



NorthernBridges Service Provider Directory

In Network Providers as of 9/09/2011

Important Information for Our Members

At NorthernBridges we contract with a network of providers that will help you reach your goals. Our providers work with us in a cost-effective way and meet our quality standards. Included in this Provider Directory are NorthernBridges' contracted providers. We try to ensure the Provider Directory is up-to-date and accurate. However, because of additions, resignations, and changes in practice arrangements, we cannot guarantee that providers listed in the directory will be available.

For most services, you can choose from the providers in the NorthernBridges' provider network. To choose a provider not in our network, you must talk with your Team and NorthernBridges will consider your request. A new provider might be used when a network provider:

- Does not have the capacity or expertise to meet your need
- Cannot meet your need on a timely basis
- Cannot meet your cultural or language needs
- Is located in geographic locations or buildings that make transportation or physical access an undue hardship to you

Your Team will help you find a provider of your choice, coordinate your care and schedule needed services for you. All services must be approved by your Team before you start receiving them. Also, there are times when you may want to switch providers. Contact your Team if you want to change from one provider to another in the network.

NorthernBridges provides members with access to interpreters and translators through the use of an interactive voice response system. Your Team will arrange interpreter services upon request and when needed where benefits, technical, medical or treatment information related to Family Care services is to be discussed, or other situations where impartiality is critical

For assistance in accessing or scheduling services, or current provider information, contact your Team at their hub location shown on the next page.



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NorthernBridges Hub Information

Office	Address	Local Phone #	800 #
Hayward Headquarters	15954 River's Edge Drive, Suite 300, Hayward, WI 54843	715-934-2266	866-306-6499
Spooner/Washburn & Burnett Counties	514 Service Road, Spooner, WI 54801	715-635-3122	877-635-3122
Rice Lake/Barron County	2900 College Drive, Rice Lake, WI 54868	715-234-1050	866-994-7484
Superior/Douglas County	3631 Tower Avenue, Superior, WI 54880	715-392-2288	877-307-2288
Ashland/Ashland & Bayfield Counties	400 3 rd Avenue West, Ashland, WI 54806	715-682-1024	877-434-1025
Centuria/Polk & Burnett Counties	1001 B State Road 35, Centuria, WI 54824	715-646-1477	866-751-3147
Ladysmith/Rusk County	1500 Port Arthur Road, Ladysmith, WI 54848	715-532-3040	866-532-6534
Hayward/Sawyer County	15735 US Hwy. 63, Hayward, WI 54843	715-934-2282	877-934-2282
Park Falls/Price & Iron Counties	896 B 4 th Avenue S., Park Falls, WI 54552	715-744-2888	877-857-0696