



CGHC Directory Information

CGHC's directory lists providers by county within our service area. CGHC has providers in Brown, Calumet, Door, Florence, Fond du Lac, Green Lake, Kenosha, Kewaunee, Manitowoc, Marinette, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Shawano, Sheboygan, Washington, Waukesha, Waupaca, Waushara, and Winnebago counties.

Below are examples of the types of physicians and providers that may be found in our directory. Please remember this list is not all-inclusive and covered services are subject to terms and conditions described in your Certificate of Coverage including medical necessity. Just because a provider is in our network, does not mean we cover all the services that a physician may deliver. Please consult your Certificate of Coverage or call us at 877.514.2442 with questions.

- Primary Care Providers (Family Practice, Internal Medicine, Pediatrics and OB/GYN)
- Behavioral Health Providers (Mental Health and Addiction/Substance Abuse)
- Chiropractic Providers
- Durable Medical Equipment Providers
- Laboratory Providers
- Home Health Providers
- Hospice Providers
- Hospitals, Rehabilitation, Skilled Nursing and, Long Term Acute Care Facilities
- Therapy Providers
- Radiology / Imaging Providers
- Specialty Providers (such as Cardiology, Dermatology, Hematology/Oncology, Gastroenterology, Neurology, Nephrology, Pulmonology, Urology, etc.)
- Vision Providers

At CGHC, we contract with select integrated health systems to offer the Envision network to our members. It is important we share with you that the criteria we use to select our provider partners is not based upon certain quality measures, member experience measures or cost-related measures, and including a provider in our network directory is not an endorsement. Even so, we frequently measure provider quality and patient satisfaction and share our findings with our provider partners to ensure that your member experience is positive when accessing in-network care. We also consider provider access and availability for the majority of our members residing in our service areas and providers who have agreed to accept reimbursement for services. These partners are periodically evaluated to gauge how they align with our mission to best serve members.

The following links are resources you can use to check and compare quality measures for hospital healthcare providers in your area.

- [QualityCheck.org](https://www.qualitycheck.org/)
- [Wisconsin Collaborative for Healthcare Quality](https://www.wisconsincollaborativeforhealthcarequality.org/)
- [Leapfrog Group](https://www.leapfroggroup.com/)
- [Medicare Hospital Compare](https://www.medicarehospitalcompare.com/)

Common Ground Healthcare Cooperative updates its provider directory information-based on information we receive directly from participating provider organizations in the form of rosters. We make every effort to ensure the directory is accurate and updated frequently. Provider specialty, board certification and accreditation data is verified at least every three years, as part of the credentialing/re-credentialing process. Provider demographic information is updated directly from the rosters received; therefore, no other information gets validated. If providers do not give us current information, this directory could contain errors.

That's why it is important that you contact Member Services (877.514.2442) to verify that your selected provider is participating in your chosen network before making your appointment. Prior to receiving services, we also encourage you to confirm that your selected provider is currently participating in the CGHC network.

About our Provider Directory

Common Ground Healthcare Cooperative updates its provider directory information based on information we receive directly from participating provider organizations in the form of rosters, change forms or verbal communication. Provider specialty, board certification and accreditation information is verified at least every three years, as part of the credentialing and re-credentialing process.

The criteria CGHC uses to select our provider partners is not based on quality measures, member experience measures or cost-related measures. Instead, we consider access and availability of providers for the members residing in our service area and health care providers and systems that have agreed to accept our reimbursement for services. These partners are periodically evaluated on how they align with our mission to put service to members first.

Below are important definitions you should know when looking at our directory:

Specialty = the specialized medical training the physician received to treat specific conditions or health problems

Hospital affiliations = the physician has a contract with a specific hospital to provide healthcare services for that hospital.

Medical group affiliations = the physician has a contract with a specific group of physicians to provide healthcare services for that medical group.

Board certification = The process by which a physician is approved to practice in a specialty field of medicine, after successfully completing testing and other requirements of a board of specialists in that field. To check provider's current board certification status, please visit <https://www.abms.org/verify-certification/> and click in "is my doctor board certified" button.

Accepting new patients = A new patient is one who has not received any service from the physician or medical group. Accepting new patients means that the provider is available to provide care to a new patient.

Languages spoken by the physician or clinical staff = The language(s) the physician or clinical staff speaks, in addition to English.

Hospital accreditation status = the current state or proof that a hospital meets certain quality standards. An outside group decides this through an official review.