

HMO

Group Health Cooperative of South Central Wisconsin

# 2023 Member Reference Guide

American Girl Brands



BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK22-112-0(7.22)0

 **Group Health  
Cooperative**

of South Central Wisconsin

[ghcsw.com](http://ghcsw.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/ghcmymychart](https://ghcscw.com/ghcmymychart) 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. Visit [ghcscw.com/health-insurance/transition-your-care](https://ghcscw.com/health-insurance/transition-your-care). 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](https://ghcscw.com) and select, "Clinic or Provider."

## LGBTQ+ Primary Care Services

GHC understands and values the importance of care in an environment that is both safe and welcoming. We are committed to providing patient-centered primary care to our LGBTQ+ members.

Learn more at [ghcscw.com/health-care/lgbtq](https://ghcscw.com/health-care/lgbtq).



## 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/ghcmymychart](https://ghcscw.com/ghcmymychart)** to receive our member newsletter, HouseCall, and our regular electronic member communications.
- **Follow us on Facebook, Instagram, LinkedIn and Twitter** to get the most up-to-date information as it happens!
- **Visit our website at [ghcscw.com](https://ghcscw.com)** for more information about the services and care we offer.



**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

We partner with members and the communities we serve to maximize health and well-being.

## Our Vision

As a local, not-for-profit, member-owned Cooperative, we are the most trusted resource for lifelong health and well-being in the communities we serve.

## Our Values

Our Values are a set of beliefs which we hold dear that help us identify priorities for the Cooperative and as well as, a guide for how we conduct our business.

- We are a not-for-profit Cooperative
- We are member-centered
- We are equitable and inclusive
- We are quality-driven
- We are innovative
- We are community involved

## Our Commitment to Excellence

GHC-SCW gives you the power to decide if your experience was worth what you paid. The **GHC Experience Guarantee** is a promise that every patient and member gets the best experience every time. If you have an experience that fails to meet your expectations, GHC-SCW will refund some or all of your out-of-pocket costs associated with the visit. For more information, visit [GHCSmartCare.com](http://GHCSmartCare.com).




Learn more at [GHCSCW.COM](http://GHCSCW.COM)

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 **Group Health Cooperative**

of South Central Wisconsin



### 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.

## → 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.

**See pages 5 to 6 for a complete listing of all primary care clinic locations.**

### GHC-SCW Owned Primary Care Clinics

<b>Capitol Clinic:</b>	(608) 257-9700
<b>East Clinic:</b>	(608) 257-9700
<b>DeForest Clinic:</b>	(608) 846-4787
<b>Hatchery Hill Clinic:</b>	(608) 257-9700
<b>Madison College Community Clinic:</b>	(608) 441-3220
<b>Sauk Trails Clinic:</b>	(608) 257-9700

### Additional GHC-SCW Clinics

<b>Capitol Regent Mental Health Clinic:</b>	(608) 257-9700
<b>Princeton Club West PT/OT Clinic:</b>	(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.

**For information on Urgent Care Locations in your area, see pages 8 to 13.**

### 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 at **(608) 442-8100** to schedule an appointment. Appointments are made to better serve your same-day access needs. **Appointments are required for Urgent Care. Walk-in appointments are not available.**

## → 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.**

**Locations are listed on pages 8 to 13.**

### 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



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

# FIND A PROVIDER

# GHC-SCW HMO NETWORK



## LEGEND

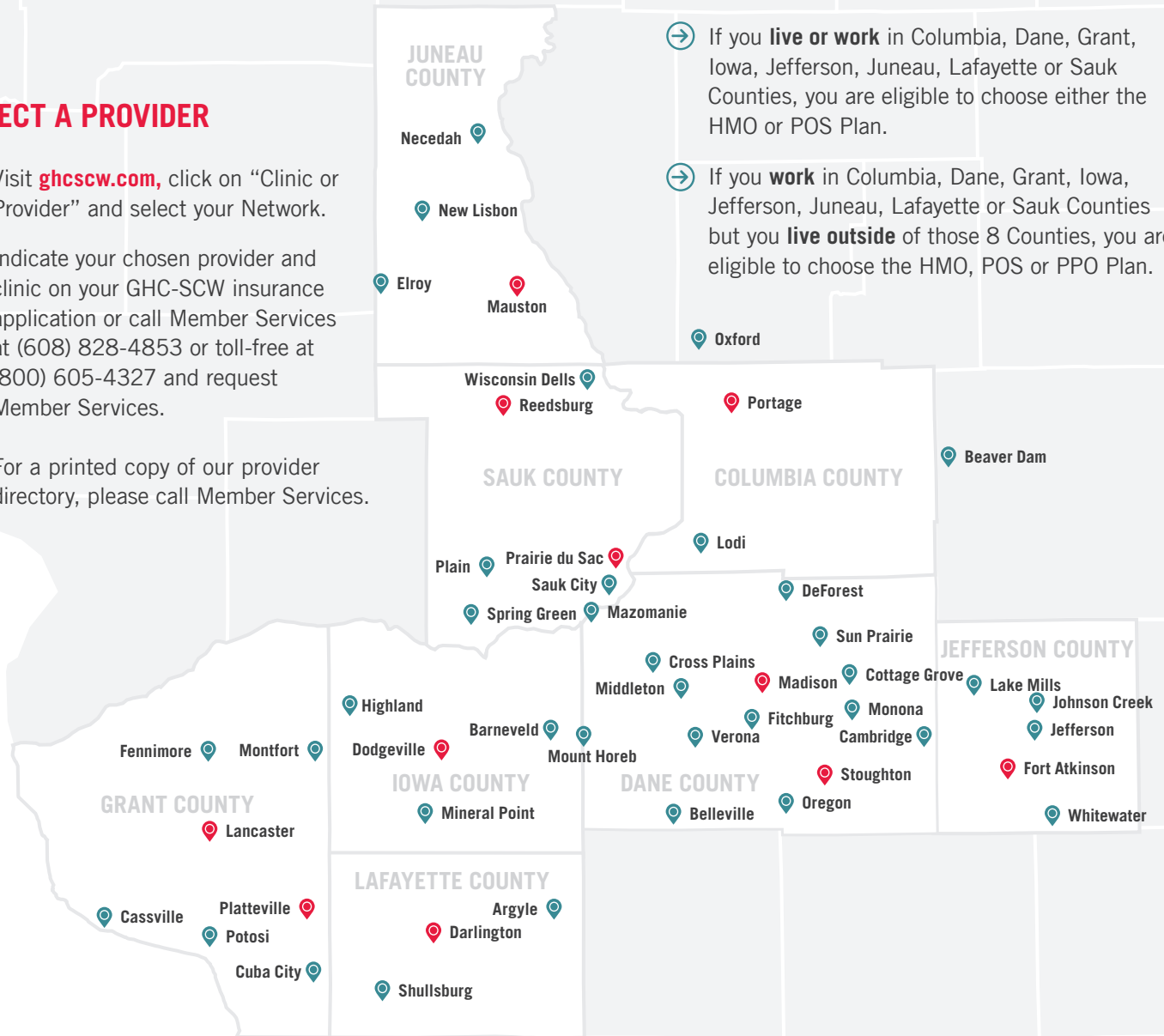
- Hospital and Primary Care Clinic Locations
- Primary Care Clinic Locations Only

## SELECT A PROVIDER

- ▶ Visit [ghcscw.com](http://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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of South Central Wisconsin

[ghcscw.com](http://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 – 1102 S. Park St Clinic
- UW Health – 20 S. Park St Clinic
- UW Health – East Clinic
- UW Health – Junction Rd Medical Center
- UW Health – Northeast Family Medical Center
- UW Health – Odana Atrium Clinic
- UW Health – Union Corners 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 - East Madison Hospital

- 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



## Understanding Prior Authorization

**Prior Authorization** is when GHC-SCW gives members prior written approval for coverage. Authorization could be for specified services, treatment, durable medical equipment (DME) or supplies. Prior authorization will determine and authorize payment of:

- The specific type and extent of care, DME or supply that is medically necessary.
- The number of visits or the period of time when you can get the care.
- The name of the provider giving you the service.

### Prior Authorization IS NOT:

- A guarantee the service or supply will be covered. Coverage is determined by the member's benefit plan and is subject to Usual and Customary Reimbursement determinations.
- Unlimited, prior authorizations approvals may be limited by visits and/or time span.

### Members Responsibilities:

- If you're using a non-participating provider, you are responsible for working with the provider to get all necessary prior authorizations.
- You should log into **GHCMyChart<sup>SM</sup>** before your visit to verify that GHC-SCW has approved the request for prior authorization. If you don't have access to **GHCMyChart<sup>SM</sup>**, you can create an account. Go to [ghcscw.com/ghcmychart](https://ghcscw.com/ghcmychart) or call Member Services at **(800) 605-4327** or **(608) 828-4853**.
- If you're an HMO member using an Out-of-Network provider and you don't get prior authorization, and the requested service or supply is denied, you will be billed.
- If you're an HMO member and a participating provider does not get prior authorization and the requested service or supply is denied, you cannot be billed.



**GHC-SCW no longer requires prior authorization or referrals for new and in-network outpatient Behavioral Health Services.** This includes individual therapy, psychiatry and substance use disorder outpatient services. Other Behavioral Health Services may require prior authorization.

A list of services requiring prior authorization can be found on our website at [ghcscw.com](https://ghcscw.com), search "prior authorization."





# Dane County Network - HMO

## Find Your Primary Care Clinic

Follow the colored line from your primary care clinic to see where to go for health services.

### GHC-SCW Clinics (GHC)

Capitol Clinic, East Clinic, DeForest Clinic, Hatchery Hill Clinic, Madison College Community Clinic, Sauk Trails Clinic

### Access Community Health Center & Clinics (ACHC)

Joyce and Marshall Erdman Clinic  
William T. Evjue Clinic  
Wingra Family Medical Center

### UW Health Clinics

1102 S. Park St Clinic, 20 S. Park Clinic, Beaver Dam Clinic, Belleville Clinic, Cottage Grove Clinic, Cross Plains Clinic, Deforest-Windsor Clinic, East Clinic, Fitchburg Clinic, Junction Rd Medical Center, Mt. Horeb Clinic, Northeast Family Medical Center, Odana Atrium Clinic, Oregon Clinic, Sun Prairie Clinic, Union Corners Clinic, Verona Clinic, Yahara Clinic

### UnityPoint-Meriter Clinics

Deforest-Windsor Clinic, Fitchburg Clinic, McKee Clinic, Middleton Clinic, Monona Clinic, Stoughton Clinic, West Washington Clinic

### UW Health Stoughton Clinic (UWS)

## Specialty and Ancillary Services at GHC-SCW

The following specialty and ancillary services should be received at GHC-SCW-owned clinics regardless of your primary care clinic location: chiropractic, dermatology, genetic counseling, eye care, physical and occupational therapy, podiatry, advanced imaging – ultrasound, CT scans, Mammograms (3D with tomosynthesis). Services vary by clinic location and not all services are offered at each location.

#### GHC-SCW Capitol Clinic

(608) 257-9700

675 W. Washington Ave., Madison, WI 53703

#### Capitol Regent Behavioral Health Clinic

(608) 257-9700

700 Regent St., Suite 302, Madison, WI 53703

#### GHC-SCW DeForest Clinic

(608) 846-4787

815 S. Main St., DeForest, WI 53532

#### GHC-SCW East Clinic

(608) 257-9700

5249 E. Terrace Dr., Madison, WI 53718

#### GHC-SCW Hatchery Hill Clinic

(608) 257-9700

3051 Cahill Main, Fitchburg, WI 53711

#### GHC-SCW Madison College Community Clinic

(608) 441-3220

Madison College Health Education Center - Truax Campus  
1705 Hoffman St., Madison, WI 53704

#### Princeton Club West PT/OT Clinic

(608) 662-5060

Princeton Club West  
8054 Watts Rd., Madison, WI 53719

#### GHC-SCW Sauk Trails Clinic

(608) 257-9700

8202 Excelsior Dr., Madison, WI 53717



Visit [ghcscw.com](http://ghcscw.com) and select the “Clinic or Provider” button for a complete and current listing of providers.

**Specialty Care Outside of GHC-SCW Clinics**

**Urgent Care**

**Emergency Care & Inpatient Care**

**Inpatient labor and delivery care must be received at UnityPoint Health - Meriter Hospital.**

Specialty care outside of GHC-SCW Clinics must be provided by contracted providers at University Hospital and Clinics and UW Health Clinics. This excludes Behavioral Health.

**GHC-SCW Urgent Care Clinic**  
(608) 257-9700  
675 W. Washington Ave.  
Madison, WI 53703

**GHC-SCW Urgent Care Clinic**  
(608) 257-9700  
675 W. Washington Ave.  
Madison, WI 53703

**Stoughton Health - Urgent Care**  
(608) 873-6611  
900 Ridge St.  
Stoughton, WI 53589

**Stoughton Health - Urgent Care**  
(608) 835-5373  
900 Janesville St.  
Oregon, WI 53575

**Stoughton Health - Urgent Care**  
(608) 838-8242  
5614 US HWY 51  
McFarland, WI 53558

**University Hospital and Clinics**  
(608) 263-6400  
600 Highland Ave.  
Madison, WI 53792

**UW Health - East Madison Hospital**  
(608) 440-6400  
4602 Eastpark Blvd.  
Madison, WI 53718

**UnityPoint Health - Meriter Hospital**  
(608) 417-6000  
202 S. Park St.  
Madison, WI 53715

**UnityPoint Health - Meriter Hospital  
Inpatient Labor & Delivery**  
(608) 417-6000  
202 S. Park St.  
Madison, WI 53715

**Stoughton Hospital**  
(608) 873-6611  
900 Ridge St.  
Stoughton, WI 53589

**University Hospital and Clinics**  
(608) 263-6400  
600 Highland Ave.  
Madison, WI 53792

**UW Health - East Madison Hospital**  
(608) 440-6400  
4602 Eastpark Blvd.  
Madison, WI 53718

**UnityPoint Health - Meriter Hospital**  
(608) 417-6000  
202 S. Park St.  
Madison, WI 53715



# Regional Network Providers

## FIND YOUR PRIMARY CARE CLINIC

Follow the colored line from your primary care clinic to see where to go for health services.

### Sauk Prairie Healthcare

- Lodi Clinic • (608) 592-3296 • Lodi, WI
- Plain Clinic • (608) 546-4211 • Plain, WI
- Prairie Clinic • (608) 643-3351 • Sauk City, WI
- River Valley Clinic • (608) 588-2502 • Spring Green, WI
- Wisconsin Heights Clinic • (608) 795-4110 • Mazomanie, WI

### Reedsburg Area Medical Center Physicians Group

(608) 524-8611 • Reedsburg, WI

## Specialty Care

**Sauk Prairie Hospital**  
 (608) 643-3311  
 260 26th St.  
 Prairie du Sac, WI 53578

**Reedsburg Area Medical Center**  
 (608) 768-3900  
 1104 21st St.  
 Reedsburg, WI 53959

### Aspirus Health

- Oxford Clinic • (608) 589-5333 • Oxford, WI
- Portage Clinic • (608) 745-4598 • Portage, WI

### UW Health

Family Medicine Clinic - Portage • (608) 742-3004 • Portage, WI

**Aspirus Divine Savior Hospital**  
 (608) 742-4131  
 2817 New Pinery Rd.  
 Portage, WI 53901

### Fort HealthCare

- Cambridge Clinic • (608) 423-1100 • Cambridge, WI
- Integrated Family Care • (920) 563-5500 • Fort Atkinson, WI
- Internal Medicine & Pediatrics • (920) 563-5571 • Fort Atkinson, WI
- Jefferson Clinic • (920) 674-6000 • Jefferson, WI
- Johnson Creek Clinic • (920) 699-4000 • Johnson Creek, WI
- Lake Mills Clinic • (920) 648-8393 • Lake Mills, WI
- Whitewater Clinic • (262) 473-5888 • Whitewater, WI

### UW Health

Fort Atkinson Clinic • (920) 563-5544 • Fort Atkinson, WI

### Three Oaks Health

(920) 542-3010 • Johnson Creek, WI

**Fort HealthCare Specialty Clinic**  
 (920) 568-5334  
 611 Sherman Ave. E.  
 Fort Atkinson, WI 53538

**UW Health Specialty Clinic**  
 (920) 568-6567  
 611 Sherman Ave. E.  
 Fort Atkinson, WI 53538

Visit [ghcsw.com](http://ghcsw.com) and select the “Clinic or Provider” button for a complete and current listing of providers.

**Urgent Care**

**Sauk Prairie Hospital**  
(608) 643-3311

**Prairie Clinic Express Clinic**  
(608) 643-3351

**Aspirus Divine Savior Hospital**  
(608) 742-4131

**Reedsburg Area Medical Center**  
(608) 524-6487

**GHC-SCW Capitol Clinic**  
(608) 257-9700

**Upland Hills Health**  
(608) 930-8000

**Mile Bluff Medical Center**  
(608) 847-6161

**Fort Memorial Hospital  
Urgent Care**  
(920) 568-5330

**Southwest Health**  
(608) 348-2331

**Grant Regional Health Center**  
(608) 723-2143

**Memorial Hospital of  
Lafayette County**  
(608) 776-4466

**Emergency Care**

**Sauk Prairie Hospital**  
(608) 643-3311

**Reedsburg Area Medical Center**  
(608) 524-6487

**Aspirus Divine Savior Hospital**  
(608) 742-4131

**UW Health University Hospital**  
(608) 263-6400

**UW Health - East Madison Hospital**  
(608) 440-6400

**UnityPoint Health - Meriter Hospital**  
(608) 417-6000

**Upland Hills Health**  
(608) 930-8000

**Mile Bluff Medical Center**  
(608) 847-6161

**Fort Memorial Hospital**  
(920) 568-5000

**Southwest Health**  
(608) 348-2331

**Grant Regional Health Center**  
(608) 723-2143

**Memorial Hospital of  
Lafayette County**  
(608) 776-4466

**Inpatient Care**

**Sauk Prairie Hospital**  
(608) 643-3311  
260 26th St.  
Prairie du Sac, WI 53578

**Reedsburg Area Medical Center**  
(608) 524-6487  
2000 N. Dewey Ave.  
Reedsburg, WI 53959

**Aspirus Divine Savior Hospital**  
(608) 742-4131  
2817 New Pinery Rd.  
Portage, WI 53901

**Fort Memorial Hospital**  
(920) 568-5000  
611 Sherman Ave. E.  
Fort Atkinson, WI 53538



# Regional Network Providers

## FIND YOUR PRIMARY CARE CLINIC

## Specialty Care

Follow the colored line from your primary care clinic to see where to go for health services.

### Mile Bluff Medical Center

Mile Bluff Clinic • (608) 847-5000 • Mauston, WI  
Necedah Family Medical Clinic • (608) 565-2000 • Necedah, WI  
New Lisbon Family Medical Clinic • (608) 562-3111 • New Lisbon, WI  
Elroy Family Medical Clinic • (608) 462-8466 • Elroy, WI  
Delton Family Medical Clinic • (608) 254-5888 • Wisconsin Dells, WI

**Mile Bluff Medical Center**  
(608) 847-6161  
1050 Division St.  
Mauston, WI 53948

### Upland Hills Health

UHH Clinic – Highland • (608) 929-4518 • Highland, WI  
UHH Clinic – Montfort • (608) 943-6308 • Montfort, WI  
UHH Clinic – Mount Horeb • (608) 437-8033 • Mount Horeb, WI  
UHH Clinic – Spring Green • (608) 588-2600 • Spring Green, WI  
Mineral Point Medical Center of UHH • (608) 987-2346 • Mineral Point, WI  
Dodgeville Medical Center of UHH • (608) 935-2308 • Dodgeville, WI  
UHH Clinic – Barneveld • (608) 924-1108 • Barneveld, WI

**Upland Hills Health**  
(608) 930-7115  
800 Compassion Way  
Dodgeville, WI 53533

### Southwest Health

Platteville Clinic • (608) 348-4330 • Platteville, WI  
Cuba City Clinic • (608) 744-2767 • Cuba City, WI

### Grant Regional Health Center

Grant Regional Community Clinic Cassville • (608) 723-2131 • Cassville, WI  
Grant Regional Health Center Clinic Lancaster • (608) 723-2131 • Lancaster, WI  
Potosi-Tennyson Medical Clinic • (608) 723-5351 • Potosi, WI

### Family Medical Center

(608) 723-4300 • Lancaster, WI

### High Point Family Medicine

Lancaster Clinic • (608) 723-3100 • Lancaster, WI  
Fennimore Clinic • (608) 822-3363 • Fennimore, WI

**Southwest Health -  
The Specialist Clinics**  
(608) 342-5060  
1400 Eastside Rd.  
Platteville, WI 53818

**Grant Regional Health Center**  
(608) 723-3249  
507 S. Monroe St.  
Lancaster, WI 53813

### Memorial Hospital of Lafayette County (MHLC)

MHLC Primary Care – Argyle • (608) 543-3392 • Argyle, WI  
MHLC Primary Care – Darlington • (608) 776-4497 • Darlington, WI  
MHLC Primary Care – Shullsburg • (608) 965-4475 • Shullsburg, WI

**Memorial Hospital of Lafayette  
County - Specialty Clinic**  
(608) 776-5748  
800 Clay St.  
Darlington, WI 53530

Visit [ghcsw.com](http://ghcsw.com) and select the “Clinic or Provider” button for a complete and current listing of providers.

**Urgent Care**

**Emergency Care**

**Inpatient Care**

**Sauk Prairie Healthcare**  
(608) 643-3311

**Prairie Clinic Express Clinic**  
(608) 643-3351

**Aspirus Divine Savior Hospital**  
(608) 742-4131

**Reedsburg Area Medical Center**  
(608) 524-6487

**GHC-SCW Capitol Clinic**  
(608) 257-9700

**Upland Hills Health**  
(608) 930-8000

**Mile Bluff Medical Center**  
(608) 847-6161

**Fort Memorial Hospital  
Urgent Care**  
(920) 568-5330

**Southwest Health**  
(608) 348-2331

**Grant Regional Health Center**  
(608) 723-2143

**Memorial Hospital of  
Lafayette County**  
(608) 776-4466

**Sauk Prairie Hospital**  
(608) 643-3311

**Reedsburg Area Medical Center**  
(608) 524-6487

**Aspirus Divine Savior Hospital**  
(608) 742-4131

**UW Health University Hospital**  
(608) 263-6400

**UW Health - East Madison Hospital**  
(608) 440-6400

**UnityPoint Health - Meriter Hospital**  
(608) 417-6000

**Upland Hills Health**  
(608) 930-8000

**Mile Bluff Medical Center**  
(608) 847-6161

**Fort Memorial Hospital**  
(920) 568-5000

**Southwest Health**  
(608) 348-2331

**Grant Regional Health Center**  
(608) 723-2143

**Memorial Hospital of  
Lafayette County**  
(608) 776-4466

**Mile Bluff Medical Center**  
(608) 847-6161  
1050 Division St.  
Mauston, WI 53948

**Upland Hills Health**  
(608) 930-8000  
800 Compassion Way  
Dodgeville, WI 53533

**Southwest Health -  
The Specialist Clinics**  
(608) 342-5060  
1400 Eastside Rd.  
Platteville, WI 53818

**Grant Regional Health Center**  
(608) 723-3249  
507 S. Monroe St.  
Lanscaster, WI 53813

**Memorial Hospital of  
Lafayette County**  
(608) 776-4466  
800 Clay St.  
Darlington, WI 53530



## Specialty & Ancillary Services

### → Eye Care

GHC-SCW optometry schedules are open at least 12 months in advance, so contact them early to get a time that fits your schedule. **Make an appointment through GHCMYChart<sup>SM</sup> or call (608) 257-7328.**

### → 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.**

### → Dermatology

Dermatologists provide full-spectrum care including diagnosis, treatment, skin biopsies and light therapy in addition to treating conditions of the hair, nails and scalp. **Call your primary care clinic or (608) 661-7200 to schedule an appointment.**

### → Sports Medicine

Sports medicine provides services to benefit athletes as well as many other individuals. Sports medicine should be considered non-operative musculoskeletal medicine. **Call your primary care clinic or (608) 661-7200 to schedule an appointment.**

### → Behavioral Health

We offer a full range of behavioral health, addiction services and health behavior interventions for children, adolescents and adults. Members can access GHC-SCW behavioral 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.

## For Urgent and Emergency Behavioral Health Crisis

- **Behavioral Health 24/7 Crisis Line:** For immediate help with an urgent mental health crisis, 24-hour crisis intervention services are available for GHC-SCW members.
- **Monday - Friday Business Hours:** If you are experiencing a behavioral health emergency including thoughts of suicide, **call GHC-SCW at (608) 441-3290 from 8 a.m. - 5 p.m., Monday - Friday.**
- **Nights and Weekends:** For crisis intervention services outside of business hours, call **(608) 257-9700**. You will be assisted by a nurse or an on-call crisis counselor who will help you to address your behavioral health emergency and any safety concerns.
- **PLEASE NOTE:** After-hours behavioral health crisis **DOES NOT** prescribe medications, cancel, or make appointments, send messages to your BH provider, or connect you to your BH provider after-hours. For these services, please call during business hours Monday - Friday.

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

## GHC-SCW Pharmacies

Conveniently refill your medications at our GHC-SCW Pharmacies using GHCMYChart<sup>SM</sup>. Our pharmacies are non-profit and offer competitive prices.

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



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

# GHC-SCW Pharmacy and Benefits



*GHC-SCW Pharmacies are Quick, Easy and Convenient!*

## Capitol Clinic Pharmacy

675 West Washington Ave  
Madison, WI 53703

(608) 257-9732

Monday – Friday: 8 a.m. – 7 p.m.  
Saturday & Sunday: 9 a.m. – 5 p.m.

## Hatchery Hill Clinic Pharmacy

3051 Cahill Main  
Fitchburg, WI 53711

(608) 661-7242

Monday: 8 a.m. – 6 p.m.  
Tuesday: 8 a.m. – 7 p.m.  
Wednesday – Friday: 8 a.m. – 6 p.m.

## Sauk Trails Clinic Pharmacy

8202 Excelsior Drive  
Madison, WI 53719

(608) 257-4869

Monday: 8 a.m. – 7 p.m.  
Tuesday – Friday: 8 a.m. – 6 p.m.

## The GHC-SCW pharmacy network includes non-GHC-SCW retail locations.

Navitus Health Solutions administers our network of pharmacies. For a list of other pharmacies in the GHC-SCW network, check out “[Understanding Pharmacy Benefits](#)” under the “[Health Insurance](#)” tab on [ghcscw.com](#). The network includes Costco, Hy-Vee, Walmart, Walgreens and many independent pharmacies. CVS pharmacies are not a part of the GHC-SCW network.



Check your [GHC-SCW Benefits Summary](#) to see if prescription drugs are a covered benefit under your health insurance plan.



## Why Use a GHC-SCW Pharmacy?

- **Saving you money.** Our pharmacies are non-profit, meaning competitive pricing and lower costs for our members overall.
- **Understanding your whole care.** Our pharmacy staff are a part of your care team and work closely with your Primary Care Provider. Refill authorizations are returned quickly to our pharmacies.
- **Being available to you.** Our pharmacy staff are readily accessible and take the time to answer your questions.

## Other Benefits



### Using GHCMYChart<sup>SM</sup>

Refills are just one click away! Order any time, day or night and avoid extra trips to the pharmacy.

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[ghcscw.com](#)

# GHC-SCW Pharmacy and Benefits



## Other Benefits (Continued)



### Prescriptions by Mail

GHC-SCW Pharmacies offer free mail delivery of your prescriptions.

- Conveniently order and pay online via your GHCMYChart<sup>SM</sup> account for delivery in Wisconsin.
- Prescriptions will arrive on your doorstep in 3-7 business days depending on U.S. Postal Service volume.
- Certain medications cannot be shipped. This includes refrigerated items, Schedule II medications, injectables and some liquids.



### Request mailed prescriptions through your GHCMYChart<sup>SM</sup> account!

Please call Sauk Trails Pharmacy at (608) 831-1773 with any questions.



### ScripTalk<sup>®</sup>

ScripTalk<sup>®</sup> is a free, easy-to-use service available to members who have trouble reading the fine print of prescription medication labels and who fill their prescriptions at any of our GHC-SCW pharmacies. Call your GHC-SCW Pharmacy today to learn more and get signed up.



### MedsOnCue

GHC-SCW pharmacies are going paperless with MedsOnCue! This new service uses QR code technology to offer patient-friendly, prescription-specific medication education on demand. You'll get written medication information and educational videos explaining usage, benefits and potential side effects. The program ensures you'll understand how to take your medications safely and reduce avoidable reactions. It also helps GHC-SCW take steps to go green.

## Other Important Details

### • Drug Formulary

GHC-SCW maintains a list of drugs and certain medical devices covered under the pharmacy benefit. This is known as the Formulary and is updated regularly. Visit [ghcscw.com](http://ghcscw.com) for a complete list.

### • Prior Authorizations

Medications listed on the Formulary as "PA" (Prior Authorization) and those not listed on the Formulary require submission of additional health information for consideration of coverage.

### • Transfer an Existing Prescription

To transfer an existing prescription, please contact your GHC-SCW pharmacy of choice and our pharmacy staff will connect with your previous pharmacy to obtain all necessary information to transfer your prescription.

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

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

## Frequently Asked Questions



### 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. 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). GHC-SCW is continuously among 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?

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.

### 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 Services 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 Services 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.
- Disputes with insurance carrier is not covered.

### 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 personally identifiable information. We will never share your personally identifiable information and/or 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 Services 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 Services Team, call (608) 257-9700 or toll free at (800) 605-4327.

**BETTER TOGETHER**<sup>SM</sup>



# 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>**.

# BETTER TOGETHER<sup>SM</sup>

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[ghcscw.com](http://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](http://GHCCareOnDemand.com)

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

# 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!**

# BETTER TOGETHER<sup>SM</sup>

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MK20-124-0(9.20)FL

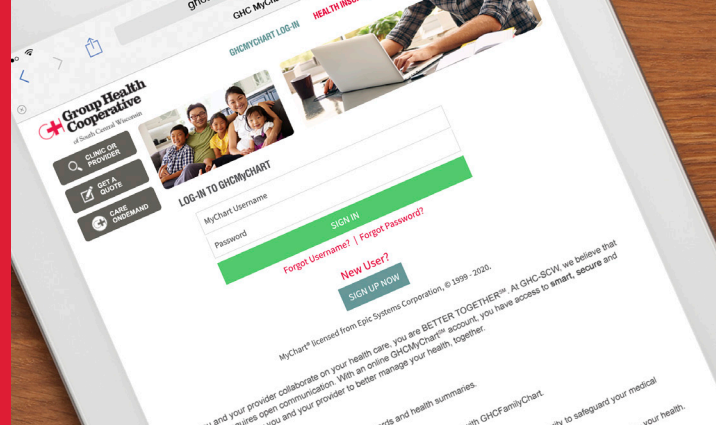
\* All GHC-SCW HMO and PPO members that reside in AZ, CA, CO, CT, IA, MI, MN, ND, NY, PA, SD, VA and WI get free virtuwell visits. Badgercare Plus and Medicare Select members cannot use virtuwell.

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of South Central Wisconsin

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

# 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.



GHCMYChart Video Visits



### 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



\*Medication refills via GHCMYChart<sup>SM</sup> are only available for GHC-SCW pharmacies.

# BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK17-77-2(1.22)F

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

# 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.

**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, soothe tension and aid in pain reduction by pressing and kneading muscles and soft tissues.

**MindBody Appointments** are an integration of several physical and energy-based techniques designed to reduce stress and its effects on our physical body.

**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.

**Therapeutic Bodywork** releases body tissues to help increase muscle function and treat chronic pain.



### Get Started!

To schedule an appointment, visit [ghcscw.com](http://ghcscw.com) and log in to your **GHCMyChart<sup>SM</sup>** account or call **(608) 662-5090**.

# BETTER TOGETHER<sup>SM</sup>

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MK20-122-1(11.21)FL



of South Central Wisconsin

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

# GHC-SCW Complementary Medicine Classes

## 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 **group classes** and **therapeutic sessions**. Reach your highest health potential with the GHC-SCW complementary medicine program – **the first of its kind in Dane County!**

### Group Classes



**Aromatherapy** classes teach the aromatherapy basics including the benefits of different essential oils, as well as how to safely create aromatherapy. Participants will have the opportunity to create their very own blend.



**Belly Dance/Zumba** classes use a timeless style of dance with elegance and passion. Isolation of the chest, tummy and hip muscles while dancing creates fluidity and a vigorous toning and cardio workout.



**Stress Management** classes teach you to recognize how your body reacts to stress and help you to shift and clear stress from your physical and energetic body.



**Meditation** can help relax the body and mind, increase calmness and improve psychological balance. A variety of meditation styles are available in both English and Spanish.



**Tai Chi** is a slow-moving martial art practice that combines mind, breath and action to increase flexibility, strengthen the body, restore balance and generate peace of mind.



**Yoga** classes utilize postures, breathing techniques and meditation to improve your overall health and well-being. Relax, recharge and restore with any of our yoga class levels.

### Complementary Medicine Locations

- 1. East Clinic**  
5249 E. Terrace Dr.  
Madison, WI
- 2. Hatchery Hill Clinic**  
3051 Cahill Main  
Fitchburg, WI
- 3. Sauk Trails Clinic**  
8202 Excelsior Dr.  
Madison, WI

➔ **Get Started!**  
Join a class that's right for you! To register and view the rates, visit [ghcscw.com](http://ghcscw.com), select "Wellness," then click "Sign Up for Classes" or call (608) 662-5090.

➔ Classes are available in-person, virtual or hybrid.

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MK20-123-1(10.21)FL

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



# ManageWell.<sup>®</sup> Be Well.

Healthy Lifestyle.  
Healthy Rewards.



## GHC-SCW 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 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.

# BETTER TOGETHER<sup>SM</sup>

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

\*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.

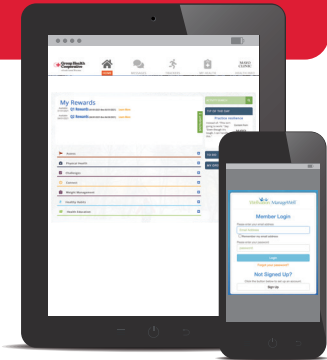
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[ghcscw.com](https://ghcscw.com)

# ManageWell® Points

Access ManageWell® by desktop, phone or tablet.



Download the ManageWell® 2.0 app and start earning rewards.



Bring wellness wherever you go.

## ACTIVITY

## POINTS

### ASSESS

Health Assessment	20/one time per year
-------------------	----------------------

### 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/Medicare Wellness Visit	50/one time per year
Flu Shot	20/one time per year

### CHALLENGES

Stress Less	20/one time per year
Mini Challenges	5 per challenge/max 15 per quarter

### 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 Education Visit	10 per visit/max 30 per quarter
News You Can Use	4 per activity/max 12 per quarter

BETTER TOGETHER<sup>SM</sup>



of South Central Wisconsin

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK20-148-3(11.21)FL

ghcscw.com



## Frequently Asked Questions

### How do I get started?

Members must register for a ManageWell® account via the ManageWell® website at [managewell.com](http://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.

### 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.

### 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.

BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK20-148-3(11.21)FL

 **Group Health  
Cooperative**

of South Central Wisconsin

[ghcsw.com](http://ghcsw.com)

## Frequently Asked Questions

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

Fitness Device	Sleep	Steps	Exercise
Apple Health		✓	✓
Fitbit	✓	✓	✓
Garmin	✓	✓	✓
Google Fit		✓	✓
Misfit	✓	✓	
Oura Ring	✓	✓	✓
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](https://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®.

### How do I earn points for the flu shot?

Your flu shot points will count for the quarter in which you received.

If you receive your flu shot from a GHC-SCW in-network location, the ManageWell platform should receive your information and update the activity as complete and points to be added within 90 days.

If you receive your flu shot from a GHC-SCW out-of-network location, please upload a document to the ManageWell platform with a receipt of the flu shot including your name and the date flu shot was received. Once uploaded, a GHC-SCW wellness team member will validate your receipt. Receipts must be uploaded by the end of the quarter in which they were received.

### 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.

### 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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# 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.



## 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.**



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

# HMO Benefit Summaries



Plan Number: 2301712  
Benefits Accumulate on a Plan Year.

Policy Coinsurance

In-Network: 10%  
Out-of-Network: Not Covered

	MEMBER	FAMILY
In-Network Deductible	\$250	\$500
Out-of-Network Deductible	Not Covered	Not Covered
In-Network Maximum Out-of-Pocket (MOOP)	\$3,000	\$6,000
Out-of-Network Maximum Out-of-Pocket (MOOP)	Not Covered	Not Covered

Clinic Services	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Primary Care Office Visits	No	\$30	Not Covered	Example: Office visits with Your Primary Care Provider (PCP)
Chiropractic Office Visits	No	\$30	Not Covered	
Preventive Health Examinations	No	No Charge	Not Covered	Coverage is limited to USPSTF guidelines and Women's Preventive Health
Specialist Care Office Visits	Yes	\$50	Not Covered	Examples: Specialist Hearing Exams, Autism Spectrum Specialist Office Visit; Most Specialists do not require Prior Authorization
Preventive Immunizations	No	No Charge	Not Covered	Coverage is limited to USPSTF guidelines and Women's Preventive Health
Prenatal and Postnatal Maternity Care	No	No Charge	Not Covered	Coverage is limited to USPSTF guidelines and Women's Preventive Health
Diagnostic X-Ray and Laboratory Tests	Yes	10% after Deductible	Not Covered	X-rays and routine lab tests ordered by Your Provider do not require Prior Authorization.
Advanced Radiology	Yes	10% after Deductible	Not Covered	Examples: CT, PET Scans, MRIs

Emergency and Urgent Care	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Urgent Care Visits	No	\$30	\$30	
Emergency Ambulance Service (air/ground)	No	10% after Deductible	10% after Deductible	Coverage is limited to emergency care
Emergency Room Visits	No	\$200 followed by Deductible and Coinsurance	\$200 followed by Deductible and Coinsurance	Coverage is limited to emergency care; Copayment waived if admitted as a hospital inpatient

Prescription Drugs	Tier	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Outpatient Prescription Drugs on <a href="#">GHC-SCW Formulary</a>  Prior Authorizations, quantity limits, step therapy, age restrictions and other limits may apply	Tier 1	\$10	Not Covered	Covers up to a 30-day supply; 31-90 day supply available for multiple Copays - subject to a maximum cost limit; Some brand names and many generics; Drugs in Tier 1 are the greatest value
	Tier 2	\$45	Not Covered	Covers up to a 30-day supply; 31-90 day supply available for multiple Copays - subject to a maximum cost limit; Many brand names and some generics
	Tier 3	\$60	Not Covered	Covers up to a 30-day supply; 31-90 day supply not available; There are often similar or equivalent drugs in either Tier 1 or Tier 2
	Tier 4 (Specialty)	25% (\$60 min/\$120 max)	Not Covered	Covers up to a 30-day supply; 31-90 day supply not available; May require the use of a specialty-designated pharmacy

The Prescription Drugs Benefit is administered by GHC-SCW Clinic pharmacies and Navitus. Prescription Drugs are NOT COVERED outside of the GHC-SCW network of providers. For a list of formulary drugs, tier (\$) placement, prior authorization requirements and other limitations that may apply, see <https://www.ghcscw.com>.

Supplies and Equipment	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Diabetic Disposable Supplies	No	20% up to maximum	Not Covered	Member pays Coinsurance up to \$500 maximum
Durable Medical Equipment	Yes	20%	Not Covered	
Hearing Aids for Members age 18 and over	Yes	10% after Deductible	Not Covered	Limited to one hearing aid per ear per 36 months; GHC-SCW designates specific models or other cost limitations may apply

Plan Number: 2301712  
Benefits Accumulate on a Plan Year.

Policy Coinsurance

In-Network: 10%  
Out-of-Network: Not Covered

	MEMBER	FAMILY
In-Network Deductible	\$250	\$500
Out-of-Network Deductible	Not Covered	Not Covered
In-Network Maximum Out-of-Pocket (MOOP)	\$3,000	\$6,000
Out-of-Network Maximum Out-of-Pocket (MOOP)	Not Covered	Not Covered

Supplies and Equipment	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Hearing Aids for children age 17 and under	Yes	10% after Deductible	Not Covered	Limited to one hearing aid per ear per 36 months
Cochlear Implants and Bone Anchored Hearing Aids	Yes	10% after Deductible	Not Covered	
Hospital Services	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Inpatient Hospital Services: Physician Services, Surgery, Facility Fees	Yes	10% after Deductible	Not Covered	
Outpatient Hospital Surgical/Non-Surgical Services, Facility Fees	Yes	10% after Deductible	Not Covered	Certain oral surgeries do not require Prior Authorization
Skilled Nursing Facility Services	Yes	10% after Deductible	Not Covered	Limited to 30 days per inpatient stay per Member
Vision Services	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Vision Examinations	No	No Charge	Not Covered	Routine Eye Examinations must be provided by an In-Network Optometrist (OD); Limited to one eye exam per Member per year
Mental Health & Substance Use Disorder	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Mental Health/Substance Use Disorder Outpatient Services	No	\$30	Not Covered	Prior Authorization is required for Health Psychology, Diagnostic Testing, ECT, and TMS. All services may be subject to ongoing review for medical necessity.
Mental Health/Substance Use Disorder Inpatient Services	Yes	10% after Deductible	Not Covered	
Mental Health/Substance Use Disorder Transitional Services	Yes	10% after Deductible	Not Covered	
Dental Services	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Preventive Dental for children	No	No Charge	Not Covered	Limited to two (2) cleanings and fluoride treatments per Child under 12 per year
Accidental Dental	No	10% after Deductible	Not Covered	Initial repair of accidental injury to sound, natural teeth
Oral Surgeries	Yes	10% after Deductible	Not Covered	Certain oral surgeries do not require Prior Authorization
Additional Services	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Hospice	Yes	10% after Deductible	Not Covered	Example: End of Life Services
Home Health Services	Yes	10% after Deductible	Not Covered	Limited to 60 visits per Member per year
Health Counseling Education	No	No Charge	Not Covered	
Conception Services	No	50% up to maximum	Not Covered	Lifetime Benefit maximum payment of \$2,000 by GHC-SCW, which is accrued by GHC-SCW paying 50% Coinsurance of the first \$4,000 of Conception Services
Speech Therapy	Yes	10% after Deductible	Not Covered	Includes Rehabilitation and Habilitation Therapy; Limited to 20 visits per therapy per Member per year
Outpatient Habilitation Therapy	Yes	10% after Deductible	Not Covered	Includes Physical and Occupational Therapy; Limited to 40 combined visits per Member per year; See Certificate for additional information
Cardiac Rehabilitation Therapy	Yes	10% after Deductible	Not Covered	Limited to 36 visits per Member per year

Plan Number: 2301712  
Benefits Accumulate on a Plan Year.

Policy Coinsurance

In-Network: 10%  
Out-of-Network: Not Covered

	MEMBER	FAMILY
In-Network Deductible	\$250	\$500
Out-of-Network Deductible	Not Covered	Not Covered
In-Network Maximum Out-of-Pocket (MOOP)	\$3,000	\$6,000
Out-of-Network Maximum Out-of-Pocket (MOOP)	Not Covered	Not Covered

Additional Services	Prior Auth	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
Outpatient Rehabilitation Therapy	Yes	10% after Deductible	Not Covered	Includes Physical and Occupational Therapy; Limited to 40 combined visits per Member per year; See Certificate for additional information

**Benefit Summary Notes**

**Office visit copayments are waived for children under age 19. Copayments for Chiropractic Services are not waived.**

Prior Authorizations

- Prior Authorization is required when services are not provided in a primary care setting by an In-Network Provider. Prior Authorization does not guarantee that services will be fully covered. Coverage is determined by the terms and conditions of the Certificate. Please refer to your Member Certificate for Benefits that require Prior Authorization. In addition, services and items requiring Prior Authorization are listed on GHC-SCW's website at <https://www.ghcscw.com>.
- It is the Member's responsibility to ensure a Prior Authorization has been obtained when required. Failure to obtain Prior Authorization when required may result in the Member receiving a reduction in or no Benefit. To obtain Prior Authorization, call (608) 257-5294.

Provider Information

- For Providers see the "Find a Provider" link at <https://www.ghcscw.com> or contact Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504.
- In-Network Providers: For a list of In-Network Providers, see the "Find a Provider" link at <https://www.ghcscw.com> or contact Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504.
- Out-of-Network Providers: Out-of-Network Providers are not covered under an HMO plan, unless Prior Authorization has been acquired for such services.

GHC-SCW Notices to Members

- Qualified Maximum Dependent Age: Dependents are covered until the end of the month at age 26.
- This is only a summary. You are responsible for knowing the full Benefits and provisions of your policy. Please read all documents carefully including your *Member Certificate, Formulary, Benefit Summary and Summary of Benefits and Coverage (SBC)*. To find these documents, visit <https://www.ghcscw.com> or contact Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504.

Questions or Concerns?

- For any questions or concerns regarding your benefits, please visit <https://www.ghcscw.com>, or contact Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504.



\$30 Copayment \$250 Deductible Plan

The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services.

NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately.



**This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, please call 1-800-605-4327. For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary/](http://www.healthcare.gov/sbc-glossary/) or call 1-800-605-4327 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	<b>\$250/Individual</b> or <b>\$500/Family</b>	If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .
Are there services covered before you meet your <a href="#">deductible</a> ?	Yes. Preventive Care, Certain Office Visits, and Pharmacy Drugs are covered before the deductible is met. Office Visit Copayments are waived for children under age 19. Copayments for Chiropractic Services are not waived.	This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other <a href="#">deductibles</a> for specific services?	No.	You don't have to meet <a href="#">deductibles</a> for specific services.
What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ?	<b>\$3,000/Individual</b> or <b>\$6,000/Family</b>	The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members on this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.
What is not included in the <a href="#">out-of-pocket limit</a> ?	<a href="#">Premiums</a> , <a href="#">balance-billing charges</a> , Conception Services, and health care this <a href="#">plan</a> doesn't cover.	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .
Will you pay less if you use a <a href="#">network provider</a> ?	Yes. See <a href="http://www.ghcscw.com">www.ghcscw.com</a> or call 1-800-605-4327 for a list of <a href="#">network providers</a> .	This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance-billing</a> ). Be aware your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.
Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?	Yes.	This <a href="#">plan</a> will pay some or all of the costs to see a <a href="#">specialist</a> for covered services but only if you have a <a href="#">referral</a> before you see the <a href="#">specialist</a> .

\*For more information about limitations and exceptions, see the plan or policy document at <http://planfinder.ghcscw.com>





All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you visit a health care <a href="#">provider's office</a> or clinic</b>	Primary care visit to treat an injury or illness	\$30	Not Covered	Example: Office visits with Your Primary Care Provider (PCP)
	<a href="#">Specialist visit</a>	\$50	Not Covered	Prior authorization is required. Examples: Specialist Hearing Exams, Autism Spectrum Specialist Office Visit; Most Specialists do not require Prior Authorization
	<a href="#">Preventive care/screening</a> /immunization	No Charge	Not Covered	Coverage is limited to USPSTF guidelines and Women's Preventive Health
<b>If you have a test</b>	<a href="#">Diagnostic test</a> (x-ray, blood work)	10% after Deductible	Not Covered	Prior authorization is required. X-rays and routine lab tests ordered by Your Provider do not require Prior Authorization.
	Imaging (CT/PET scans, MRIs)	10% after Deductible	Not Covered	Prior authorization is required. Examples: CT, PET Scans, MRIs
<b>If you need drugs to treat your illness or condition</b> More information about <a href="#">prescription drug coverage</a> is available at <a href="http://planfinder.ghcscw.com/">http://planfinder.ghcscw.com/</a>	Generic drugs <b>(Tier 1)</b>	\$10	Not Covered	Covers up to a 30-day supply; 31-90 day supply available for multiple Copays - subject to a maximum cost limit; Some brand names and many generics; Drugs in Tier 1 are the greatest value
	Preferred brand drugs <b>(Tier 2)</b>	\$45	Not Covered	Covers up to a 30-day supply; 31-90 day supply available for multiple Copays - subject to a maximum cost limit; Many brand names and some generics
	Non-preferred brand drugs <b>(Tier 3)</b>	\$60	Not Covered	Covers up to a 30-day supply; 31-90 day supply not available; There are often similar or equivalent drugs in either Tier 1 or Tier 2
	<a href="#">Specialty drugs</a> <b>(Tier 4)</b>	25% (\$60 min/\$120 max)	Not Covered	Covers up to a 30-day supply; 31-90 day supply not available; May require the use of a specialty-designated pharmacy
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	10% after Deductible	Not Covered	Prior authorization is required.

\*For more information about limitations and exceptions, see the plan or policy document at <http://planfinder.ghcscw.com>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Physician/surgeon fees	10% after Deductible	Not Covered	Prior authorization is required. Certain oral surgeries do not require Prior Authorization
<b>If you need immediate medical attention</b>	<a href="#">Emergency room care</a>	\$200 followed by Deductible and Coinsurance	\$200 followed by Deductible and Coinsurance	Coverage is limited to emergency care; Copayment waived if admitted as a hospital inpatient
	<a href="#">Emergency medical transportation</a>	10% after Deductible	10% after Deductible	Coverage is limited to emergency care
	<a href="#">Urgent care</a>	\$30	\$30	
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	10% after Deductible	Not Covered	Prior authorization is required.
	Physician/surgeon fees	10% after Deductible	Not Covered	Prior authorization is required.
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	\$30	Not Covered	Prior Authorization is required for Health Psychology, Diagnostic Testing, ECT, and TMS. All services may be subject to ongoing review for medical necessity.
	Inpatient services	10% after Deductible	Not Covered	Prior authorization is required.
<b>If you are pregnant</b>	Office visits	No Charge	Not Covered	Coverage is limited to USPSTF guidelines and Women's Preventive Health
	Childbirth/delivery professional services	10% after Deductible	Not Covered	Prior authorization is required.
	Childbirth/delivery facility services	10% after Deductible	Not Covered	Prior authorization is required.
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	10% after Deductible	Not Covered	Prior authorization is required. Limited to 60 visits per Member per year
	<a href="#">Rehabilitation services</a>	10% after Deductible	Not Covered	Prior authorization is required. Limited to 40 combined visits per Member per year for Occupational and Physical; Limited to 20 visits per Member per year for Speech; Limited to 36 visits per Member per year for Cardiac
	<a href="#">Habilitation services</a>	10% after Deductible	Not Covered	Prior authorization is required. Limited to 40 combined visits per Member per year for Occupational and Physical; Limited to 20 visits per Member per year for Speech

\*For more information about limitations and exceptions, see the plan or policy document at <http://planfinder.ghcscw.com>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	<a href="#">Skilled nursing care</a>	10% after Deductible	Not Covered	Prior authorization is required. Limited to 30 days per inpatient stay per Member
	<a href="#">Durable medical equipment</a>	20%	Not Covered	Prior authorization is required. See Certificate for additional Limitations and Exclusions
	<a href="#">Hospice services</a>	10% after Deductible	Not Covered	Prior authorization is required. Example: End of Life Services
<b>If your child needs dental or eye care</b>	Children's eye exam	No Charge	Not Covered	Routine Eye Examinations must be provided by an In-Network Optometrist (OD); Limited to one eye exam per Member per year
	Children's glasses	Not Covered	Not Covered	Not Covered
	Children's dental check-up	No Charge	Not Covered	Limited to two (2) cleanings and fluoride treatments per Child under 12 per year

## Excluded Services & Other Covered Services:

### Services Your [Plan](#) Generally Does NOT Cover (Check your policy or [plan](#) document for more information and a list of any other [excluded services](#).)

- Abortion (except in cases of rape, incest, or when the life of the mother is endangered)
- Dental Care (Adult)
- Non-emergency care when traveling outside the U.S.
- Routine Foot Care
- Acupuncture
- Cosmetic surgery
- Drug Screening
- Personal Comfort Items
- Weight Loss programs
- Bariatric surgery
- Custodial Care
- Long-term care
- Private-Duty Nursing

### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your [plan](#) document.)

- Chiropractic Care
- Routine Eye Care (Adult)
- Hearing Aids
- Infertility Treatment (specific procedures only)

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Office of the Commissioner of Insurance, Complaints Department, PO Box 7873, Madison, WI 53707-7873, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov). Other coverage options may be available to you too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact: GHC-SCW Member Services at 1-800-605-4327 or 608-828-4853. You may also contact Wisconsin's Office of the Commissioner of Insurance at 1-800-236-8517 or 608-266-0103. In addition, you may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

### Does this plan provide Minimum Essential Coverage? Yes

[Minimum Essential Coverage](#) generally includes [plans](#), [health insurance](#) available through the [Marketplace](#) or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of [Minimum Essential Coverage](#), you may not be eligible for the [premium tax credit](#).

### Does this plan meet the Minimum Value Standards? Yes

If your [plan](#) doesn't meet the [Minimum Value Standards](#), you may be eligible for a [premium tax credit](#) to help you pay for a [plan](#) through the [Marketplace](#).

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

### Peg is having a baby

(9 months of in-network pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) -- \$250
- [Specialist \[cost sharing\]](#) -- \$50
- Hospital (facility) [\[cost sharing\]](#) -- 10% after Deductible
- Other [\[cost sharing\]](#) -- 10%

**This EXAMPLE event includes services like:**

[Specialist](#) office visits (prenatal care)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
[Diagnostic tests](#) (ultrasounds and blood work)  
[Specialist](#) visit (anesthesia)

**Total Example Cost -- \$12,700.00**

**In this example, Peg would pay:**

	<i>Cost sharing</i>
<a href="#">Deductibles</a>	\$250.00
<a href="#">Copayments</a>	\$30.00
<a href="#">Coinsurance</a>	\$840.00

#### *What isn't covered*

Limits or exclusions -- \$50.00

**The total Peg would pay is -- \$1170.00**

### Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) -- \$250
- [Specialist \[cost sharing\]](#) -- \$50
- Hospital (facility) [\[cost sharing\]](#) -- 10% after Deductible
- Other [\[cost sharing\]](#) -- 10%

**This EXAMPLE event includes services like:**

[Primary care physician](#) office visits (including disease education)  
[Diagnostic tests](#) (blood work)  
[Prescription drugs](#)  
[Durable medical equipment](#) (glucose meter)

**Total Example Cost -- \$5,600.00**

**In this example, Joe would pay:**

	<i>Cost sharing</i>
<a href="#">Deductibles</a>	\$110.00
<a href="#">Copayments</a>	\$470.00
<a href="#">Coinsurance</a>	\$500.00

#### *What isn't covered*

Limits or exclusions -- \$20.00

**The total Joe would pay is -- \$1100.00**

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) -- \$250
- [Specialist \[cost sharing\]](#) -- \$50
- Hospital (facility) [\[cost sharing\]](#) -- 10% after Deductible
- Other [\[cost sharing\]](#) -- 10%

**This EXAMPLE event includes services like:**

[Emergency room care](#) (including medical supplies)  
[Diagnostic test](#) (x-ray)  
[Durable medical equipment](#) (crutches)  
[Rehabilitation services](#) (physical therapy)

**Total Example Cost -- \$2,800.00**

**In this example, Mia would pay:**

	<i>Cost sharing</i>
<a href="#">Deductibles</a>	\$250.00
<a href="#">Copayments</a>	\$230.00
<a href="#">Coinsurance</a>	\$180.00

#### *What isn't covered*

Limits or exclusions -- \$10.00

**The total Mia would pay is -- \$670.00**



## 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

[ghcsw.com](http://ghcsw.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 [ghcsw.com](http://ghcsw.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](mailto:reports@lighthouse-services.com), or online at [lighthouse-services.com/ghcsw](http://lighthouse-services.com/ghcsw).
- 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](http://hhs.gov/hipaa/filing-a-complaint/index.html), calling 1-877-696-6775, emailing [OCRComplaint@hhs.gov](mailto: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](http://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](http://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](mailto: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](mailto: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](http://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).



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# **Group Health Cooperative**

of South Central Wisconsin



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