

POS

Quick Reference Card in Back

Group Health Cooperative of South Central Wisconsin

# 2022 Member Reference Guide

**Madison Metropolitan School District**



# BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
Revised: 9/17/2021

 **Group Health  
Cooperative**

of South Central Wisconsin

[ghcscw.com](http://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 GHCMYChart<sup>SM</sup> account.** Schedule appointments, refill your prescriptions, view select test results and more! Visit [ghcscw.com/ghcmchart](http://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](http://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](http://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  
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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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## → 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](https://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.

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

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## 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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MK17-113-1(9,18)FL

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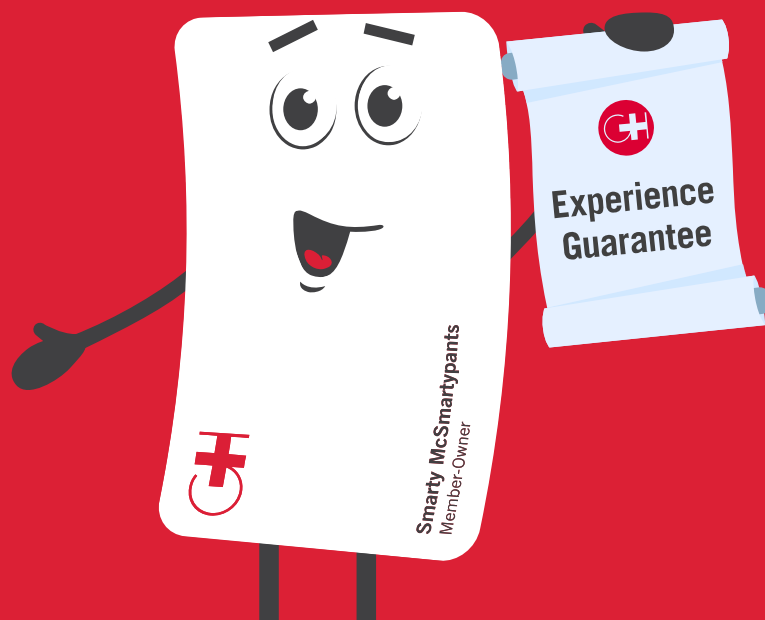
Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
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 **Group Health Cooperative**

of South Central Wisconsin

[ghcscw.com](https://ghcscw.com)

# Get to know The GHC Experience Guarantee<sup>SM</sup>



## What is the GHC Experience Guarantee<sup>SM</sup>?

The GHC Experience Guarantee<sup>SM</sup> 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](http://GHCSmartCare.com) to download the GHC Experience Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup>?

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 Guarantee<sup>SM</sup> 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](http://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 Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup>?

- 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 Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup> 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 Guarantee<sup>SM</sup>?

We’ve formed a Member Experience Team that can answer your questions and guide you through the GHC Experience Guarantee<sup>SM</sup> 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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[ghcscw.com](http://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

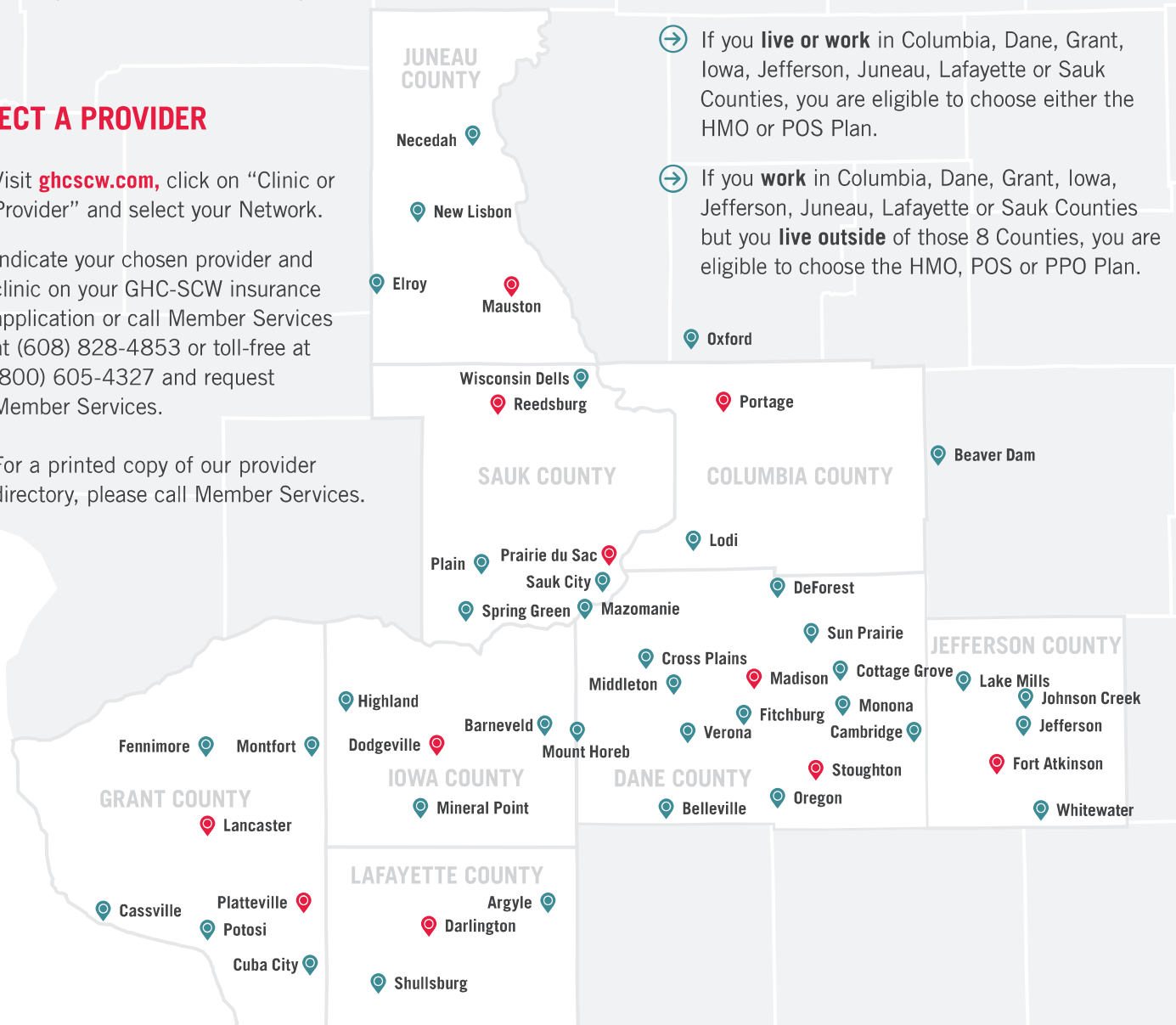
## SELECT A PROVIDER

- ▶ Visit [ghcscw.com](https://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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[ghcscw.com](https://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](https://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](https://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](https://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](https://ghcscw.com).**



## GHC Experience Guarantee<sup>SM</sup>

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](https://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](https://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



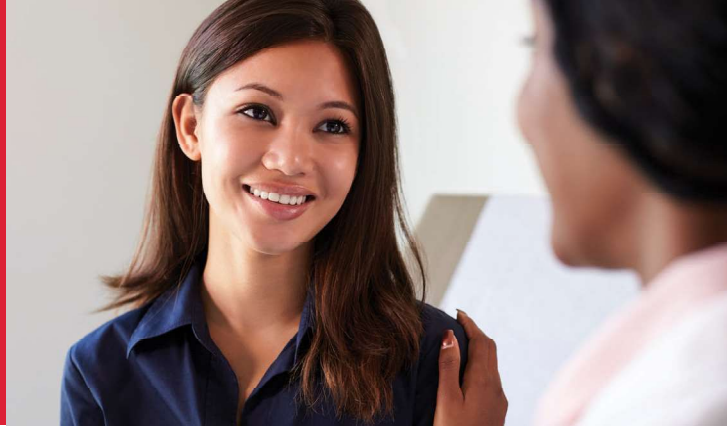
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**[ghcscw.com](https://ghcscw.com)**



# 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

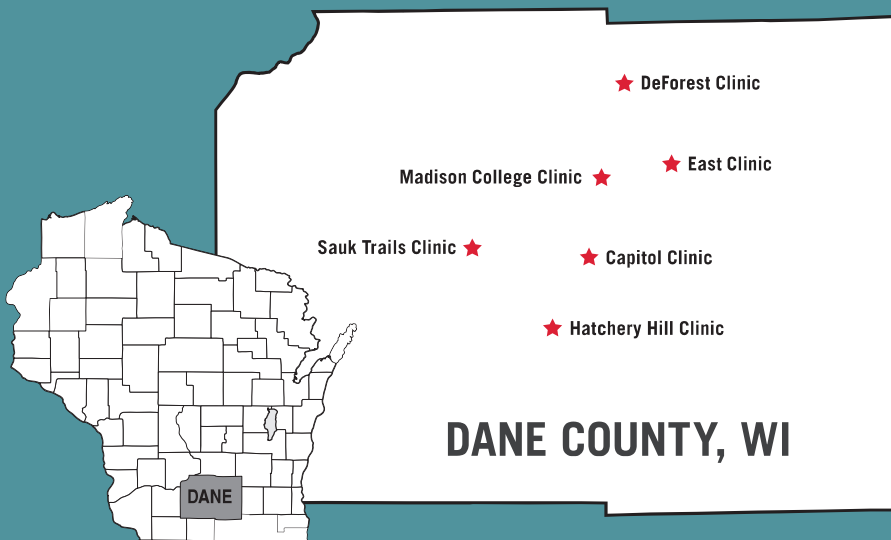
At GHC-SCW, we believe that quality care requires a team approach. We build a care team of health care professionals around you. It may include pharmacists, mental health providers and physical therapists – it varies because it's designed to meet your unique needs.



## 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

# BETTER TOGETHER<sup>SM</sup>

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MK17-145-1(9.20)FL

 **Group Health  
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[ghcscw.com](http://ghcscw.com)

# 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 TOGETHER<sup>SM</sup>**.

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# Get Better, Faster 24/7 online clinic

[ghcscw.com/virtuwell](http://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](http://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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\* 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.



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# 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](http://GHCCareOnDemand.com)

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\*Members with BadgerCare, Medicare or HSAs have restrictions or limitations. Visit [GHCCareOnDemand.com](http://GHCCareOnDemand.com) for more information.  
MK20-16-Q(1.20)FL

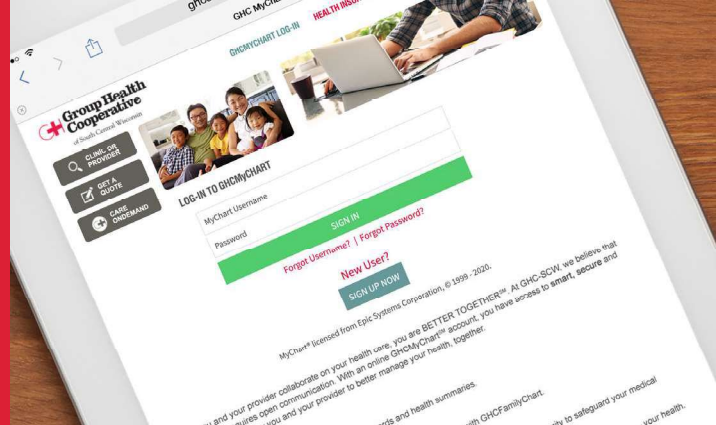
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# Smart. Secure. Simple. GHCMYChart<sup>SM</sup>



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

## GHCMYChart<sup>SM</sup> 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](http://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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# 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

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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](https://ghcscw.com) and log in to your GHCMYChart<sup>SM</sup> account or call (608) 662-5090.

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[ghcscw.com](https://ghcscw.com)

# 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](https://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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[ghcscw.com](https://ghcscw.com)

# ManageWell.<sup>®</sup> 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<sup>®</sup>** to give members access to an exciting new platform to manage wellness.

### INTRODUCING ManageWell<sup>®</sup>!

- 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<sup>®</sup>

Earn Points. Earn Rewards.

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



Learn more at [ghcscw.com/managewell](https://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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\*The reward program is not available to all members. ManageWell<sup>®</sup> is not available to State (ETF)/WPEG/FEHB members. Reward restrictions apply to BadgerCare Plus members.

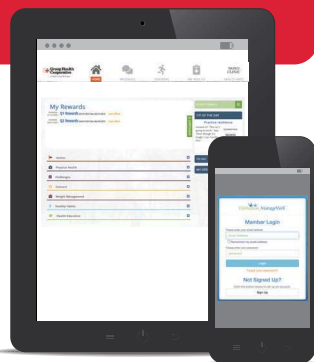
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# ManageWell® Points

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 <sup>SM</sup>	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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# ManageWell®



## Frequently Asked Questions

### How do I get started?

Members must register for a ManageWell® account via the ManageWell® website at [managewell.com](https://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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## 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](mailto:wellness@ghcscw.com)

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