Ypsilanti |
| - St. Joseph Mercy Hospital, Pontiac | - Mercy General Health Partners, Muskegon |
| - St. John Health System | - Providence Hospital & Medical Centers |
| - McPherson Hospital, Howell | - St. Mary’s Mercy Medical Center, Grand Rapids |

A complete list of our physicians and hospitals can be accessed on our Website at www.carechoices.com or by contacting Care Choices Member Services. Representatives are available during business hours at the following number:

1-800-852-9780
8:30 a.m. – 6:00 p.m., Monday through Thursday
9:00 a.m. – 6:00 p.m., Friday
The TDD line for the hearing impaired is 248-489-5033
The Michigan Relay number is 1-800-649-3777

State of Michigan Employee Information

Care Choices is available to State of Michigan employees within the following Michigan counties: Kent, Livingston, Muskegon, Washtenaw and the following Wayne County zip codes: 48111, 48167, 48170, 48174, 48185, 48187 and 48188.