

HMO

Quick Reference Card in Back

Group Health Cooperative of South Central Wisconsin

2022 Member Reference Guide

Madison Metropolitan School District



BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
Revised: 1/11/2022

 **Group Health
Cooperative**
of South Central Wisconsin
ghcscw.com

Welcome

to Group Health Cooperative of South Central Wisconsin (GHC-SCW)!

Thank you for choosing GHC-SCW
as your health care provider.



GET STARTED!

➔ To get the best care possible, we encourage
you to take these quick steps!

1. **Activate your online GHCMYChartSM account.** Schedule appointments, refill your prescriptions, view select test results and more! Visit ghcscw.com/ghcmchart to get started.
2. **Transition your care.** If you're coming to us from a different health care organization, we want to help make your transition as seamless as possible. You'll want to complete a Transition of Care form and transfer existing:
 - Medical records so we can better understand your medical history.
 - Specialty care treatment so we can help provide continuity of your care.
 - Medications so we can help you avoid gaps in your medication regimen.
3. **Choose your Primary Care Provider (PCP).** To view our PCPs, visit ghcscw.com and select, "Clinic or Provider."

CONNECT WITH US!

As a GHC-SCW member-owner, you play an active role in your health care, so it's important that you stay up-to-date on what's happening in your Cooperative. And as a non-profit, we're focused on green initiatives that better our community which means connecting and communicating with you *online*. **Stay connected and help us go paperless!**



Sign-up today at
ghcscw.com/ghcmchart
to receive our member
newsletter, HouseCall, and
our regular electronic member
communications.



**Follow-us on Facebook
and Twitter** to get the most
up-to-date information as it
happens!

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 **Group Health
Cooperative**
of South Central Wisconsin

QUESTIONS? Call Member Services at (608) 828-4853 or toll free at (800) 605-4327.

→ Your Primary Care Clinic

Your primary care clinic is your first point of contact for all your health care needs. Anytime you need medical care (except for emergencies), call your primary care clinic for an appointment or to speak with your PCP's nursing staff.

GHC-SCW Primary Care Clinics

Capitol Clinic:	(608) 257-9700
East Clinic:	(608) 222-9777
DeForest Clinic:	(608) 846-4787
Hatchery Hill Clinic:	(608) 661-7200
Madison College Community Clinic:	(608) 441-3220
Sauk Trails Clinic:	(608) 831-1766

Additional GHC-SCW Clinics

Capitol Regent Mental Health Clinic:	(608) 441-3290
Complementary Medicine Central Clinic:	(608) 662-5090
Princeton Club West PT/OT Clinic:	(608) 662-5060

→ GHC-SCW Urgent Care Clinic

Urgent care is for non-life-threatening conditions that need to be treated that same day or after business hours. These conditions typically cause unusual discomfort.

Physical therapy is available for some injuries at the GHC-SCW Urgent Care Clinic at Capitol Clinic.

Examples of conditions include:

- Back Pain
- Ear Pain
- Colds and Flu
- Cuts, Scrapes or Bruises
- Eye Irritation
- Fever
- Migraine Headaches
- Sore Throats
- Simple Bone Fractures (not through skin)
- Sprains
- Skin Rashes
- Urinary Burning

Contact the GHC-SCW Urgent Care Clinic at Capitol Clinic to schedule an appointment. Appointments are made to better serve your same-day access needs. **Call the GHC-SCW Urgent Care Clinic at (608) 442-8100.**

→ Emergency Care

Emergency care is for life-threatening medical conditions (including severe symptoms) that can cause serious danger to your health.

If it is not possible to go to your designated hospital, go to the nearest hospital emergency room or call 911.

Examples include:

- Alcohol or Drug Overdose
- Amputations or Severe Lacerations
- Complex Bone Fractures (through skin)
- Complications During Pregnancy
- Facial or Eye Trauma
- Heart Attack/Chest Pain
- Knife/Gunshot Wounds
- Loss of Consciousness
- Poisoning
- Respiratory Problems
- Severe Burns
- Stroke

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Group Health Cooperative
of South Central Wisconsin

→ GHC NurseConnect

GHC NurseConnect is your 24/7 nurse advice line when you need general care advice over the phone. It's staffed exclusively by GHC-SCW Registered Nurses - nurses you already know and trust. **Call (608) 661-7350 or toll free at (855) 661-7350!**

→ virtuwell

Get better faster and save a trip to the clinic. Visit virtuwell, your 24/7 online clinic, where you can get a diagnosis and treatment plan in just a few minutes.
Visit ghcscw.com/virtuwell to learn more.

→ Behavioral Health

We offer a full range of mental health, addiction services and health behavior interventions for children, adolescents and adults. Members can access GHC-SCW mental health services directly, without referral, by contacting any GHC-SCW clinic. Substance use and addiction services are provided by our UW Health partner, UW Health Behavioral Health and Recovery. **Call (608) 282-8270 to contact them directly without a referral.**

→ Primary Care Behavioral Health

At GHC-SCW, we believe in caring for your mind, body and spirit. Our PCPs and Behavioral Health Providers work together to support your overall physical and emotional health and well-being by offering easy-to-access behavioral health consultations in your GHC-SCW primary care clinic.

→ Eye Care

GHC-SCW optometry schedules are open six months in advance, so contact them early to get a time that fits your schedule. **Make an appointment through GHCMYChartSM or call (608) 257-7328.**

→ For Urgent and Emergency Mental Health Crisis

For immediate help with an urgent mental health crisis, 24-hour crisis intervention services are available for GHC-SCW members. You will be assisted by a nurse or an on-call crisis counselor who will help you address your most pressing concerns, your safety and your follow-up service needs.

If you are considering suicide, call the GHC-SCW Urgent Care Clinic 24 hours a day at (608) 442-8100.

If your situation is immediately life-threatening, please call 911 or safely get yourself to the nearest hospital emergency room.

→ Physical and Occupational Therapy (PT/OT)

Our PT and OT staff work directly with your PCP to make sure that you are receiving comprehensive treatment for your injury or condition. **Call (608) 662-5060 to schedule a standard PT/OT appointment. Call (608) 442-8100 to schedule an Urgent Care PT/OT appointment.**

→ GHC-SCW Pharmacies

Conveniently refill your medications at our GHC-SCW Pharmacies using GHCMYChartSM. Our pharmacies are non-profit and offer competitive prices. Our pharmacy staff takes time to answer your questions and work closely with your GHC-SCW provider to coordinate your treatment.

Capitol Clinic:	(608) 257-9732
Hatchery Hill Clinic:	(608) 661-7242
Sauk Trails Clinic:	(608) 257-4869

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 **Group Health
Cooperative**
of South Central Wisconsin

IMPORTANT CONTACT INFORMATION!

→ **GHC-SCW Member Services**

Our Member Services team can help you with questions or concerns about your medical care and insurance coverage.

Call (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

Email: member_services@ghcscw.com
En Español: (855) 243-8454
Interpreter Services: (608) 661-7215

→ **Care Management**

Prior authorizations, coordination of care, continuing care and durable medical equipment needs should be directed to the GHC-SCW Care Management department. The GHC-SCW Care Management department should also be contacted within 48 hours whenever emergency services have been provided. **Call the GHC-SCW Care Management department at (608) 257-5294.**

→ **Claims**

Claims or unpaid bills should be directed to the GHC-SCW Claims department. Bills for services provided can be mailed to the GHC-SCW Administrative Office. Please include your member number. **Call the GHC-SCW Claims department at (608) 251-4526.**

→ **Coordination of Benefits**

Questions about other coverage in addition to your GHC-SCW plan (i.e., secondary insurance, Medicare, Medicaid) should be directed to the GHC-SCW Coordination of Benefits Department. **Call GHC-SCW Coordination of Benefits at (608) 251-4156 x4269.**

→ **Enrollment**

Questions about the status of a submitted application or requests for an identification card should be directed to the GHC-SCW Enrollment department. **Call the GHC-SCW Enrollment department at (608) 260-3170.**

→ **Patient Financial Coordinator**

The Patient Financial Coordinator can help you estimate out-of-pocket costs for services rendered at GHC-SCW clinics based on your individual insurance plan.

Email pfc@ghcscw.com or call (608) 662-4990.

→ **Privacy**

We promise you that GHC-SCW staff is committed to protecting the privacy and security of your health information. **For questions related to privacy, call the Ethics and Fraud Reporting Hotline at (844) 480-0055.**

→ **Administrative Offices**

1265 John Q. Hammons Drive, Suite 200
Madison, WI 53717-1962
Phone: (608) 251-4156

→ **Medical Billing**

Questions about medical bills or unpaid bills for services rendered at one of our GHC-SCW Clinics, questions about subrogation claims and questions about workers compensation claims should be directed to our medical billing department. Bills for services provided can be mailed to the GHC-SCW Administrative Office. Please include your member number. **Call GHC-SCW Medical Billing at (608) 251-4138.**

→ **Premium Billing**

For premium billing questions for individual or group plans, call (608) 251-4156 x4587.

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 **Group Health
Cooperative**
of South Central Wisconsin

QUESTIONS? Call Member Services at (608) 828-4853 or toll free at (800) 605-4327.

Group Health Cooperative of South Central Wisconsin (GHC-SCW)

YOUR LOCAL, NON-PROFIT, MEMBER-OWNED, HEALTH CARE COOPERATIVE

GHC-SCW isn't your standard health care company. We exist to serve our members, and we value our cooperative spirit. We pioneered the HMO movement as Dane County's first HMO, and today we are a nationally-recognized leader in health care with a history of many other trailblazing firsts. We provide the entire spectrum of managed health care services, including insurance, primary care and select specialty care, in six Madison-area clinics. From our commitment to a non-profit, member-owned cooperative care model to the investments made in the benefits and the well-being of our employees, we believe in the culture of exceptional care.

Our Mission

Our mission is to provide accessible, comprehensive, high-quality health care and outstanding service in an efficient and personalized manner.

Our Vision

GHC-SCW will be a leader among health plans in providing high quality medical care, impeccable service and competitive benefit levels and premium rates. GHC-SCW will maintain consistent membership growth and a sound financial return each year.

Our Values

Our success is driven by an unwavering belief in five common values which guide our work and shape the way we behave each day to deliver the best possible member experience.

- Patient-centered
- Community involved
- Non-profit cooperative
- Innovative
- Quality-driven



Our Beliefs

In the ever-changing health care landscape we are committed to diversity, inclusion and equity.

- We believe health care is a human right.
- We believe in treating all people with dignity and respect.
- We believe there is strength in diversity.
- We believe equity celebrates our humanity.



Our Commitment to Excellence

Every day, we strive to be and do the very best for our members. GHC-SCW has a long running history of being one of the highest-rated commercial Health Insurance plans in the country and this year received a rating of 4.5/5.0.*

LEARN MORE AT [GHSCSW.COM](https://ghcscw.com)

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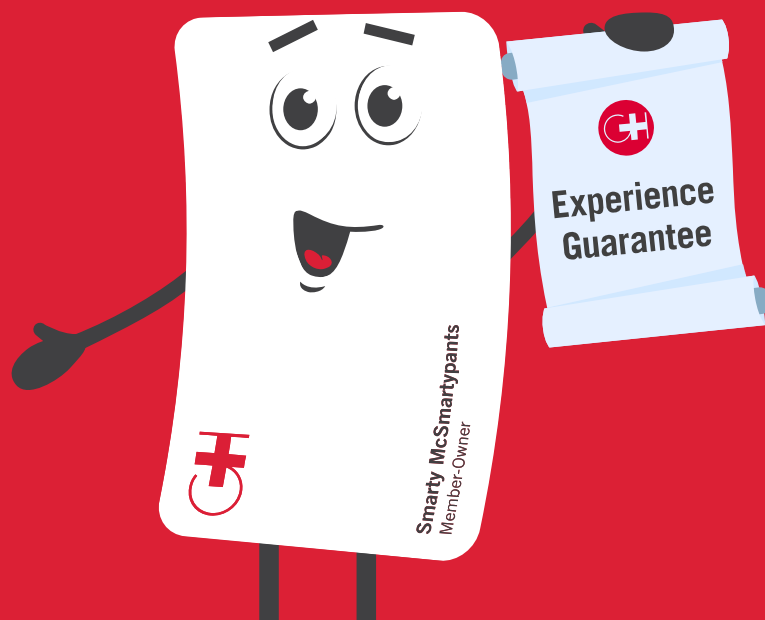
Group Health Cooperative of South Central Wisconsin (GHC-SCW)
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 **Group Health Cooperative**

of South Central Wisconsin

ghcscw.com

Get to know The GHC Experience GuaranteeSM



What is the GHC Experience GuaranteeSM?

The GHC Experience GuaranteeSM is a promise that every patient and member gets the best experience every time. Starting August 31, 2018, if you have an experience at a GHC-SCW clinic that fails to meet your expectations in any way, you can visit GHCSmartCare.com to download the GHC Experience GuaranteeSM App. Using the app, you can tell us about your experience and at your request, we will refund some or all of your out-of-pocket costs associated with the visit.

Why has GHC-SCW decided to launch the GHC Experience GuaranteeSM?

For the last two decades, GHC-SCW has earned an “Excellent” accreditation status from the National Committee for Quality Assurance (NCQA). We’re the only clinics in the area with Level 3 Patient-Centered Medical Home recognition and we’re continuously one of the highest-rated health insurance plans in the nation. We’re confident that we’re providing the very best care in Wisconsin – so confident that we’re willing to stand behind it with a money-back guarantee. We think our members deserve that. After all, in every other industry, customers have the opportunity to get a refund when they’re unsatisfied – we are proud to set the standard for customer service in health care.

How does the GHC Experience GuaranteeSM App work?

Starting August 31, 2018, if you have an experience at a GHC-SCW clinic that fails to meet your expectations, visit GHCSmartCare.com, tap the app to download and tell us about it. Using the app, you can request a refund for some or all of your out-of-pocket costs (up to \$2,000). You trusted us with your care, so we will trust you to tell us what your experience was actually worth. The app is compatible with all devices and the form takes just moments to complete.

What does the GHC Experience GuaranteeSM cover and when am I eligible?

Your refund request must be made no more than six months after your date of service. The GHC Experience GuaranteeSM only covers visits to GHC-SCW clinics or providers that occurred on or after August 31, 2018.

What can I expect once I submit my feedback through the GHC Experience GuaranteeSM App?

If you have requested to talk to us or have requested a refund, you will receive a call from our Member Experience Team within three business days. They will speak with you on the phone and help process your refund if needed. If you requested to have some or all of your out-of-pocket costs refunded (up to \$2,000), the Member Experience Team will work with you to be sure it is returned to you through your original method of payment within five business days.

What is not covered through the GHC Experience GuaranteeSM?

- Visits to any non-GHC-SCW clinics including UW Health, University Hospital or Regional Network Providers.
- Disagreements with your provider’s medical opinion, medical decision-making or refusal to provide or prescribe a particular medication.

If I use the GHC Experience GuaranteeSM App, will my private health information be safe?

Yes, bank-grade security protocol is in place to safeguard your privacy and personal health information. We will never share your private health information with any outside organizations.

What will you do with the information collected in the GHC Experience GuaranteeSM App?

We’re always looking for ways to learn from and engage with our members. All feedback – positive and negative – collected through the GHC Experience GuaranteeSM App will be reviewed and analyzed to help us improve our Cooperative. Your feedback will not be connected to your medical record.

What should I do if I have additional questions about the GHC Experience GuaranteeSM?

We’ve formed a Member Experience Team that can answer your questions and guide you through the GHC Experience GuaranteeSM App if needed. To speak with our Member Experience Team, call (608) 828-4853 or toll free at (800) 605-4327.

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 **Group Health
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ghcscw.com

SMART  **CARE**

FIND A PROVIDER

GHC-SCW HMO NETWORK

JANUARY 1, 2022 UPDATE



LEGEND

- Hospital and Primary Care Clinic Locations
- Primary Care Clinic Locations Only

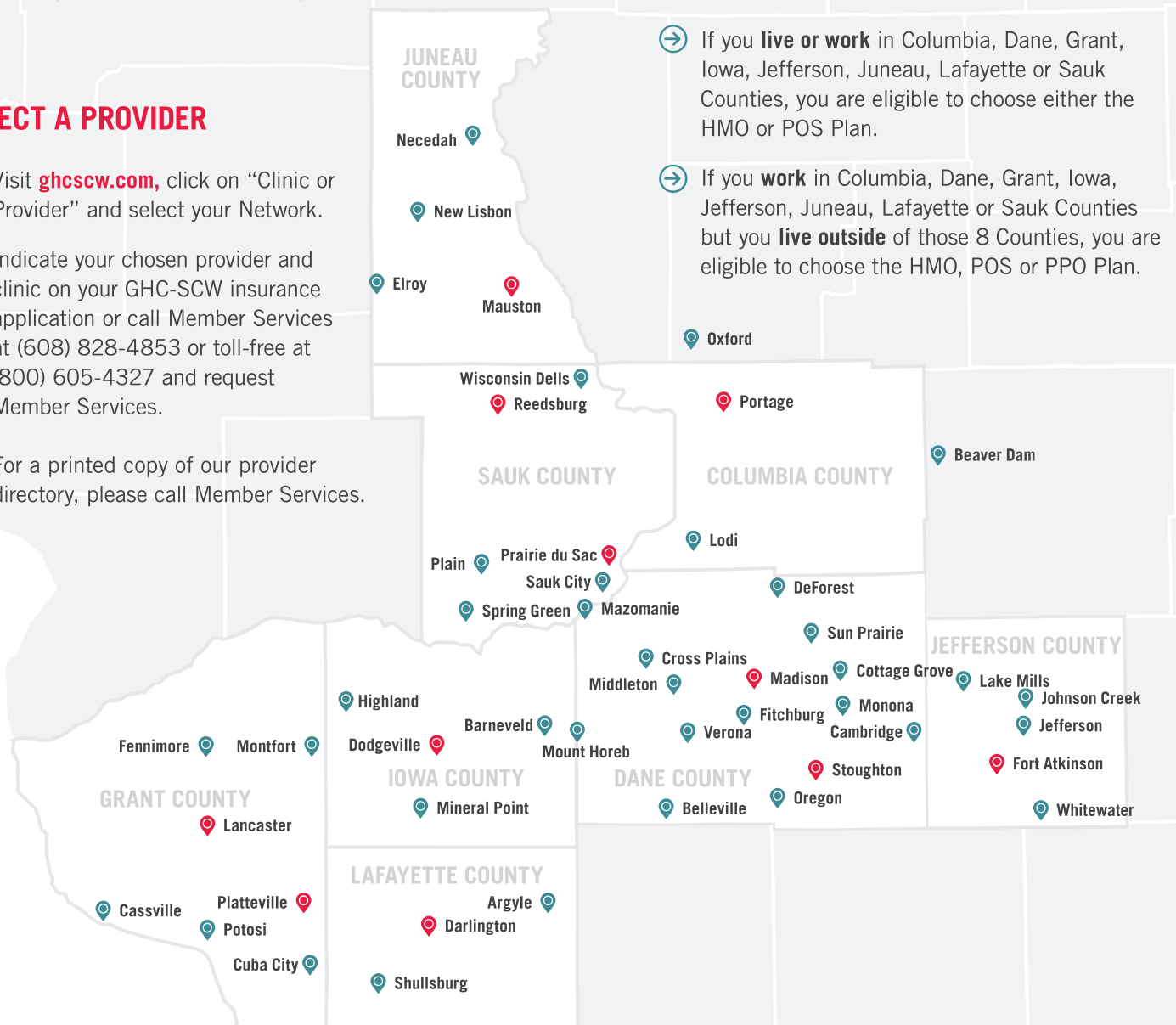
SELECT A PROVIDER

- Visit ghcscw.com, click on "Clinic or Provider" and select your Network.

Indicate your chosen provider and clinic on your GHC-SCW insurance application or call Member Services at (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

- For a printed copy of our provider directory, please call Member Services.

- ➔ If you **live or work** in Columbia, Dane, Grant, Iowa, Jefferson, Juneau, Lafayette or Sauk Counties, you are eligible to choose either the HMO or POS Plan.
- ➔ If you **work** in Columbia, Dane, Grant, Iowa, Jefferson, Juneau, Lafayette or Sauk Counties but you **live outside** of those 8 Counties, you are eligible to choose the HMO, POS or PPO Plan.



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Group Health Cooperative

of South Central Wisconsin

ghcscw.com

PRIMARY CARE CLINICS

COLUMBIA COUNTY

Lodi

- Lodi Clinic – Sauk Prairie Healthcare

Portage

- Portage Clinic – Aspirus Health
- UW Health – Portage Clinic

DANE COUNTY

Belleville

- UW Health – Belleville Family Medicine Clinic

Cottage Grove

- UW Health – Cottage Grove Clinic

Cross Plains

- UW Health – Cross Plains Clinic

DeForest

- GHC-SCW DeForest Clinic
- UnityPoint Health – Meriter – DeForest – Windsor Clinic
- UW Health – DeForest Windsor Clinic

Fitchburg

- GHC-SCW Hatchery Hill Clinic
- UnityPoint Health – Meriter – Fitchburg Clinic
- UW Health – Fitchburg Clinic

Madison

- GHC-SCW Capitol Clinic
- GHC-SCW East Clinic
- GHC-SCW Madison College Community Clinic
- GHC-SCW Sauk Trails Clinic
- Joyce and Marshall Erdman Clinic – Access Community Health Centers
- UnityPoint Health – Meriter – McKee Clinic
- UnityPoint Health – Meriter – West Washington Clinic
- UW Health – 20 S. Park Clinic
- UW Health – Arboretum Clinic
- UW Health – East Clinic
- UW Health – Northeast Family Medical Center
- UW Health – Odana Atrium Clinic
- UW Health – Union Corners Clinic
- UW Health – University Station Clinic

- UW Health – West Clinic
- William T. Evjue Clinic – Access Community Health Centers
- Wingra Family Medical Center – Access Community Health Centers

Middleton

- UnityPoint Health – Meriter – Middleton Clinic

Monona

- UnityPoint Health – Meriter – Monona Clinic
- UW Health – Yahara Clinic

Mount Horeb

- UW Health – Mount Horeb Clinic

Oregon

- UW Health – Oregon Clinic

Stoughton

- UnityPoint Health – Meriter – Stoughton Clinic
- UW Health – Stoughton Clinic

Sun Prairie

- UW Health – Sun Prairie Clinic

Verona

- UW Health – Verona Clinic

DODGE COUNTY

Beaver Dam

- UW Health – Beaver Dam Clinic

GRANT COUNTY

Cassville

- Grant Regional Health Center – Community Clinic Cassville

Cuba City

- Southwest Health – Cuba City

Fennimore

- High Point Family Medicine – Fennimore

Lancaster

- Grant Regional Health Center – Community Clinic Lancaster
- High Point Family Medicine Lancaster
- Family Medical Center

Montfort

- UHH Montfort Clinic

Platteville

- Southwest Health – Platteville

Potosi

- Grant Regional Health Center – Potosi-Tennyson Medical Clinic

IOWA COUNTY

Barneveld

- UHH Barneveld Clinic

Dodgeville

- Dodgeville Medical Center of UHH

Highland

- UHH Highland Clinic

Mineral Point

- Mineral Point Medical Center of UHH

Mount Horeb

- UHH Mount Horeb Clinic

JEFFERSON COUNTY

Cambridge

- Cambridge Family Practice – Fort HealthCare

Fort Atkinson

- Integrated Family Care Clinic – Fort HealthCare
- Internal Medicine & Pediatrics – Fort HealthCare
- UW Health – Fort Atkinson Clinic

Jefferson

- Jefferson Clinic – Fort HealthCare

Johnson Creek

- Johnson Creek Clinic – Fort HealthCare
- Three Oaks Health

Lake Mills

- Lake Mills Clinic – Fort HealthCare

Whitewater

- Whitewater Clinic – Fort HealthCare

JUNEAU COUNTY

Elroy

- Elroy Family Medical Clinic – Mile Bluff Medical Center

Mauston

- Mile Bluff Clinic – Mile Bluff Medical Center

Necedah

- Necedah Family Medical Clinic – Mile Bluff Medical Center

New Lisbon

- New Lisbon Family Medical Clinic – Mile Bluff Medical Center

LAFAYETTE COUNTY

Argyle

- Memorial Hospital of Lafayette County Primary Care – Argyle

Darlington

- Memorial Hospital of Lafayette County Primary Care – Darlington

Shullsburg

- Memorial Hospital of Lafayette County Primary Care – Shullsburg

MARQUETTE COUNTY

Oxford

- Oxford Clinic – Aspirus Health

SAUK COUNTY

Mazomanie

- Wisconsin Heights Clinic – Sauk Prairie Healthcare

Plain

- Plain Clinic – Sauk Prairie Healthcare

Reedsburg

- Reedsburg Area Medical Center Physicians Group

Sauk City

- Prairie Clinic

Spring Green

- River Valley Clinic – Sauk Prairie Healthcare
- UHH Spring Green Clinic

Wisconsin Dells

- Delton Family Medical Center – Mile Bluff Medical Center

HOSPITALS & SURGERY CENTERS

COLUMBIA COUNTY

Portage

- Aspirus Divine Savior Hospital

DANE COUNTY

Madison

- Madison Surgery Center
- UnityPoint Health – Meriter Hospital
- UW Health American Family Children's Hospital
- UW Health at The American Center

- UW Health Rehabilitation Hospital
- UW Health Transformations
- UW Health University Hospital

Stoughton

- Stoughton Hospital

GRANT COUNTY

Lancaster

- Grant Regional Health Center

Platteville

- Southwest Health Hospital

IOWA COUNTY

Dodgeville

- Upland Hills Health Hospital

JEFFERSON COUNTY

Fort Atkinson

- Fort Memorial Hospital

JUNEAU COUNTY

Mauston

- Mile Bluff Medical Center

LAFAYETTE COUNTY

Darlington

- Memorial Hospital of Lafayette County

SAUK COUNTY

Reedsburg

- Reedsburg Area Medical Center

Prairie du Sac

- Sauk Prairie Hospital



Health care that's easy to use and there when you need it. Put your plan to work for you – by phone, online, or in person.



Your Primary Care Clinic

Your primary care clinic is your first point of contact for all your health care needs. Anytime you need medical care (except for emergencies), call your primary care clinic for an appointment or to speak with your PCP's nursing staff. Find the clinic phone number listed next to your member number on your GHC-SCW Member ID card. **Call your primary care clinic.**



GHC NurseConnect

GHC-SCW nurses are here 24/7/365 to help you, guide you and get you on the path to better health fast. They can even access your medical record and get you scheduled for an appointment if you need one. **Call (608) 661-7350 or toll-free at (855) 661-7350.**



virtuwell

Get care anytime, anywhere with our 24/7 online clinic. Use virtuwell to get a diagnosis, treatment plan and prescription for over 60 common conditions without ever leaving home. Depending on your plan, GHC-SCW members get virtuwell visits for free. **Visit ghcscw.com/virtuwell.**



GHC Care OnDemand

With GHC Care OnDemand, you can access a doctor from your home, office, or on-the-go, 24/7, 365. Board-certified doctors can visit with you either by phone or secure video to help treat any non-emergency medical conditions. Visits are free for most members. Members with HSA-eligible plans must reach their deductible before visits are free. **Go to ghccareondemand.com.**



GHC-SCW Urgent Care Clinic

Urgent care is for non-life-threatening conditions that need to be treated that same day or after normal business hours. GHC-SCW members can make a same-day appointment at our Urgent Care Clinic. No waiting in the lobby for hours, you get a predictable appointment so you can rest in the comfort of your own home right up until your scheduled time. **Call (608) 442-8100 to make your appointment.**



Emergency Care

If you require emergency care, please go to your designated hospital emergency room or call 911. Emergency care is medical care for a life-threatening medical condition that includes severe symptoms that could cause serious jeopardy to a person's health. Visit our website at ghcscw.com and click "Quick Care" in the top left corner of your screen to see a listing of emergency conditions and where to receive emergency care. **Call 911 or visit ghcscw.com.**



GHC Experience GuaranteeSM

At GHC-SCW, we give you the power to decide if your experience was worth what you paid. We understand buying health insurance is a big investment, so we created Wisconsin's first and only money-back health care guarantee. **Visit ghcsmartcare.com and tap the app.**



Wellness Program

As a non-profit health care cooperative, we strongly believe in the power of preventive care and wellness working together for your overall health. That's why we include wellness programs as part of your plan. **Visit ghcscw.com and select "Wellness" in the menu to learn more.**



GHC-SCW Member Services

Our Member Services department is always here to help! **For questions, call (608) 828-4853 or toll free at (800) 605-4327 and request Member Services.**

Make the Most Out of Your Health Plan!

Utilize unique GHC-SCW member-owner benefits:

- Best-in-class primary care
- World-class specialty care through UW Health and University Hospital
- Same-day access to a team of providers who know you
- Unlimited integrated wellness benefits through complementary medicine

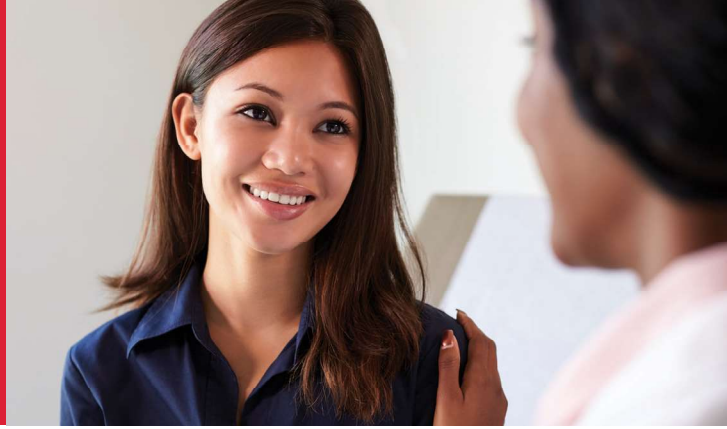


**Group Health
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ghcscw.com

OUR PRIMARY CARE IS THE BEST, *because it's all we do.*



BEST-IN-CLASS PRIMARY CARE

At our six primary care clinics in the Madison area, you'll find best-in-class primary care.

Our staff are committed to caring for your whole person with patient-centered, coordinated care.



A TEAM APPROACH

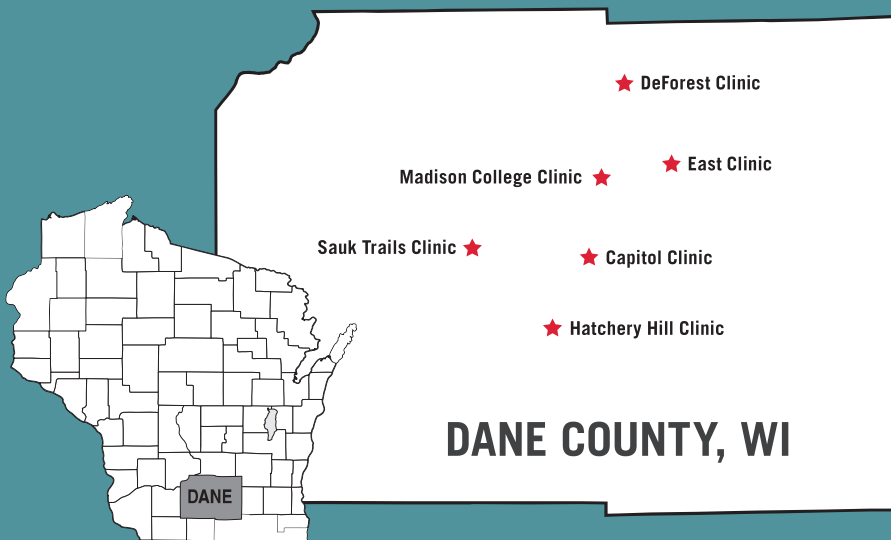
At GHC-SCW, we believe that quality care requires a team approach. We build a care team of health care professionals around you. It may include pharmacists, mental health providers and physical therapists – it varies because it's designed to meet your unique needs.



SAME-DAY ACCESS

When you're sick, the urgent care waiting room is the last place you want to be. With our same-day access promise, you can get in to see a provider on your care team or you can schedule a time to be seen at the GHC-SCW Capitol Clinic Urgent Care – that same day.

★ GHC-SCW Primary Care Clinics



- ★ **Capitol Clinic (including Urgent Care)**
675 W. Washington Ave., Madison
- ★ **DeForest Clinic**
815 S. Main St., DeForest
- ★ **East Clinic**
5249 E. Terrace Dr., Madison
- ★ **Hatchery Hill Clinic**
3051 Cahill Main, Fitchburg
- ★ **Madison College Community Clinic**
1705 Hoffman St., Madison
- ★ **Sauk Trails Clinic**
8202 Excelsior Dr., Madison

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK17-145-1(9.20)FL

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Primary Care Behavioral Health

At GHC-SCW, we believe in caring for your mind, body and spirit. Our Primary Care Providers (PCPs) and Behavioral Health Consultants work together on your care team to support your overall physical and emotional health and well-being.



What is Primary Care Behavioral Health (PCBH)?

A Behavioral Health Consultant offers easy-to-access appointments in your GHC-SCW primary care clinic, often during or immediately after your primary care visit.

Working with PCBH means making a plan that is right for you. Once you've identified your needs, the Behavioral Health Consultant and your PCP will work with you as a team to help you get those needs met and to accomplish your goals.



What to expect during a behavioral health appointment

Appointments are usually 20-30 minutes and members are often seen one to five times. The Behavioral Health Consultant will work from a solution-focused treatment model. Together, you and the Behavioral Health Consultant will discuss a plan that fits your needs.

Common PCBH topics include: Behavioral Health

- Depression and anxiety
- Response to stress
- Attention and concentration concerns
- Substance use issues
- Relationship concerns
- Grief
- Parenting challenges

Health and Wellness

- Tobacco use
- Healthy eating
- Exercise
- Sleep concerns
- Stress

Chronic Conditions

- Persistent pain
- Diabetes
- High body mass index (BMI) and obesity
- Medication compliance



What about cost? Depending on your health plan, there may be a copay, coinsurance or fee for your visit. You can call Member Services directly at (608) 828-4853 to discuss your benefit plan. PCBH is available to all GHC-SCW members receiving care at the following GHC-SCW clinics: **Sauk Trails Clinic, Capitol Clinic, East Clinic, and Hatchery Hill Clinic**. Members being seen at Madison College Clinic or Deforest Clinic may make a PCBH appointment at any of the four bolded clinics listed above.



Schedule an appointment! Discuss your behavioral health concerns with your PCP at your next visit. Your PCP can often facilitate same-day appointments. Once you've talked with your PCP, call your clinic and ask to schedule a consultation with PCBH. Let them know you are requesting a behavioral health appointment.

Preventive Physical vs. Office Visit

At first glance, a physical and an office visit may seem like the same thing...

BUT, there is definitely a difference. It is important to understand the differences between the two, because it may affect your costs.

➔ Preventive Physical

- A thorough review of your general health and well-being.
- Your provider will complete a physical exam and make recommendations regarding your general health that usually focus around diet, exercise or disease screenings and well-being.
- Typically GHC covers preventative physicals at no charge, but any labs or other tests ordered at your physical may incur a charge.
- Refer to your Benefit Summary for exact benefits coverage.

➔ Office Visit

- An appointment to discuss specific, new or existing health problems.
- Your provider may then prescribe medication, order additional tests like lab work or X-rays, refer you to a specialist or discuss other treatment options.
- Depending on your benefits, an office visit usually results in additional costs to you.

Can one appointment be considered both a physical and an office visit?

On occasion, one appointment can meet the requirements for both types of visits. If this is the case, your provider will submit a charge for both a preventive physical and office visit. If your preventive physical includes consultation or treatment for a specific condition, your provider is legally required to report additional medical services on your bill.

How does this affect you?

While combining a preventive physical and an office visit will save you time by eliminating an extra appointment, it may also affect your costs. Providers must bill your visit based on both the reason you initially scheduled the appointment and what is done during the appointment. For this reason, it's important to remember that when you see your provider for a physical, something more than a general evaluation could cost extra.

Questions?

For more complete information on available services, please visit [HealthCare.gov](https://www.healthcare.gov) or call GHC-SCW Member Services at (608) 828-4853 or toll free at (800) 605-4327.

GHC NurseConnect

Here for you 24/7.



3 a.m. and a crying baby? Unsure about an unexpected rash?

Busy schedules don't always allow time for doctor's visits. Call GHC NurseConnect, staffed 24/7. They can answer your questions, give you advice and help you plan your next steps.



Pick Up The Phone!

Call: (608) 661-7350 or
toll-free at (855) 661-7350
to speak with a nurse today!



Get general care advice for:

- Cough
- Cold
- Fever
- Flu
- Sore Throat
- And more!

At GHC-SCW, we believe that when we work with our members to provide exceptional, complete and connected health care we are **BETTER TOGETHERSM**.

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
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of South Central Wisconsin

ghcscw.com

Get Better, Faster 24/7 online clinic

ghcscw.com/virtuwell



Visit GHC's 24/7 online clinic, virtuwell,
and get a diagnosis and prescription in just minutes.



As easy as 1, 2, 3...

1. Visit ghcscw.com/virtuwell. Describe your symptoms in a simple online interview.
2. A board-certified nurse practitioner will create a treatment plan, with prescriptions if necessary, and notify you within 30 minutes by email or text.
3. You feel better, faster!

Common Symptoms Treated

virtuwell treats over 60 common conditions, including:

- Allergies
- Bladder Infection
- Burns
- Cold & Cough
- Cold Sores
- Flu
- Pink Eye
- Rashes
- Sinus Infection
- Yeast Infection

Visits are free for most members, depending on your insurance plan.*

Why People Love virtuwell



Prescriptions delivered to any pharmacy.



Real people treat you, really fast!



If you have a sick child, there's no need to drive them to a clinic across town.



100% guaranteed or your money back.



You can use virtuwell anywhere, even on vacation!



98% of customers recommend us!

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MK20-124-0(9.20)FL

* All GHC-SCW HMO and PPO members that reside in AZ, CA, CO, CT, IA, MI, MN, ND, NY, PA, SD, VA and WI get free virtuwell visits. Badgercare Plus and Medicare Select members cannot use virtuwell.

 **Group Health Cooperative**

of South Central Wisconsin

ghcscw.com

Care. Free.*

Another first from Group Health Cooperative:
free*, unlimited video doctor visits.

Fast. Easy. Free.*



Group Health Cooperative changed the expectation in the market for appointment availability when we introduced same-day access. Now, we are raising the bar again with **GHC Care OnDemand**, a new member benefit.

Introducing **GHC Care OnDemand**.

The new GHC 24/7 Online Clinic.

- ✓ Most members will receive free*, unlimited visits to doctors and behavioral health professionals.
- ✓ Members with HSA-eligible plans must reach their deductible before visits are free.
- ✓ Members will be face-to-face with a doctor usually within 15 minutes to describe their symptoms.
- ✓ Less time away from work, especially for working parents.
- ✓ Reduces costs as an alternative to the Emergency Room or Urgent Care.
- ✓ Great for travel and members in the PPO; avoid costly co-pays and out-of-network charges.
- ✓ Satisfaction guaranteed.
- ✓ GHC Care OnDemand is not available for members with BadgerCare Plus or Medicare plans.

GHC Care OnDemand Common Conditions:

MEDICAL

- Allergies
- Cold/Cough
- Flu/Fever
- Sore Throats
- Ear Problems
- Rashes/Bites
- Constipation/Diarrhea
- Headache
- ...and dozens more!

BEHAVIORAL HEALTH

- Counseling
- Anxiety
- Isolation
- Panic
- Addictions
- Child/Adolescent Behavior Issues
- Loss/Grief
- ...and more!

Access **GHC Care OnDemand** by desktop, phone or tablet.



Learn more at
GHCCareOnDemand.com

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)

*Members with BadgerCare, Medicare or HSAs have restrictions or limitations. Visit GHCCareOnDemand.com for more information.

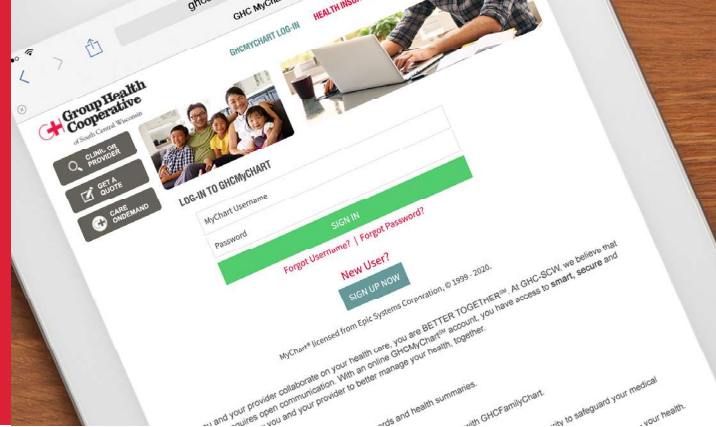
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 **Group Health Cooperative**

of South Central Wisconsin

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Smart. Secure. Simple. GHCMYChartSM



When you and your provider collaborate on your health care, you are **BETTER TOGETHERSM**. At GHC-SCW, we believe that collaboration requires open communication. With an online **GHCMYChartSM** account, you have access to smart, secure and simple tools that allow you and your provider to better manage your health, together.

GHCMYChartSM Features



Message your provider.



View select test results, immunization records and health summaries.



Schedule appointments online.



Refill medications.



View and pay your bill.



Connect to your children's medical and insurance information with GHCFamilyChart.



Get Started!

1. Visit ghcscw.com/ghcmymychart and select “Sign Up Now.”
2. Enter your **Activation Code** – or if you don't have one, select “Request a Code Now” to receive an activation code via email.
3. Complete the form and follow the prompts.

And much more!

Better health is just
a click away with



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MK17-77-1(9.20)FL

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GHC-SCW Complementary Medicine



Traditional and Non-Traditional Medicine Working Together

At GHC-SCW, we believe in a holistic approach to wellness. We complement traditional medicine with alternative care like **therapeutic sessions** and **group classes**. Reach your highest health potential with the GHC-SCW complementary medicine program – **the first of its kind in Dane County!**

Therapeutic Sessions

Complementary medicine therapeutic sessions are one-on-one sessions available by appointment. They're open to all GHC-SCW members, no referral needed. Please refer to your Benefits Summary and Member Certificate for benefit details.

Acupuncture is a traditional Chinese therapy that uses thin needles to help stimulate the body's natural ability to heal.

Aroma/Mind/Body Care uses light touch, aromatherapy and more to promote relaxation and reduce tension or stress.

Craniosacral Therapy is a light touch therapy using mostly stationary hand placements to bring balance to the body by releasing pain, stress and trauma.

Infant Massage Therapy uses light touch to strengthen the bond between parent and child.

Manual Lymph Drainage is a gentle technique to assist in boosting the immune system and increase lymph production.

Massage Therapy therapeutic techniques promote relaxation, sooth tension and aid in pain reduction by pressing and kneading muscles and soft tissues.

Myofascial Massage releases body tissues to help increase functioning after an injury or the onset of pain.

Naturopathic Medicine combines herbal medicine, nutrition and other therapies for natural healing.

Oncology Care works with conventional cancer care by incorporating the healing therapies of massage, acupuncture, reiki and more.

Reflexology uses pressure on the foot to help relieve pain and other symptoms.

Reiki Therapy uses light touch to lower stress, enhance relaxation, relieve pain and increase self-awareness.

Thai Massage involves a practitioner that moves your body into comfortable, yoga-like stretches for total body relaxation.



Get Started!

To schedule an appointment, visit ghcscw.com and log in to your GHCMYChartSM account or call (608) 662-5090.

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GHC-SCW COMPLEMENTARY MEDICINE FEES

Service	Non-Member Fees	Member Fees	Service Description
Acupuncture	\$148	\$83	First consult, up to 90 minutes
Acupuncture Follow-Up	\$87	\$53	Follow-up visit, up to 60 minutes
Acupuncture Community Clinic	\$57	\$32	Community style (follow-up only)
Aroma/Mind/Body Care	\$87	\$53	60 minutes
Craniosacral Therapy	\$87	\$53	60 minutes
Massage Therapy	\$49	\$33	30 minutes
Massage Therapy	\$87	\$53	60 minutes
Naturopathy	\$140	\$75	First consult, 75 minutes
Naturopathy Follow-Up	\$80	\$45	Follow-up visit, 45 minutes
Reflexology	\$87	\$53	60 minutes
Reiki Therapy	\$87	\$53	60 minutes
Thai Massage	\$87	\$53	60 minutes



GHC-SCW also offers a wide variety of classes and workshops.
Visit ghcscw.com for more details!

Please refer to your Benefits Summary and Member Certificate for copay information. If your health insurance plan is BadgerCare provided through GHC-SCW, please note that BadgerCare does not cover Complementary Medicine, and therefore, GHC-SCW does not provide coverage for these services.

Complementary Medicine Locations

East Clinic

5249 E. Terrace Dr.
Madison, WI

Hatchery Hill Clinic

3051 Cahill Main
Fitchburg, WI

Sauk Trails Clinic

8202 Excelsior Dr.
Madison, WI

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ManageWell.[®] Be Well.

Healthy Lifestyle.
Healthy Rewards.



NEW WELLNESS REWARDS PROGRAM*

GHC-SCW is committed to whole person care for our members. That means **HEALTH** and **WELLNESS**. We have teamed up with **ManageWell[®]** to give members access to an exciting new platform to manage wellness.

INTRODUCING ManageWell[®]!

- Earn points. Earn rewards.
- Free app and fully online.
- Fun, engaging activities and challenges.
- Customizable to you and your health goals.
- Access to Mayo Clinic's health information library.
- Points refreshed every quarter.

ManageWell[®]

Earn Points. Earn Rewards.

- Fitness
- Nutrition
- Activity Trackers
- Stress Reduction
- Weight Management
- Healthy Living
- GHC-SCW Complementary Medicine



Learn more at ghcscw.com/managewell

Please check your member materials or call Member Services at (608) 828-4853 or (800) 605-4327 to verify eligibility.

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)

*The reward program is not available to all members. ManageWell[®] is not available to State (ETF)/WPEG/FEHB members. Reward restrictions apply to BadgerCare Plus members.

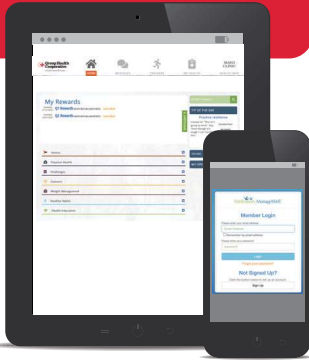
 **Group Health
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of South Central Wisconsin

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ManageWell® Points

Access ManageWell®
by desktop, phone
or tablet.



Download the
ManageWell® 2.0 app
and start earning rewards.



Bring wellness
wherever you go.

Two earning tiers per
quarter of 100 or 200
points. Reward amounts
based on qualifying
participants.

ACTIVITY

POINTS

ASSESS

Health Assessment	20/one time per year
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PHYSICAL HEALTH

GHC-SCW Complementary Medicine Visit	10 per visit/max 20 per quarter
Exercise Tracker - 150 minutes per week	5/max 65 per quarter
Exercise Tracker - 180 minutes per week	1/max 78 per quarter
Exercise Tracker - 210 minutes per week	1/max 91 per quarter
Annual Physical	50/one time per year
Flu Shot	20/one time per year

CHALLENGES

Stress Less	20/one time per year
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CONNECT

Register for GHCMYChart SM	5/once indefinitely
Download the GHC SmartCare app	5/once indefinitely
Activate GHC Care OnDemand	5/once indefinitely

WEIGHT MANAGEMENT

Profile by Sanford Initial Consultation	5/once indefinitely
Profile by Sanford Health Coaching	5 per visit/max 25 per quarter
Weight Watchers (WW) or Noom	5 per month/max 15 per quarter

HEALTHY HABITS

8,000 steps per day	1/max 91 per quarter
10,000 steps per day	1/max 182 per quarter
12,000 steps per day	1/max 273 per quarter
Create a S.M.A.R.T. goal	5/once per quarter
Complete a S.M.A.R.T. goal	5/once per quarter
Community Supported Agriculture (CSA)	100/one time per year
Sleep Tracker - 7 sleep hours/5 days a week	1/max 13 per quarter

HEALTH EDUCATION

Health Pursuit	5/max 10 per quarter
Health Education Visit	10 per visit/max 30 per quarter

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)

MK20-148-2(3.21)FL



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ManageWell®



Frequently Asked Questions

How do I get started?

Members must register for a ManageWell® account via the ManageWell® website at managewell.com or mobile app. Your ID will be the letters “GHC” followed by your member number, for example: GHC123456.

Who is eligible to participate?

The GHC-SCW insurance policy holder plus one spouse, life partner or significant other also on plan may participate in the ManageWell® wellness program.

The reward program is not available to all members. ManageWell® is not available to State (ETF)/WPEG/FEHB members. Reward restrictions apply to BadgerCare Plus members.

Does ManageWell® have an app?

Yes! Your ManageWell® participant portal can be accessed via the ManageWell® app for either Apple or Android. You can access all the same functionality from the ManageWell® app that is available from the website.

Where do I find the ManageWell® app and how do I download it?

The ManageWell® 2.0 app is available in Google Play or the Apple App Store.



How do I earn points?

You earn points by completing wellness activities and tracking them through the ManageWell® platform.

Do points expire?

Yes. Points will refresh at the end of each quarter.

Quarter 1 = January 1 - March 31

Quarter 2 = April 1 - June 30

Quarter 3 = July 1 - September 30

Quarter 4 = October 1 - December 31

When can I self-report activities within each quarter?

Members may only go back 8 days to sync tracker-based activities. Self-reported activities must be submitted by the end of each quarter to receive qualifying points.

How do I earn points and/or earn rewards?

Cash rewards are paid for earning points by completing activities on the ManageWell® platform.

Members will be mailed a check within 90 days following the close of each quarter. The exact time frame is dependent on service verification through GHC-SCW medical claims.

How are my rewards calculated?

To qualify for a share of the earnings, you must reach at least 100 points per quarter. Your earnings will be based on reaching the qualifying number of points. The funds will be divided equally by the number of participants in each tier who qualify.

What are tiers?

Points Earned	Reward
0-99 points	No reward
100-200 points	Tier 1
200+ points	Tier 2

How do I submit for reimbursement?

ManageWell® is not a reimbursement program. Members may register for a ManageWell® account and start completing wellness activities to acquire points to earn rewards.

Is there a limit to how much I can receive?

Maximum payout is \$200 per quarter, per member, based on total number of participants.

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)

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of South Central Wisconsin

ghcscw.com

Frequently Asked Questions

Can I self-report my activities?

If you are a registered ManageWell® participant, most activities will be automatically counted through syncing a device. Activities like completing annual provider visits or using complementary medicine will be applied through GHC-SCW medical claims.

Which fitness devices sync (sleep, steps, exercise) with ManageWell®?

Fitness Device	Sleep	Steps	Exercise
Apple Health		✓	✓
Fitbit	✓	✓	✓
Garmin	✓	✓	✓
Google Fit		✓	✓
Misfit	✓	✓	
Polar		✓	
Strava			✓
Under Armour MapMyFitness			✓
Withings/Nokia	✓	✓	✓

How do I connect my fitness devices to activity trackers?

Once you have your fitness devices set up per the manufacturer's directions, connecting them to your ManageWell® account is simple:

- Go to **managewell.com** and log in (or create an account if you haven't already).
- Click on the menu item at the top of the page labeled "Trackers."
- Choose the brand of fitness device that you have and then follow the directions that appear next.

Please note: You must link your chosen device to each individual activity tracker including sleep, steps and exercise to earn points for each activity.

Will my gym membership or gym visits count toward points?

Your gym membership or gym visits will not count toward points, but your fitness device data will be counted toward points automatically once synced with ManageWell®. Your ManageWell® qualified fitness device must be registered and synced through ManageWell®.

Are these earnings taxable?

Yes. The ManageWell® payouts are considered taxable income during the year of payment. Your employer that provides GHC-SCW insurance to you may deduct taxes out of your paycheck for you and your insured family members' rewards.

Can I still get a CSA?

Yes, community supported agriculture (CSA) is a point generating wellness activity. You may earn 100 points once per year by purchasing a CSA.

Does ManageWell® connect with GHCMYChartSM?

The ManageWell® platform does not connect to GHCMYChartSM.

Are multilingual options available on ManageWell®?

Yes. ManageWell® has a "Translate" link in the upper right corner of the site where you can access over 40 languages.

Who do I contact if I'm experiencing technical difficulties with ManageWell®?

ManageWell® has a "Contact Us" link in the footer of the site where you may access help.

Who do I contact at GHC-SCW if I have questions about the ManageWell® wellness program?

Call: Member Services at (608) 828-4853 or (800) 605-4327

Email: wellness@ghcscw.com

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)

MK20-148-2(3.21)FL

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Notice of Privacy Practices

Group Health Cooperative of South Central Wisconsin (GHC-SCW) Provider and Health Plan

Privacy Officer
1265 John Q. Hammons Drive, Madison, WI 53717
(800) 605-4327 or (608) 662-4899

ghcscw.com

Effective Date: November 2019

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. Group Health Cooperative of South Central Wisconsin (GHC-SCW) understands that medical and insurance information about you is personal, and that protecting this information is important. In order to provide you with quality care, customer service, and to comply with certain legal requirements, we create records pertaining to your health, enrollment, and claims. This notice tells you the ways in which we use and disclose your Protected Health Information (PHI) and our obligations to keep your information private. This notice also describes your privacy rights.

Who will follow this notice:

This notice applies to GHC-SCW employees and other persons or organizations under our direct control, including services or activities performed through contracts with outside persons or organizations, such as auditing, actuarial services, business associates, contractors, students, employees, temporary staff, and interns. It may be necessary for GHC-SCW to provide your health information to these outside persons or organizations. In such cases, GHC-SCW requires these persons or organizations to appropriately safeguard the privacy of your health information.

What is protected health information (PHI):

Protected Health Information is information which:

- Identifies you (or can reasonably be used to identify you); and
- Relates to your physical or mental health or condition, the provision of health care to you, or the payment for that care.

PHI includes information about your diagnosis, medications, insurance status and policy number, medical claims history, and your address, email address, and phone number. PHI includes all oral, written, and electronic information across the organization.

How does GHC-SCW obtain my protected health information:

Upon enrollment, you provide us with demographic, employment, and insurance information which is used to create your electronic health record. If you have received care and services before becoming a GHC-SCW member, we may engage in routine activities that result in our being given PHI from sources other than you. For example, health care providers, such as physicians or hospitals, may provide us with PHI you received prior to coming to GHC-SCW which may be important to ensuring high quality continuing care. As you begin to receive care and services, information is added to your GHC-SCW electronic health record. This includes, but is not limited to, provider's visit notes, lab tests, appointment information, billing, referrals, and insurance claims.



Your Information. Your Rights. Our Responsibilities.

Your Rights:

- ▶ **Right to Access, Inspect, and Copy PHI:** Get a copy of your medical, billing, and insurance records.
- ▶ **Right to Amend PHI:** Ask us to correct your medical, billing, and insurance records if you think there is a mistake.
- ▶ **Right to Request Confidential Communication:** Request a preferred method of contact.
- ▶ **Right to Receive a Paper Copy of the Notice of Privacy Practices:** Get a copy of this privacy notice.
- ▶ **Right to Request Restrictions on Use and Disclosure of PHI:** Ask us to limit the information we share.
- ▶ **Right to Receive an Accounting of Disclosures:** Get a list of certain health information shared for reasons other than treatment, billing, or health care operations with other persons or organizations.
- ▶ **Right to File a Complaint:** File a complaint if you feel your privacy rights have been violated.
- ▶ **Right to Receive Notice If Your PHI Has Been Breached**

See **What are my health information rights** to learn about these rights and how to exercise them.

GHC-SCW's Uses and Disclosures:

- ▶ **Treatment**
- ▶ **Payment**
- ▶ **Health Care Operations**

The law also allows GHC-SCW to use and share health information without your permission for other limited reasons, including:

- Public Health Activities, Including Health and Safety
- Some Research Activities
- Health Oversight Activities
- Organ and Tissue Donation Requests
- Legal Proceedings, Law Enforcement, and Specialized Government Functions
- Deceased Individuals
- Workers' Compensation Requests
- Incidental Uses and Disclosures
- Marketing

See **How may GHC-SCW use and disclose my protected health information** for more information about uses and disclosures.

What are my health information rights:

When it comes to your health information, you have certain rights:

Right to Access, Inspect, and Copy PHI

- You may see or obtain much of the health information we maintain about you, with some exceptions. We will provide the information to you in the format you request, assuming it is readily producible. We may charge a cost-based fee for providing copies. If you direct us to transmit your health information to another person, we will do so with your signed, written direction. If you are a health plan member, you may ask to see or obtain a copy of your health and claims records and other information we have about you.

Right to Amend PHI

- You may request that we amend health information in your records that you believe is incorrect or incomplete. We may require you to provide a reason to support your request.
- If you are a health plan member, you may request that we amend your health and claims records if you believe they are incorrect or incomplete.
- GHC-SCW may deny your request, but we will provide you with a written explanation of the reasons.

Right to Request Confidential Communications

- You have the right to ask GHC-SCW to contact you in a specific way (for example, home or office phone) or send your mail to a different address. We are required to honor your request for confidential communications if you tell us it would put you in danger if we do not comply.

Right to Receive Notice of Privacy Practices

- You may request a paper copy of this notice at any time, even if you have previously agreed to receive the notice electronically. At your request, GHC-SCW will promptly provide you with a copy.
- GHC-SCW may provide electronic copies of the notice to you by MyChart, email, or another electronic manner.
- This notice is also posted in GHC-SCW clinics and available on our website at ghcscw.com.

Right to Request Restrictions on Use and Disclosure of PHI

- You may request GHC-SCW not to use or share your PHI for treatment, payment, or health care operations.
- GHC-SCW is not required to agree with your request for restrictions, and we may deny your request if it would impede your care.
- If we do agree with your request for restrictions, then we must comply with the agreed restrictions, except for purposes of treating you in a medical emergency.
- If you are a health plan member, you have the right to demand that GHC-SCW does not disclose your PHI for payment or health care operations if (1) you make a Request to Restriction Disclosure, (2) the disclosure is not required by law, and (3) the PHI pertains solely to health care for which you, or someone on your behalf, has paid for in full, out of pocket.

Right to Receive an Accounting of Disclosures of PHI

- You may ask for a list (accounting) of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as those you previously asked us to make). We'll provide one accounting per year for free, but we will charge a reasonable cost-based fee if you ask for another accounting within 12 months.

Right to Receive Notice If Your PHI Has Been Breached

- You have the right to receive notice if your health information has been used in a way that is not permitted by HIPAA (i.e. a "breach"). GHC-SCW will provide such notice to you within 60 days after we discover the breach, in accordance with the Breach Notification Rule.

Right to File a Complaint If You Feel Your Privacy Rights Have Been Violated

- If you have concerns about any of our privacy practices or if you believe your privacy rights have been violated, you may file a complaint with the GHC-SCW Privacy Officer or by contacting the GHC-SCW Compliance Hotline at (844) 480-0055, reports@lighthouse-services.com, or online at lighthouse-services.com/ghcscw.
- You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by visiting hhs.gov/hipaa/filing-a-complaint/index.html, calling 1-877-696-6775, emailing OCRComplaint@hhs.gov, or sending a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
- No retaliatory action will be taken or will be allowed against anyone who reports a potential issue in good faith.

How to Exercise These Rights

- All requests to exercise these rights must be in writing. We will consider all reasonable requests. We will respond to your requests in accordance with our policies and as required by law. We will notify you of your rights and our decision or actions in response to your request.

How may GHC-SCW use and disclose my protected health information:

We are committed to ensuring that your health information is used responsibly by our organization. We collect health information about you and store it in electronic files. We may use and disclose health care information for the following purposes:

Treatment

We will use and disclose your health information with other professionals involved in your health care. We will also disclose your health information to other practitioners for their use in treating you in the future.

For example, we will share your diagnostic and treatment plan to arrange additional services for you.

Payment

We will use and disclose your health information for payment purposes.

For example, we will use your health information to prepare your bill and work with your health insurance plan for service payment. We will also disclose personal and financial information to financial institutions which perform services for us, such as electronic funds transfer for payment of premiums.

Health Care Operations

We may use and disclose your information for our health care operations.

For example, members of our workforce may review your health information to manage your treatment and services provided and the performance of our staff in caring for you.

Administer Your Plan (for health plan members only)

We may disclose your health information to your health plan sponsor for plan administration.

As a health plan, GHC-SCW maintains contracts to provide your company with certain statistics to explain the premiums we charge.

How else may we use or share your PHI? We are allowed or required to share your health information in other ways—usually in ways that contribute to the public good, such as public health and research. We must meet conditions in the law before we can share your information.

For more information see: hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Public Health Activities, Including Health and Safety

We can share health information about you for certain situations such as:

- To a public health authority authorized by law to collect or receive such information for the purpose of preventing or controlling disease, injury or disability;
- To FDA-regulated entities for the purpose of monitoring or reporting the quality, safety, or effectiveness of FDA-regulated products;
- Reporting to appropriate authorities authorized to receive reports of suspected child or dependent adult abuse, neglect, or domestic violence.

We may notify the appropriate government authority if we believe an individual has been the victim of abuse, neglect, or domestic violence.

Research

Under certain circumstances, we may use or disclose your health information for research, subject to certain safeguards.

For example, we may disclose information to researchers when established privacy protocols have been confirmed.

Health Oversight Activities

We may disclose your health information to a health oversight agency for activities authorized by law.

For example, this may include audits, investigations, inspections, and licensure.

Organ and Tissue Donation Requests

We may release health information to organ procurement organizations as necessary to facilitate donation and transplantation.

Legal Proceedings, Law Enforcement, and Specialized Government Functions

We may disclose certain health information to law enforcement authorities or in response to a lawful process, such as:

- As required by law, including certain wounds and physical injuries.
- In response to a court order, subpoena, warrant, summons, or similar process.
- To identify or locate a suspect, fugitive, material witness, or missing person.
- To alert authorities of a death we believe may be the result of a criminal conduct.
- To alert authorities of information we believe is evident of criminal conduct occurring on our premises.
- In emergency circumstances to report a crime.
- For national security and intelligence activities such as military and presidential protection services.

We must comply with federal and state laws in making disclosures for law enforcement purposes.

Deceased Individuals

Following your death, we may disclose health information to a coroner or medical examiner as necessary for them to carry out their duties as authorized by law.

We may use or disclose your information without your authorization 50 years after the date of your death.

Workers' Compensation

We may release health information as authorized by law for workers' compensation benefits for work-related injury or illness.

Incidental Uses and Disclosures

There are certain incidental uses or disclosures of health information that may occur during daily operations.

For example, a provider may need to use your first name to identify you in a waiting area. Other individuals waiting in the same area may hear your name called. We will make reasonable efforts to limit incidental uses and disclosures.

Marketing

- We may use your health information to give you information about treatments or other health-related benefits and services we provide and that may be of interest to you (i.e. wellness reminders). If you wish to opt-out, contact GHC-SCW Member Services at (608) 828-4853.
- GHC-SCW will never market or sell your health information.

Plan Sponsor (health plan members only)

- We may disclose your information to a Plan Sponsor to permit the performance of plan functions on behalf of GHC-SCW;
- We may disclose "Summary Health Information" to the Plan Sponsor for obtaining bids or the purpose of amending or terminating the Plan;
- "Summary Health Information" includes claims history, claims expenses, and types of claims by individuals without including any personally identifying information;
- We may disclose to the Plan Sponsor any information whether you are a participant; and
- Consideration of disclosure of any other information without authorization is screened to prevent the Plan Sponsor from making employment decisions about you or otherwise revealing information which they have no authority to receive.

Genetic Information

GHC-SCW will not use or disclose your genetic information in any way that would make it vulnerable to discrimination related to health coverage and employment.

Business Associates

Some of our treatment, payment, or health care operations are performed through contracts (business associate agreements) with outside vendors known as business associates. We will

disclose your health information to our business associates and allow them to use or disclose your health information to perform their services for us. We require business associates to appropriately safeguard the privacy of your information.

Family, Friends, or Others

We may disclose your general condition to a family member, your personal representative, or another person identified by you. We will only release information if you agree, are given the opportunity to object, or if in our professional judgment it would be in your best interest to allow the person to receive information or act on your behalf. For example, we may allow a family member to pick up your prescriptions. If you are unavailable, incapacitated, or in an emergency we may disclose information if we believe it is in your best interest. We may also disclose health information for disaster relief efforts.

HEALTH INFORMATION EXCHANGE (HIE) GHC-SCW participates in health information exchanges (HIEs), which allow providers to coordinate care and provide faster access to health information for treatment, payment, and health care operations. HIEs assist providers and public health officials in making more informed decisions, avoiding duplicate care (such as tests), and reducing the likelihood of medical errors. By participating in an HIE, GHC-SCW may share your health information with other providers and participants as permitted by law. If you do not want your health information shared in the HIE, you can make this request in writing by completing the Request for Record Restriction Form, available on our website at ghcscw.com or by contacting the Privacy Officer at (608) 662-4899. Such a request may be denied if it would impede your care.

What are GHC-SCW's responsibilities regarding my information:

- **Follow the Law**
We are required by law to maintain the privacy and security of your protected health information.
- **Report Breaches**
We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- **Follow This Notice**
We will follow the duties and privacy practices described in this notice and give you a copy of it.
- **Not Share Information Not Included In This Notice**
We will obtain your written authorization for any additional uses and disclosures of your health information. You may revoke your authorization at any time.

How does GHC-SCW protect my Protected Health Information:

GHC-SCW employs stringent privacy and security measures to protect your information in all aspects of our business practices. GHC-SCW has a robust security infrastructure in accordance with applicable laws and regulations. Role-based access provides users with access to the minimum necessary information they need to conduct their daily work and nothing more. Access is audited regularly. Employees and other users receive ongoing compliance training.

Questions:

If you have questions or concerns about this Notice of Privacy Practices, including instructions about how to obtain forms or additional information referenced throughout the document, please contact:

GHC-SCW Privacy Officer
1265 John Q. Hammons Dr.
Madison, WI 53717
(608) 662-4899 or (800) 605-4327
privacy@ghcsw.com

Changes to the Notice of Privacy Practices:

GHC-SCW may change this Notice of Privacy Practices and notify you if we make any material changes. Until such time, GHC-SCW is required by law to comply with the current version of this Notice.

Acknowledgment of Notice of Privacy Practices:

The HIPAA Privacy Rule requires that GHC-SCW make a good faith effort to obtain written acknowledgment of receipt of this Notice of Privacy Practices to those who receive care and treatment at GHC-SCW. Additional information about this requirement is noted below:

- **Health Plan Only Members:** For individuals who are members of the health plan only (i.e. insured members who do not receive care and treatment at a GHC-SCW location):
 - o Written acknowledgment is not required at GHC-SCW.
 - o GHC-SCW satisfies the provisions of the HIPAA Privacy Rule for distribution of the Notice of Privacy Practices if it is provided to the named insured of a policy under which coverage is provided to the named insured and one or more dependents.
 - o No less frequently than once every three years, GHC-SCW must notify then covered individuals of the availability of the Notice of Privacy Practices and how to obtain a copy.

- **Patients Receiving Care at GHC-SCW:** For individuals who receive care and treatment at a GHC-SCW location (i.e. patients), our good faith effort to obtain your written Acknowledgment of Receipt of Notice of Privacy Practices is met in one or more of the following ways:
 - o If you choose not to sign and return the Acknowledgment of Receipt of Notice of Privacy Practices, our confirmation of receipt or refusal is met by the fact that you have received this document.
 - o If you choose to return the Acknowledgment of Receipt of Notice of Privacy Practices prior to coming in for care and treatment, you may select one of the following options:
 1. Mail to GHC-SCW, Health Information Department, 1265 John Q Hammons Dr. Madison WI 53717;
 2. Fax to (608) 441-3499;
 3. Scan as a PDF and email the attachment to GHCROI@ghcscw.com;
 4. Bring to your next clinic visit;
 5. Drop off at the GHC-SCW location of your choice at any time.
 - o If we have not received written acknowledgment before your first visit to GHC-SCW, then you will be provided with the Notice of Privacy Practices and the Acknowledgment of Receipt of Notice of Privacy Practices at the time of service. You will be asked to sign and return the Acknowledgment of Receipt of Notice of Privacy Practices.
 - o In the event that your first health care visit with GHC-SCW occurs in an emergency situation, you may not be asked to sign the Acknowledgment until the emergency situation has been resolved.

The Notice of Privacy Practices is available to you in the following ways:

- Upon request at the clinic at the time of your visit;
- Posted in a clear, prominent location in your clinic where it is reasonable for you to expect to read it;
- Upon request to the GHC-SCW Member Service Department at (608) 828-4853 or (800) 605-4327;
- Prominently posted on the GHC-SCW website, ghcscw.com and made available electronically upon request.

GHC-SCW reserves the right to distribute the Notice and obtain its Acknowledgment of Receipt of Notice of Privacy Practices using electronic or alternate formats as they become available in accordance with applicable laws and regulations governing this process. If you prefer to receive this notice via email, please contact the Health Information Department at (608) 441-3500.



of South Central Wisconsin

Acknowledgment of Receipt of Notice of Privacy Practices:

In accordance with the HIPAA Privacy Rule, GHC-SCW is required to make a good faith effort to obtain a written acknowledgment of receipt of the Notice of Privacy Practices and, if not obtained, document our good faith effort to obtain such acknowledgment and the reason why the acknowledgment was not obtained.

You may refuse to sign this form and doing so will have no impact on the quality of care, treatment, or services you receive at GHC-SCW.

I have received a copy of the GHC-SCW Acknowledgment of Receipt of Notice of Privacy Practices.

Patient's Last Name

Patient's First Name

GHC-SCW Member #

Date of Birth

Signature of Patient or Legal Guardian

Date

Relationship to Patient (if applicable)

Return this form to GHC-SCW in one of the following ways:

- Return it to the GHC-SCW staff member who provided it to you (i.e. receptionist);
- Mail to GHC-SCW, Health Information Department, 1265 John Q Hammons Dr. Madison WI 53717;
- Fax to (608) 441-3499;
- Scan as a PDF and email the attachment to **GHCROI@ghcscw.com**;
- Bring to your next clinic visit;
- Drop off at the GHC-SCW location of your choice at any time.

If you have questions or concerns regarding the Notice of Privacy Practices, please contact the Privacy Officer at (608) 662-4899.

Office Use Only:

- ☐ Patient or personal representative refused to sign
- ☐ An emergency prevented ability to obtain signature
- ☐ Attempt(s) to deliver were unsuccessful
- ☐ Other: _____

GHC-SCW Nondiscrimination Notice

Group Health Cooperative of South Central Wisconsin (GHC-SCW) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GHC-SCW does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

GHC-SCW:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504 (TTY: 1-608-828-4815).

If you believe that GHC-SCW has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with GHC-SCW's Corporate Compliance Officer, 1265 John Q. Hammons Drive, Madison, WI 53717, Telephone: (608) 251-4156, TTY: (608) 828-4815, or Fax: (608) 257-3842. If you need help filing a grievance, GHC-SCW's Corporate Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509f, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

GHC-SCW Language Assistance Services

English:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Español (Spanish):

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Hmoob (Hmong):

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

繁體中文 (Chinese):

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815)。

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-608-828-4853, 1-800-605-4327, ext. 4504 (رقم هاتف الصم والبكم 1-608-828-4815)

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese):

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Deitsch (Pennsylvania Dutch):

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

ພາສາລາວ (Lao):

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Polski (Polish):

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) पर कॉल करें।

Shqip (Albanian):

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Primary Care Clinics

GHC-SCW Clinics

Capitol Clinic

(608) 257-9700

675 W. Washington Ave., Madison, WI 53703

Mon, Tues, Thurs: 8 a.m. – 7 p.m.

Wed, Fri: 8 a.m. – 5 p.m.

DeForest Clinic

(608) 846-4787

815 S. Main St., DeForest, WI 53532

Mon – Fri: 8 a.m. – 4:30 p.m.

East Clinic

(608) 222-9777

5249 E. Terrace Dr., Madison, WI 53718

Mon: 8 a.m. – 7 p.m.

Tues – Fri: 8 a.m. – 5 p.m.

Hatchery Hill Clinic

(608) 661-7200

3051 Cahill Main, Fitchburg, WI 53711

Mon, Wed – Fri: 8 a.m. – 5 p.m.

Tues: 8 a.m. – 7 p.m.

Madison College Community Clinic

(608) 441-3220

Health Education Center-Truax Campus

1705 Hoffman St., Madison, WI 53704

Mon – Fri: 7:30 a.m. – 5 p.m.

Sauk Trails Clinic

(608) 831-1766

8202 Excelsior Dr., Madison, WI 53717

Mon: 8 a.m. – 7 p.m.

Tues – Fri: 8 a.m. – 5 p.m.

UW Health

Family Medicine Clinics

Belleville Family Medicine Clinic

(608) 424-3384

1121 BellWest Blvd.,

Belleville, WI 53508

Mon – Fri: 8 a.m. – 5 p.m.

Northeast Family Medical Center

(608) 241-9020

3209 Dryden Dr., Madison, WI 53704

Mon – Fri: 8 a.m. – 5 p.m.

Verona Clinic

(608) 845-9531

100 N. Nine Mound Rd.

Verona, WI 53593

Mon – Fri: 8 a.m. – 5 p.m.

UW Health Clinics

Cottage Grove Clinic

(608) 839-3104

4590 Hwy N, Cottage Grove, WI 53527

Mon – Fri: 8 a.m. – 5 p.m.

Cross Plains Clinic

(608) 798-3344

2418 Brewery Rd., Cross Plains, WI

53528

Mon – Fri: 8 a.m. – 5 p.m.

Mt. Horeb Clinic

(608) 437-3064

600 N. 8th St., Mt. Horeb, WI 53572

Mon – Fri: 8 a.m. – 5 p.m.

UW Health - Stoughton Clinic

Stoughton Clinic

(608) 877-2660

1001 Nygaard St., Stoughton, WI 53589

Mon – Fri: 8 a.m. – 5 p.m.

Access Community Health Centers

Joyce and Marshall Erdman Clinic

(608) 443-5480

2202 S. Park St., Madison, WI 53713

Mon – Fri: 8 a.m. – 5 p.m.

William T. Evjue Clinic

(608) 443-5480

3434 E. Washington Ave.

Madison, WI 53704

Mon – Fri: 8 a.m. – 5 p.m.

Wingra Family Medical Center

(608) 263-3111

1102 S. Park St., Madison, WI 53715

Mon – Fri: 8 a.m. – 5 p.m.

GHC-SCW Urgent Care

Anytime you need medical care (except for emergencies), you should first call your primary care clinic for an available appointment. If you need medical care after normal primary care clinic hours, call the GHC-SCW urgent care clinic to schedule an appointment:

(608) 442-8100

675 W. Washington Ave.,
Madison, WI 53703

Mon – Fri: 8 a.m. – 9 p.m.

Sat – Sun: 9 a.m. – 9 p.m.

We schedule urgent care appointments to better serve your same-day access needs.

GHC NurseConnect

GHC NurseConnect is your 24-hour nurse advice line when you need general care advice over the phone. Get the information you need when you need it.

Call (608) 661-7350 or toll-free (855) 661-7350

GHC Care OnDemand

With GHC Care OnDemand, you can access a doctor from your home, office, or on-the-go, 24/7, 365 to help treat any non-emergency medical conditions.*

Visit ghccareondemand.com

*Visits are free for most members. Members with HSA-eligible plans must reach their deductible before visits are free.



Please clip and keep as a quick reference.

Video Visit Using GHCMYChartSM

With **GHCMYChartSM** Video Visits, members can safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic. Visits are set up using **GHCMYChart^S** and available for routine visits and select specialty visits (PT/OT, Dermatology and Behavioral Health). Contact your clinic or log in to **GHCMYChart^S** to schedule.

virtuwell[®]

virtuwell[®] is your 24/7 online clinic for a diagnosis, treatment plan and even a prescription for common medical conditions. Get better faster.**

Visit ghcscw.com/virtuwell

**All GHC-SCW HMO and PPO members that reside in AZ, CA, CO, CT, IA, MI, MN, ND, NY, PA, SD, VA and WI get free virtuwell[®] visits. BadgerCare Plus and Medicare Select members cannot use virtuwell[®].



of South Central Wisconsin

ghcscw.com

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