

Group Health Cooperative of South Central Wisconsin 2027 Member Reference Guide

Partners HMO

American Girl Brands LLC



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 **Group Health
Cooperative**
of South Central Wisconsin

ghscw.com

WELCOME

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

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



Get Started!

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

1. Activate your online GHCMYChartSM account

Schedule appointments, refill your prescriptions, view select test results and more! Visit ghcscw.com/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/for-members/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 and select, "Find a Provider."

LGBTQ+ Primary Care Services

GHC-SCW 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/lgbtqia-members.



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** to receive our member newsletter, HouseCall, and our regular electronic member communications.
- **Follow us on Facebook, LinkedIn and Instagram** to get the most up-to-date information as it happens!
- **Visit our website at 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 five 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, non-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 non-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 GuaranteeSM** 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 ghcscw.com/experience-guarantee.



Learn more at ghcscw.com



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.

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PARTNERS HMO NETWORK MAP

Primary Care Clinics and Hospitals available in our Partners HMO plan



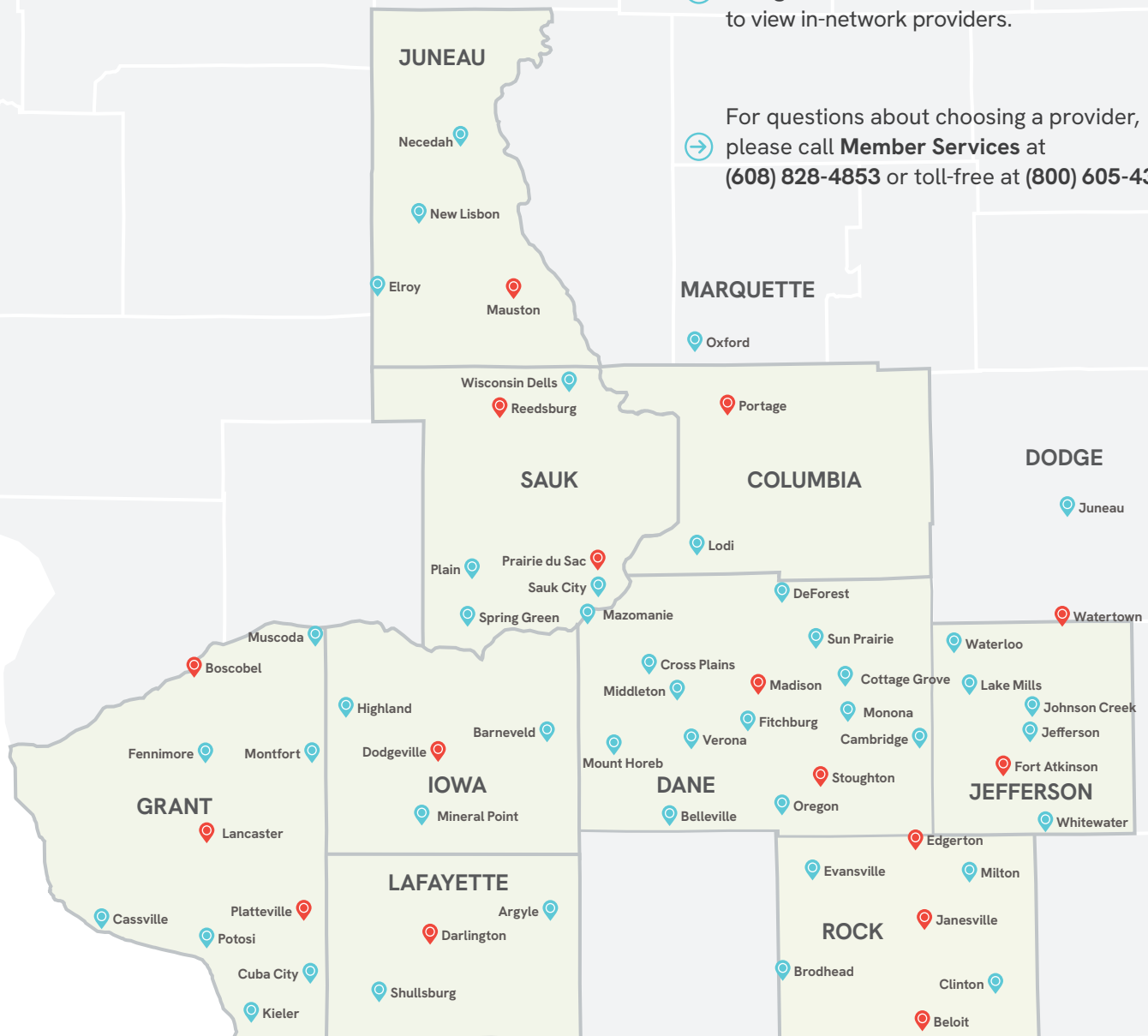
LEGEND

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

SELECT A PROVIDER

 Visit ghcscw.com and click on “Find a Provider” to view in-network providers.

 For questions about choosing a provider, please call **Member Services** at (608) 828-4853 or toll-free at (800) 605-4327.



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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**
- 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 – E. Terrace Dr Medical Center
 - UW Health – Junction Rd Medical Center
 - UW Health – Northport Dr Clinic
 - UW Health – Odana Rd Clinic
 - UW Health – Union Corners Clinic
 - William T. Evjue Clinic – Access Community Health Centers
 - Wingra Family Medical Center – Access Community Health Centers
- Mazomanie**
- Wisconsin Heights Clinic – Sauk Prairie Healthcare
- Middleton**
- UnityPoint Health – Meriter – Middleton Clinic

- Monona**
- UnityPoint Health – Meriter – Monona Clinic
 - UW Health – Yahara Clinic
- Mount Horeb**
- UHH Mount Horeb Clinic
 - 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

GRANT COUNTY

- Boscobel**
- Gundersen Boscobel Clinic
- Cassville**
- Grant Regional Health Center – Community Clinic Cassville
- Cuba City**
- Southwest Health – Cuba City
- Fennimore**
- High Point Family Medicine – Fennimore
 - Gundersen Fennimore Clinic
- Kieler**
- Southwest Health – Kieler
- Lancaster**
- Grant Regional Health Center – Community Clinic Lancaster
 - High Point Family Medicine Lancaster
- Montfort**
- UHH Montfort Clinic
- Muscoda**
- Gundersen Muscoda 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

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
 - Watertown Regional Medical Center – Johnson Creek Clinic
- Juneau**
- Watertown Regional Medical Center – Juneau Clinic
- Lake Mills**
- Lake Mills Clinic – Fort HealthCare
 - Watertown Regional Medical Center – Lake Mills Clinic
- Waterloo**
- Watertown Regional Medical Center – Waterloo Clinic
- Watertown**
- Meade Medical Clinic
 - Watertown Medical Clinic
 - Watertown Family Practice
 - Watertown Regional Medical Center – Doctors Court Clinic
 - Watertown Regional Medical Center – Watertown Clinic
- Whitewater**
- Edgerton Hospital – Whitewater Clinic
 - 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**
- Lafayette Hospital + Clinics Primary Care – Argyle

Darlington

- Lafayette Hospital + Clinics Primary Care – Darlington
- Shullsburg**
- Lafayette Hospital + Clinics Primary Care – Shullsburg

MARQUETTE COUNTY

- Oxford**
- Oxford Clinic – Aspirus Health

ROCK COUNTY

- Beloit**
- Beloit Health – Beloit Clinic
 - Beloit Health – West Side Clinic
 - Mercyhealth – Beloit
- Brodhead**
- Mercyhealth – Brodhead
- Clinton**
- Beloit Health – Clinton Clinic
- Edgerton**
- Edgerton Hospital – Fulton Square Clinic
 - Mercyhealth – Edgerton
- Evansville**
- Mercyhealth – Evansville
- Janesville**
- Beloit Health – Janesville Clinic
 - Mercyhealth – Janesville East
 - Mercyhealth – Janesville Mall Clinic
 - Mercyhealth – Janesville North
 - Mercyhealth – Janesville South
 - Mercyhealth – Janesville Terrace
 - Mercyhealth – Janesville West
 - UW Health – Janesville Clinic
- Milton**
- Edgerton Hospital – Milton Clinic
 - Mercyhealth – Milton

SAUK COUNTY

- 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

- Boscobel**
- Gundersen Boscobel Area Hospital
- Lancaster**
- Grant Regional Health Center

- Platteville**
- Southwest Health Hospital

IOWA COUNTY

- Dodgeville**
- Upland Hills Health Hospital

JEFFERSON COUNTY

- Fort Atkinson**
- Fort Memorial Hospital
- Watertown**
- Watertown Regional Medical Center

JUNEAU COUNTY

- Mauston**
- Mile Bluff Medical Center

LAFAYETTE COUNTY

- Darlington**
- Lafayette Hospital + Clinics

ROCK COUNTY

- Beloit**
- Beloit Memorial Hospital
- Edgerton**
- Edgerton Hospital
- Janesville**
- Mercyhealth Hospital and Trauma Center

SAUK COUNTY

- Reedsburg**
- Reedsburg Area Medical Center
- Prairie du Sac**
- Sauk Prairie Hospital

URGENT CARE

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

Examples of Urgent Care Symptoms:

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

GHC-SCW Urgent Care at Capitol Clinic

675 W. Washington Ave.
Madison, WI 53703

Hours: Mon. – Fri., 8 a.m. – 9 p.m. Sat. – Sun., 9 a.m. – 9 p.m.

Appointments are made to better serve your same-day access needs and are highly encouraged for GHC-SCW Urgent Care. No waiting in the lobby for hours, you can rest in the comfort of your own home or office until your scheduled time.

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

If your Primary Care Provider is not available, you may be instructed to go to an urgent care clinic. You may contact GHC-SCW 24/7 to speak with a nurse who will triage your condition and assist in determining whether it is an Urgent Condition.

To schedule an appointment with GHC-SCW Urgent Care during regular business hours, please call your Primary Care Clinic. If after hours, please call the GHC-SCW Urgent Care Clinic at (608) 442-8100.

UW Health – Stoughton Urgent Care Options

GHC-SCW members who receive primary care at the UW Health– Stoughton Network (Stoughton Clinic) can receive Urgent Care at these **Dane County** locations:

GHC-SCW Urgent Care Clinic
Madison, WI • (608) 442-8100

Stoughton Health - Urgent Care
Stoughton, WI • (608) 838-8242

Stoughton Health - Urgent Care
Oregon, WI • (608) 873-6611

Stoughton Health - Urgent Care
Cottage Grove, WI • (608) 835-5373

Regional Urgent Care Options

GHC-SCW members **outside** of Dane County can receive Urgent Care at these locations:

Aspirus Urgent Care
Portage, WI • (608) 742-4131

Gundersen Boscobel Urgent Care
Boscobel, WI • (608) 375-4112

Mile Bluff Urgent Care
Mauston, WI • (608) 847-2961

Beloit Clinic Convenient Care
Beloit, WI • (608) 364-2410

Lafayette Hospital and Clinics
Darlington, WI • (608) 776-4466

Reedsburg Area Medical Center
Reedsburg, WI • (608) 524-6487

Edgerton Hospital Quick Care
Edgerton, WI • (608) 561-6680

Mercyhealth Urgent Care - Beloit
Beloit, WI • (608) 368-3300

Sauk Prairie Healthcare
Prairie du Sac, WI • (608) 643-3311

Edgerton Hospital Urgent Care
Whitewater, WI • (608) 561-6740

Mercyhealth Urgent Care - East
Janesville, WI • (608) 756-8484

Southwest Health
Platteville, WI • (608) 348-2331

Fort Healthcare Urgent Care
Fort Atkinson, WI • (920) 568-5330

Mercyhealth Urgent Care - North
Janesville, WI • (608) 314-3605

Upland Hills Health Dodgeville Urgent Care
Dodgeville, WI • (608) 930-8000

Grant Regional Health Center
Lancaster, WI • (608) 723-2143

Mercyhealth Urgent Care - South
Janesville, WI • (608) 755-7960

Upland Hills Health - Mount Horeb Urgent Care
Mount Horeb, WI • (608) 437-9003

Interested in GHC-SCW's Virtual Urgent Care Options? Visit ghcscw.com/virtual-care

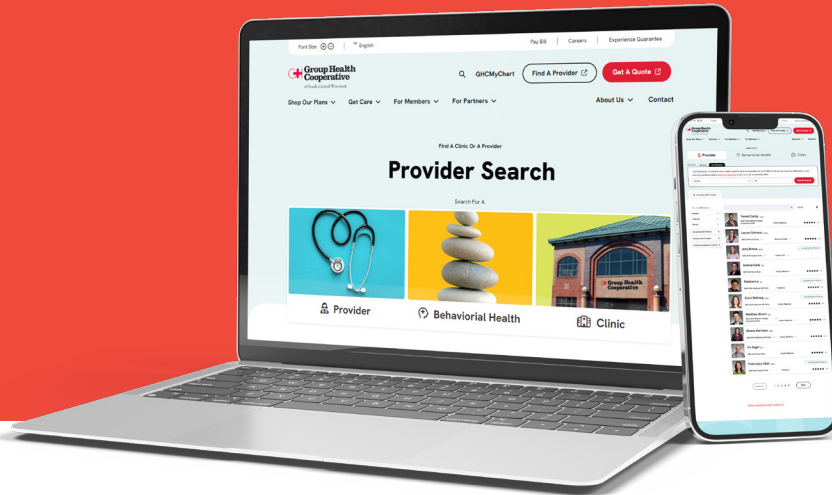
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Group Health Cooperative of South Central Wisconsin (GHC-SCW) MK25-44-4(8.26)FL

 **Group Health
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of South Central Wisconsin

"FIND A PROVIDER" SEARCH TOOL

DISCOVER THE PERFECT PROVIDER FOR YOUR UNIQUE HEALTH CARE NEEDS



Welcome to a seamless way to find your ideal health care provider! Our "Find a Provider" search tool, available on both our website and mobile devices, is designed to help you quickly and easily connect with the right health care professional for you and your family.

Key Features:



User-Friendly Experience: Our search tool offers streamlined and intuitive functionality, making it simple to search by provider name, specialty, location or even specific services.



Comprehensive Provider Information: Access detailed profiles including credentials, specializations, office locations, languages spoken, patient ratings, appointment availability and more.



Personalized Search Filters: Easily filter providers based on your preferences, including proximity to your home or workplace, provider gender, availability, specialty and more.



Convenient Provider Requests: Save time by submitting a GHC-SCW Primary Care Provider change request directly through the site - no phone calls or extra steps required!



Instant Access Anytime, Anywhere: Whether you're at home, at work or on the go, you can find a provider or clinic at your fingertips using our mobile-friendly tool.

Why Choose GHC-SCW?

Our commitment to your health goes beyond providing excellent care. With our new search tool, we empower you to make informed choices about your health care in a way that's convenient, accessible and tailored to your needs.

Visit ghcscw.com to learn more and start your provider search today!

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK24-113-1(8.25)FL

 **Group Health
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PRIMARY CARE

Your care starts here, and we see it through with you.



CHOOSING A PRIMARY CARE PROVIDER (PCP)

Good news: all GHC-SCW primary care clinics are accepting new patients!

It's important to choose a PCP who understands you and involves you in decisions about your care. You should be able to trust them fully. Search through your PCP options on ghcscw.com when you select the **Clinic, Provider or Behavioral Health Services** button.



Here are some tips for your search:

- Think about your health goals and concerns. Find PCPs that match those.
- Identify any preferences for your PCP's gender, location and even their language.
- Read their bio and ratings to understand their style.
- Set up a visit with your PCP and evaluate how you feel after your appointment.

If you're a new member, you'll list your new PCP on your enrollment materials. You can switch at any time through your **GHCMYChartSM** account or by calling Member Services at **(608) 828-4853**.

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ghcscw.com



Benefits of Choosing GHC-SCW Primary Care

Access

All GHC-SCW primary care clinics are accepting new patients!

Care When You Need It

We will always work with you to get you seen as soon as possible in the most convenient way for you. That might be an appointment with a provider on your care team, a same-day appointment at our Capitol Clinic Urgent Care or even a virtual visit.

GHC Experience GuaranteeSM

If your experience at a GHC-SCW clinic doesn't meet your expectations, you can tell us about it, and at your request, we'll refund out-of-pocket costs associated with your visit. It's just one way we show our commitment to exceptional primary care.

LGBTQIA+ Primary Care

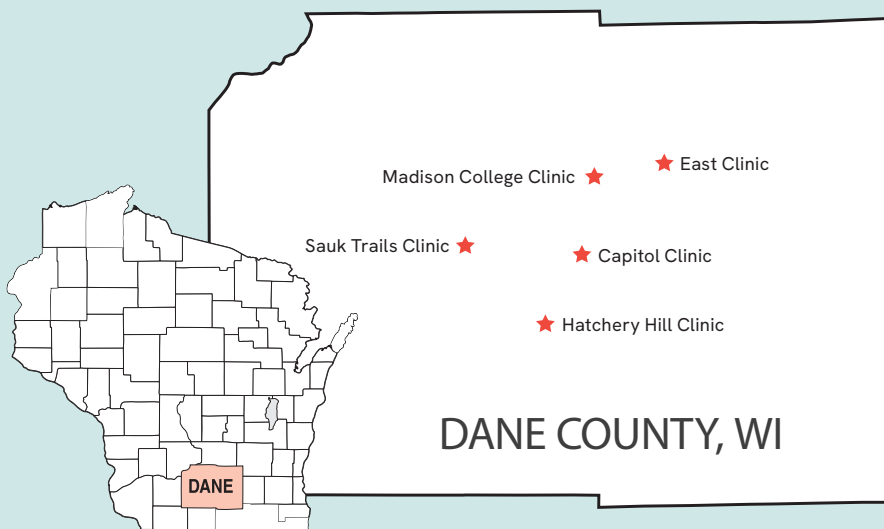
Everyone deserves to receive care in an environment that is both safe and empowering. Choose from our PCPs, including those who have knowledge or special training in LGBTQIA+ primary care or who have self-identified as providing culturally sensitive and frequent care to LGBTQIA+ members.

Virtual Care Options*

When you're sick and a waiting room is the last place you want to be, you have many virtual options. Use GHC Care OnDemand, which includes Virtual Urgent Care Visits powered by KeyCare, E-Visits powered by KeyCare, Virtual Therapy powered by MDLIVE, GHCMYChartSM Video Visits with GHC-SCW providers and the GHC NurseConnect line.



GHC-SCW Primary Care Clinics



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

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*Restrictions may apply for BadgerCare Plus, Medicare and non-member patients. Service availability may vary based on the member's physical location during the visit. Visit ghcscw.com/virtual-care for more details on exclusions.

of South Central Wisconsin

ghcscw.com

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-SCW covers preventive 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 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**.

Quick Guide for GHC-SCW Partners HMO

Dane County PCP Members

- Members who have a **Primary Care Provider (PCP) within Dane County at GHC-SCW, UW Health or UnityPoint Health - Meriter** must use GHC-SCW for the specialty services listed below.
- To schedule an appointment at GHC-SCW, members should call **(608) 257-9700**.
- The services listed below, if desired outside of GHC-SCW, will require an approved insurance prior authorization (PA). Outside clinics will not allow scheduling of the services below without a prior authorization in place.
- Any specialty service not listed below must be obtained at UW Health or UnityPoint Health - Meriter.

Service	Order Needed	Fax / Notes
 Advanced Imaging (Ultrasound, CT Scan, Mammogram, Bone Mineral Density)	Yes (referring provider should fax order)	Fax orders to GHC-SCW Radiology: (608) 661-7205
 Chiropractor	No	
 Dermatology	Yes (referring provider should fax order)	Fax: (608) 204-9626 or (608) 661-7226
 Laboratory	Yes	All genetic lab work needs to be completed at a GHC-SCW laboratory. Routine lab work is completed at your primary care clinic.
 Occupational Therapy (OT)	Yes (referring provider should fax order)	Fax: (608) 662-5061
 Optometry	No	Members should use the Eye Care Center at GHC-SCW Hatchery Hill Clinic
 Physical Therapy (PT)	No	Fax: (608) 662-5061 <i>Neuro/stroke, cardiac, pulmonary, schroth method and children < age 6 should be seen at UW Health w/ insurance approval. For questions, call GHC-SCW Care Management at (608) 257-5294.</i>
 Prenatal Genetic Counseling	Yes (referring provider should fax order)	Fax: (608) 661-7205
 Sports Medicine	Yes	Only members who have a GHC-SCW PCP are seen at GHC-SCW Sports Medicine. Members who have a UW Health or UnityPoint Health - Meriter PCP are seen at UW Health Sports Medicine.

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
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 **Group Health
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HMO Partners: Outside of Dane County

- For members who have a PCP outside of Dane County, specialty services should be obtained by an in-network regional health system partner and do not require prior authorization.
- Specialty services unavailable within the regional area should be referred to UW Health or UnityPoint Health – Meriter specialists and require an approved prior authorization.
- Prior authorization forms completed by the referring provider's office should be faxed to **(608) 831-6099** or submitted online at **ghcscw.com**.
- All genetic testing must be completed at a GHC-SCW clinic, and orders should be faxed to **(608) 661-7205**.

In-Network Hospitals

- Members who see a Dane County PCP should use UW Hospital and UnityPoint Health – Meriter Hospital.
- Members who see a regional PCP should use any in-network regional hospital; or UW Hospital or UnityPoint Health – Meriter Hospital if a regional hospital is unavailable.
- For life-threatening emergencies, members should call **911** or go to the nearest hospital or emergency room.

All provider information is available on our website. Visit **ghcscw.com** and click **"Find a Provider"** on the top menu.

Contact information for GHC-SCW, UW Health, UnityPoint Health – Meriter and regional clinics is available on our website. Visit **ghcscw.com** and click **"Contact"** on the top menu.

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
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GHC-SCW 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 GHCMYChartSM 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 providers care for active people, athletes, and individuals with non-operative musculoskeletal conditions, as well as ongoing care of acute and overuse injuries. Treatment includes medical and injection therapies as well as collaboration with PT/OT. **Call your primary care clinic or (608) 661-7200 to schedule an appointment.**



Behavioral Health

GHC-SCW offers behavioral health and substance use services for children, adolescents and adults through GHC-SCW providers and contracted community providers. **Members can schedule directly with a GHC-SCW outpatient behavioral health provider without a referral by calling (608) 441-3290.**

Visit the Behavioral Health page at ghcscw.com to search all GHC-SCW and contracted community providers.

Substance use providers include UW Health Behavioral Health and Recovery at (608) 282-8270. Use the online search tool for a complete provider list.

Some PCPs prescribe medications for substance use disorders. Please contact your Primary Care clinic for more information.

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.



Chiropractic

GHC-SCW has a team of chiropractors who can work to adjust or realign your spine and help reduce pain and discomfort. You might use chiropractic care if you have back or neck pain, get headaches or even if you have pain in your arms or legs. Talk to your primary care provider to see if chiropractic care is the right choice for you.



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

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 **GHCMYChartSM** before your visit to verify that GHC-SCW has approved the request for prior authorization. If you don't have access to **GHCMYChartSM**, you can create an account. Go to ghcscw.com/ghcmymychart or call Member Services at (608) 828-4853 or toll-free at (800) 605-4327.
- 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/prior-authorization



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

GHC-SCW Pharmacy and Benefits



Capitol Clinic Pharmacy

675 West Washington Ave
Madison, WI 53703

(608) 257-9732

Monday – Friday: 8 a.m. – 6 p.m.
Saturday – Sunday: 9 a.m. – 5 p.m.

Hatchery Hill Clinic Pharmacy

3051 Cahill Main
Fitchburg, WI 53711

(608) 661-7242

Monday – Friday: 9 a.m. – 5:30 p.m.

Sauk Trails Clinic Pharmacy

8202 Excelsior Drive
Madison, WI 53719

(608) 257-4869

Monday – Friday: 8 a.m. – 5:30 p.m.

➔ Call Sauk Trails Clinic Pharmacy for information on Free Prescription Mail Delivery

Navitus Health Solutions administers the pharmacy benefit for participants covered under the GHC-SCW prescription plan. GHC-SCW clinic pharmacies are approved Navitus providers and may be used for your prescription needs.



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.

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

For a list of other pharmacies in the GHC-SCW network, check out “Understanding Pharmacy Benefits” under the “For Members” section on ghcscw.com. The network includes Costco, Hy-Vee, Walmart and Walgreens locations. CVS pharmacies are not a part of the GHC-SCW network.



Using GHCMYChartSM

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

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GHC-SCW Pharmacy and Benefits



Prescriptions by Mail

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

- Conveniently order and pay online via your GHCMYChartSM 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 GHCMYChartSM account!

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



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

2027



MAXIMIZE your
GHC-SCW MEMBERSHIP
with this EXCLUSIVE
package of rewards



TOGETHER, BETTER IS POSSIBLE

Member-Owner Rewards

Welcome to the GHC-SCW Member-Owner Rewards (MOR) program, where we prioritize your well-being and empowerment. This program is crafted with convenience, flexibility and exclusive savings in mind.

Think of MOR as a way for you to customize your path to health and enhance your holistic health journey. With no extra sign-up hassles, your GHC-SCW membership card is all you need to take advantage of these services and benefits.

Beyond the tangible benefits, belonging to a cooperative offers something even more powerful: a voice and a vote in how your health plan is managed.

Let's start with that foundation:

▪ Quick-Access Virtual Care Options through GHC Care OnDemand:

We know you're busy and don't want you to wait to get care. Beyond the traditional exam room, GHC-SCW gives Member-Owners fast and convenient options like:

- GHC NurseConnect
- E-Visits *powered by KeyCare*
- GHCMYChartSM Video Visits
- Virtual Urgent Care *powered by KeyCare*
- Virtual Therapy *powered by MDLIVE[®]*

▪ GHCMYChartSM and the Mobile GHCMYChartSM App:

Wherever you go, your secure health information and direct access* to GHC-SCW providers are right there with you.

▪ Our Exclusive Experience Guarantee:

You have a right to expect a great experience when you visit your GHC-SCW clinic. If we fail to live up to that expectation, you shouldn't pay for that visit. Visit ghcscw.com/experience-guarantee to learn more about our money-back GHC Experience GuaranteeSM!

▪ ManageWell[®] Rewards^{**}:

This online wellness platform includes an entire suite of programs, activities and challenges. Complete healthy activities to earn rewards. Activities include your yearly physical, exercises, step tracking, participating in a Community Supported Agriculture (CSA) share, receiving your annual flu vaccine, creating and completing SMART goals and other ways to protect your health and wellness. Learn more at ghcscw.com/managewell.

▪ Discounts:

Massage Therapy and Acupuncture Discounts: GHC-SCW members get a discount on certain massage therapy and acupuncture services with select partners.

Eye Care Discounts: Members also get a discount of 20% on retail eye care products such as frames, non-prescription sunglasses, reading glasses, solutions and drops. Members also receive 10% off of a 12-month supply of contacts!

▪ Outstanding Member Services:

As a Member-Owned, non-profit, health care cooperative, our mission, vision and values are built around providing our members with the best possible experience. For questions, call (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

*GHCMYChart message fees may apply.

**The reward program is not available to all members. ManageWell[®] is not available to those included in the State of Wisconsin Group Health Insurance Program, Federal (FEHB), Individual and Family Plan and BadgerCare Plus members.

Care OnDemandSM

Virtual Care Options



GHC-SCW offers many ways for our members to receive care. We believe health care should be easy to use and there when you need it.

24/7 GHC NurseConnect with Registered Nurses

GHC NurseConnect is staffed with RNs 24/7/365 to answer your questions and help you plan your next steps.

- Get general care advice for a cough, cold, fever, flu, sore throat and more.
- Address your health-related concerns with a registered nurse (RN).
- Get out-of-area care advice for temporary illnesses or injuries.

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

GHCMyChart Video Visits with your GHC-SCW Care Team

With GHCMyChartSM Video Visits, members can safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic.*

- Visits are set up using GHCMyChart.
- Schedule an appointment with a GHC-SCW provider for routine and select specialty care (Dermatology, Behavioral Health, or PT/OT).
- Available for preventive and wellness visits.

Call your clinic or log in to **GHCMyChart** to schedule!

24/7 Virtual Urgent Care powered by KeyCare

Virtual Urgent Care powered by KeyCare is your 24/7/365 virtual access to licensed providers.

- Live face-to-face access to a provider from your home, office or on-the-go.
- Visit by secure video to help treat certain non-emergency medical conditions.
- Most members receive unlimited, free visits.*

Visit **ghcscw.com/keycare** for more information or log in to **GHCMyChart** to schedule!

24/7 E-Visits powered by KeyCare

E-Visits powered by KeyCare is your 24/7/365 virtual access to licensed providers.

- Connect with a provider electronically from your home, office or on-the-go.
- Send messages and photos for symptom review by a licensed provider to help treat certain non-emergency medical conditions.
- Most members receive unlimited, free visits.*

Visit **ghcscw.com/keycare** for more information or log in to **GHCMyChart** to schedule!

24/7 Virtual Therapy powered by MDLIVE®

Virtual Therapy powered by MDLIVE is your 24/7/365 virtual access to licensed therapists and board-certified psychiatrists.

- Access a therapist from your home, office or on-the-go.
- Visit either by phone or secure video to help treat any non-emergency mental health condition.
- Most members receive unlimited, free visits.*

Visit **ghcscw.com/mdlive** for more information or log in to **GHCMyChart** to schedule!

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*Restrictions may apply for BadgerCare Plus, Medicare and non-member patients. Service availability may vary based on the member's physical location during the visit. Visit ghcscw.com/virtual-care for more details on exclusions.

 **Group Health
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of South Central Wisconsin

Smart. Secure. Simple. GHCMYChartSM



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

GHCMYChartSM Features

-  Message your provider.*
-  View select test results, immunization records and health summaries.
-  Schedule appointments online.
-  Refill medications at GHC-SCW Pharmacies.
-  View and pay your bill.
-  Connect to your children's medical and insurance information with GHCFamilyChartSM.
-  Access multiple MyChart accounts with all your providers and health care organizations.
-  View and print your Member ID Card.
-  **And much more!**



GET STARTED!

1. Visit ghcscw.com/ghcmymychart and select **Sign Up Now**.
2. Enter your **Activation Code** as it appears on your enrollment letter or After Visit Summary. If you don't have one, select **Continue with your Epic ID** or **Sign up with your information to continue**.
3. Complete the form and follow the prompts.
4. To connect to other organizations, **log in** to your GHCMYChartSM account, click on the **Menu** button and select **Link My Accounts**. Search for clinics or hospitals you or your family have visited and created a GHCMYChartSM account with.

Better health is just
a click away with



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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK17-77-9(8.26)F

*Restrictions may apply for BadgerCare Plus, Medicare and non-member patients. Service availability may vary based on the member's physical location during the visit. Visit ghcscw.com/virtual-care for more details on exclusions.

Access GHC Care OnDemand Virtual Care Options

Get virtual access to GHC-SCW providers, licensed therapists and board-certified doctors from home or on the go through GHCMYChartSM.

Virtual Therapy powered by MDLIVE®:
Treat mental health conditions 24/7/365 via phone or secure video.

Virtual Urgent Care powered by KeyCare: Get medical attention 24/7/365 for non-emergency conditions via secure video.

E-Visits powered by KeyCare: Licensed providers can help treat non-emergency medical conditions 24/7/365 via messaging.

GHCMYChartSM Video Visits: Connect with GHC-SCW providers for routine, specialty, preventive and wellness care via secure video.

 **Group Health
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ghcscw.com

GHC EXPERIENCE GUARANTEESM

Real-Time Feedback



What is the GHC Experience GuaranteeSM?

The GHC Experience GuaranteeSM 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 ghcscw.com to submit a GHC Experience GuaranteeSM online form. Using the form, 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 offer the GHC Experience GuaranteeSM?

For nearly three 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 GuaranteeSM Online Form work?

If you have an experience at a GHC-SCW clinic that fails to meet your expectations, visit ghcscw.com, click Experience Guarantee at the top and select the **"tell us about your experience"** button. Using the online form, 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 form is compatible with all devices and the form takes just moments to complete.

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

The GHC Experience GuaranteeSM only covers visits to GHC-SCW clinics or providers. Your refund request must be made no more than six months after your date of service. Our terms and conditions can be found at ghcscw.com, select "Experience Guarantee" at the top of the homepage.

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

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.

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK18-80-4(4.24)FL



GHC EXPERIENCE GUARANTEESM

Real-Time Feedback



What is not covered through the GHC Experience GuaranteeSM?

- Visits to any non-GHC-SCW clinics including UW Health, University Hospital or one of our health system partners.
- Disagreements with your provider's medical opinion, medical decision-making or refusal to provide or prescribe a particular medication.
- Disputes with your insurance carrier are not covered.

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

Yes, HIPAA-compliant 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 GuaranteeSM Online Form?

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

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

Our Member Services Team can answer your questions and guide you through the GHC Experience GuaranteeSM online form, if needed. To speak with our Member Services Team, call (608) 257-9700 or toll free at (800) 605-4327.

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK18-80-4(4.24)FL



ManageWell.®

Be Well.

Healthy Lifestyle.
Healthy Rewards.

2027



WELLNESS REWARDS PROGRAM*

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

ManageWell®

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

ManageWell®

Earn Points. Earn Rewards.

- Fitness
- Nutrition
- Activity Trackers
- Stress Reduction
- Weight Management
- Healthy Living
- Challenges



Learn more at ghcscw.com/managewell

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

TOGETHER, BETTER IS POSSIBLE

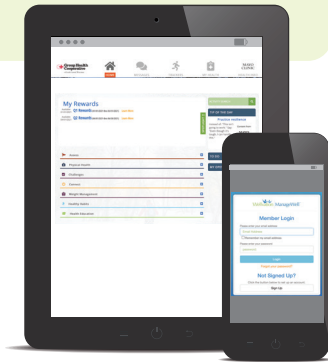
Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK20-148-8(7.26)FL

 **Group Health
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of South Central Wisconsin

*The reward program is not available to all members. ManageWell® is not available to those included in the State of Wisconsin Group Health Insurance Program, Federal (FEHB), Individual and Family Plan and BadgerCare Plus members.

ManageWell® Points

Access ManageWell® by desktop, phone or tablet.



Download the ManageWell® 2.0 app or the ManageWell® from Wellvation app and start earning rewards.

ManageWell® 2.0

ManageWell®

Bring wellness wherever you go.

Points Earned/Quarter	Reward Tier	Payout/Quarter
100-199 points	Tier 1 payout	\$20 Mailed Check
200+ points	Tier 2 payout	\$40 Mailed Check

ACTIVITY

POINTS

ACCESS

Health Assessment 20/one time per year

PHYSICAL HEALTH

Exercise Tracker - 150 minutes per week 5/max 65 per quarter

Exercise Tracker - 180 minutes per week 1/max 13 per quarter

Exercise Tracker - 210 minutes per week 1/max 13 per quarter

Annual Physical/Medicare Physical/Postpartum Visit 50/one time per year

Flu Shot 20/one time per year

Dental Cleaning 25/one time per year

Learn Where to Go For the Right Care 5/once indefinitely

Advance Directive Shared With Care Provider 25/once indefinitely

Learn More About GHC-SCW Offerings 5/once per quarter

CHALLENGES

Healthy Program 20/one time per year

Mini Challenges 5 per challenge/max 15 per quarter

Bingo 5 per completion/max 15 per quarter

CONNECTIONS

Register for GHCMYChartSM 5/once indefinitely

Register for KeyCare 5/once indefinitely

Blood or Plasma Donation 10/once per quarter

Volunteer Your Time 10/once per quarter

Verify Current Contact Information 5/once indefinitely

Verify Demographics 5/once indefinitely

Complete a GHC-SCW Survey 5/once indefinitely

WEIGHT MANAGEMENT

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 91 per quarter

12,000 steps per day 1/max 91 per quarter

Create a S.M.A.R.T. goal 5/once per quarter

Complete a S.M.A.R.T. goal 10/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

Try a New Recipe 5/once per quarter

Enjoy a Favorite Activity 5/once per quarter

5K Walk or Run Event 10/once per quarter

Calm Premium App 5 per month/max 15 per quarter

HEALTH EDUCATION

Health Education Visit 10 per visit/max 30 per quarter

News You Can Use 5 per activity/max 15 per quarter

TOBACCO FREE

Be Tobacco Free Program 25/one time per year triggered by health assessment

TOGETHER, BETTER IS POSSIBLE

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



Frequently Asked Questions

GETTING STARTED

Am I eligible to participate?

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

The reward program is not available to all members. ManageWell® is not available for participants in the State of Wisconsin Group Health Insurance Program, Federal (FEHB), Individual and Family Plan and BadgerCare Plus members. The reward program is not available to dependents.

How do I get started?

Register for a ManageWell® account via the ManageWell® website at managewell.com or via the mobile app for either Android or Apple. The ManageWell® 2.0 app is available in the Apple Store. The ManageWell® from Wellvation app is available in the Google Play Store.

Your ID will be the letters "GHC" followed by your six-digit member number, for example: GHC999999.



Are other languages besides English available in the ManageWell® platform?

Yes. ManageWell has a "Language" section within Settings. In the upper right corner of the site, click on your account circle and select "Settings." Under "Profile", select your preferred language.

POINTS AND REWARDS

How do I earn points?

Points can be earned by completing wellness activities and tracking them through the ManageWell® platform.

How many points do I need to earn a reward?

Each quarter you will need to reach tier one or tier two to earn a reward.

Points Earned/Quarter	Reward	Payout
100-199 points	Tier 1 Payout	\$20 mailed check
200+ points	Tier 2 Payout	\$40 mailed check

Do points expire?

Yes. Points expire and refresh at the end of each quarter.

What is the payout schedule?

Members will be mailed a check soon after the 90 days following the close of each quarter. See payout schedule below:

Quarter	Dates	Reward Payout Schedule
1	January 1 – March 31	Mid-July
2	April 1 – June 30	Mid-October
3	July 1 – September 30	Mid-January
4	October 1 – December 31	Mid-April

Why is there a delay in the rewards payouts?

Some of the activities in the program are automatically sent to ManageWell® such as claims data. The activities and claims can take time to process which delays the reward payout.

Are these earnings taxable?

Yes. The reward payouts are considered taxable income during the year the payouts are received. The employer that provides GHC-SCW insurance to you may deduct taxes out of your paycheck for you and your insured spouse, life partner or significant other's rewards.

TRACKER INFORMATION

How do I connect my fitness devices to ManageWell®?

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

Please note: You must link your chosen device (i.e., Garmin) to each individual activity tracker (exercise, sleep and/or steps) to earn points for each activity.

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

Frequently Asked Questions *Continued*

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

Please see the chart on the top of the page to see which devices sync with ManageWell®.

For Apple Health and Google Fit...

1. Login to the ManageWell® app.
2. Tap on the settings icon in the upper right.
3. Choose "Apple Health" then turn on any data items you wish to track in ManageWell®.

For Android phones...

ManageWell® now uses Health Connect. If you previously used Google Fit, disconnect and reconnect through Health Connect.

1. Login to the ManageWell® app.
2. Tap on the settings icon in the upper right.
3. Choose "Health Connect" then turn on any data items you wish to track in ManageWell®.

What is Health Connect for Android?

Health Connect is a secure Android app by Google that stores and shares your health data in one central hub. **If your phone has Android 14, Health Connect is built in. If not, apply the following steps.**

1. Open the Google Play Store.
2. Search Health Connect by Android, then install.
3. Open the app and grant permissions to apps you want to share data from (Google Health, Samsung Health, etc.).
4. Login to ManageWell® and sync to Health Connect.

For all other devices...

1. Login to ManageWell® via www.managewell.com or the ManageWell® app.
2. Click on the menu item labeled "Trackers." This will appear on the left menu of the website or on the bottom menu of the app.
3. Click on the tracker tile of interest, such as "Steps" or "Exercise" or "Sleep".
4. Click on the "Connect a Tracker" button.
5. Choose the brand of fitness device that you have, and then follow the directions that appear next.

How do I avoid gaps in my ManageWell® tracker data?

The ManageWell® qualified fitness device must be registered and synced through ManageWell®. Once the device(s) is connected, the device provider sends ManageWell® data numerous times every day. Every time this occurs, ManageWell® receives the last 10 days of the data.

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

Synchronization issues may occur and therefore **participants are asked to login to ManageWell® at least once every 10 days** in case a tracker needs to be reconnected and to avoid any gaps in data.

ACTIVITIES

What types of activities are included in the ManageWell® program?

There are a variety of activities included in the ManageWell® program with the hope that participants can find several activities that resonate with them. The platform offers educational activities and challenges. There are preventive activities such as an annual physical and dental cleaning. There is even a way to earn points by tracking exercise, sleep, and steps.

Do I need to submit anything manually to earn points?

Yes. There are five activities that will need documentation to be uploaded in the ManageWell® platform to earn points:

- Participating in a weight management or mindfulness program (e.g., Noom, Weight Watchers (WW) or Calm Premium App).
- Purchasing a vegetable Community Supported Agriculture (CSA) share.
- Receiving a flu shot out of the GHC-SCW network.
- Participating in a 5K walk or run event.
- Participating in a blood or plasma donation.

Online submissions of these activities do not automatically earn points. A GHC-SCW employee will need to approve the submitted materials. If the materials do not meet the requirements, no points will be given. A message in the activity will let the participant know why the points for the activity were not approved.

TOGETHER, BETTER IS POSSIBLE

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK20-148-8(7.26)FL

*Restrictions may apply for BadgerCare Plus, Medicare and non-member patients. Service availability may vary based on the member's physical location during the visit. Visit ghcscw.com/virtual-care for more details on exclusions.

 **Group Health
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of South Central Wisconsin

ManageWell®

Frequently Asked Questions *Continued*

Which activities are automatically submitted?

There are several activities that will automatically be submitted to the ManageWell® platform:

- Completion of an annual physical, Medicare Annual Wellness visit or a postpartum visit (only one visit will earn points one time per year)
- Billed in-network health education visits (asthma, diabetes and nutrition)
- In-network flu shots

Please note that these activities do not go into the platform right after they are completed. There is a delay in earning points because of claims processing.

Will my gym membership or gym visits count toward points?

Gym memberships and visits do not count toward points. You may accumulate points while at the gym by connecting or linking a qualifying fitness tracker and syncing your exercise minutes and/or steps to the ManageWell® platform.

How do I get points for the “Be Tobacco Free” program?

After completing the Health Assessment, found in the Assess activity tab, if you indicated you use tobacco, in ManageWell you will see an activity tab labeled **Tobacco Free**. Within that category will be an activity called **Be Tobacco Free**, which has four modules to guide you through making a successful quit attempt.

CONTACT

Who do I contact if I am experiencing technical difficulties with the ManageWell® platform?

In the upper right corner of the site, click on your account circle and select **Help & Feedback**. Type your message and hit **Send Request**.

You may also e-mail wellness@ghcscw.com.

Who do I contact if I have questions about the ManageWell® wellness program?

Call Member Services at (608) 828-4853 or (800) 605-4327 and ask to speak to the ManageWell Program Representative.

Email: wellness@ghcscw.com



TOGETHER, BETTER IS POSSIBLE

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK20-148-8(7.26)FL

*Restrictions may apply for BadgerCare Plus, Medicare and non-member patients. Service availability may vary based on the member's physical location during the visit. Visit ghcscw.com/virtual-care for more details on exclusions.

 **Group Health
Cooperative**
of South Central Wisconsin

Eye Care & Wellness Member Discounts

Studio Z Salon | (608) 221-7888 | studiosmadison.com

Studio Z Salon & Spa is an inviting full-service salon and spa established over 30 years ago. Their team is comprised of nearly 40 talented professionals whose goals are for every guest to leave feeling and looking happier than the moment they arrived.



Current GHC-SCW members will receive \$20 off all 60 or 90 minute massage services.*

LOURE Aesthetics & Wellness | (608) 886-0022 | www.loureaesthetics.com

LOURE Aesthetics is a family-friendly boutique medical spa that is conveniently located in Waunakee, WI. Their team is honored to assist patients of all ages and backgrounds with a diverse range of concerns.



Current GHC-SCW members will receive \$20 off any massage or sauna session, 10% off any aesthetic treatment and 25% off wellness consults.

Inner Wisdom Acupuncture | innerwisdomacu.com | innerwisdomacu.janeapp.com

Inner Wisdom Acupuncture's deep-rooted passion for holistic health fuels their dedication to each patient. At their clinic, your well-being is their top priority, guiding them to craft individualized treatment plans that suit your unique needs.



Current GHC-SCW members will receive \$10 off acupuncture (initial & follow-up services).*

Dane County Family Acupuncture | (608) 222-0250 | danecountyfamilyacupuncture.com

Dane County Family Acupuncture, established in 2010, is a premier, full-service acupuncture and traditional Chinese medicine clinic. They are located in Monona, WI and serve Madison, WI and the greater Dane County area.



Current GHC-SCW members will receive \$15 off an Initial Acupuncture Visit and \$10 off a Return Acupuncture Visit.

GHC-SCW Eye Care Center | (608) 257-7328 | ghcscw.com/eye-care

Our expert staff at the GHC-SCW Eye Care Center take the time to help you and your family select the perfect frames and lenses to fit any lifestyle and budget.



GHC-SCW members get a discount of 20% on retail eye care products such as frames, non-prescription sunglasses, reading glasses, solutions and drops. Members also receive 10% off of a 12-month supply of contacts!

*GHC-SCW members will need to show their current GHC-SCW insurance card in order to receive their discount.



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Important Contact Information



GHC-SCW Member Services

Our Member Services team can help you with questions or concerns about your medical care and insurance coverage. **Call (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.**

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



Care Management

Questions regarding prior authorizations, care coordination, continuation of care and case management services should be directed to the GHC-SCW Care Management Department. The GHC-SCW Care Management department should also be contacted within 48 hours of emergency services. **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.**



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
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.

GHC-SCW Transition of Care

Transition of Care FAQ

1. What is Transition of Care (TOC)?

Transition of Care applies to members who are actively receiving treatment from a specialist and have appointments, surgeries, procedures, infusions or imaging services already scheduled within the first 90 days of enrolling in GHC-SCW coverage. TOC may also apply to members who are pregnant, use durable medical equipment (DME) or take prescribed medications that require ongoing management.

Active treatment is defined as being seen by a specialist at least two times within the three months prior to starting GHC-SCW coverage. Annual visits with out-of-network specialists are not covered under Transition of Care as member is not under active treatment. Services must be a covered benefit and meet criteria. TOC services are not guaranteed.

2. What is not considered Transition of Care?

The Transition of Care process is different from your annual appointments or new appointments made for a medical or behavioral health condition. When you start your GHC-SCW coverage, you'll establish appointments with your new Primary Care Provider for those items.

3. Can I see my out-of-network Primary Care Provider (PCP) one last time?

No. Primary Care Providers do not qualify for Transition of Care. Transition of Care is only for specialists that a member is under current active treatment with.

4. How do I know if my specialty provider is in-network?

You can call GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327 with questions regarding plan providers, covered services, benefit coverage, location of clinics, co-pays and coinsurance. You can also search for your specialist on our Provider Search page: ghcscw.com/find-a-provider.

5. When should I send my Transition of Care forms to GHC-SCW?

Submit your forms within 30 days of beginning coverage with GHC-SCW. This will allow GHC-SCW time to update your new insurance information and give our Transition of Care team an opportunity to review your form for any Transition of Care needs. All scenarios below and on the next page require a TOC form to be completed and submitted.

6. I'm pregnant. Can I keep my current OB/GYN provider?

If you are less than 28 weeks pregnant at the start of GHC-SCW coverage and seeing an out-of-network provider, you will need to transition your care to a new in-network OB/GYN provider.

If you are greater than 28 weeks pregnant at the start of coverage and seeing an out-of-network provider, you may stay with your current OB/GYN provider and delivery hospital.

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MK24-108-3(9.26)

 **Group Health
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7. I see a behavioral health provider. Can I keep seeing my provider?

To verify if your behavioral health provider is in-network with GHC-SCW, visit our Provider Search page or call Member Services **(608) 828-4853** or **(800) 605-4327**.

If your provider is out-of-network, you may qualify for Transition of Care, but services are not guaranteed.

8. Will GHC-SCW cover my Durable Medical Equipment (DME) and/or supplies?

For CPAP/BiPAP, if you have completed more than 50% of the rent-to-own period (for example, 7 out of 12 months), GHC-SCW will allow you to finish with your current out-of-network DME provider before transitioning to an in-network provider.

For continuous glucose monitors (CGMs), specific criteria needs to be met for a member to receive continued coverage.

9. I'm due for my next specialty injectable medication. What should I do?

Contact your specialist or provider that orders the medication. Your provider will need to submit a Prior Authorization to either GHC-SCW or Prime Therapeutics. The list of medications which require prior authorization can be found on our Prior Authorization page: ghcscw.com/prior-authorization.

10. I have a surgery scheduled past the Transition of Care 90-day timeframe. What should I do?

If the surgery is scheduled with an out-of-network provider, you will need to contact your specialist to have your care transferred to an in-network provider.

If the surgery is scheduled with in-network provider, contact your specialist. They will need to submit a Prior Authorization to GHC-SCW for your procedure.

Transition of Care limitations may apply with elective procedures; services are not guaranteed.

11. I've had surgery and need to schedule my post-op visit. What do I do if it is past the Transition of Care 90-day timeframe?

If the office visit is more than 90 days from the start of GHC-SCW coverage and the surgeon is out-of-network, you will need to contact your specialist to have your care transferred to an in-network provider.

12. I take prescription medication. What do I do?

Complete a Transition of Care form with your current medications listed, a pharmacy representative will contact you if there is a question or special instructions needed.

13. I need to re-fill my prescription medications. Where can I go?

GHC-SCW provides information and guidance such as the medication formularies and a list of in-network pharmacies on the Understanding Your Pharmacy Benefits page: ghcscw.com/members/understanding-your-pharmacy-benefits.

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MK24-108-3(9.26)

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CONTINUING YOUR CARE WITH GHC-SCW

Transition of Care Request Form

Should I complete this form?

- ☐ I am receiving ongoing specialty care from a specialist (medical or behavioral health) and I have an appointment scheduled within the first 90 days of starting coverage.
- ☐ I receive specialty medications, injections or infusions and I have an appointment scheduled for one of these services within the first 90 days of starting coverage.
- ☐ I am pregnant and receiving prenatal care.
- ☐ I use medical equipment (CPAP, oxygen, prosthetic device, infusion pump, continuous glucose monitor, etc).
- ☐ I have an upcoming procedure or advanced imaging scheduled within the first 90 days of starting coverage.
- ☐ I take prescription medication(s).

If you checked any of the boxes above, provide details below.

If you did not check any of the boxes but have questions about Transition of Care, visit the [Transition Your Care FAQ](#) page on the GHC-SCW website or call GHC-SCW Member Services at (608) 828-4853.

Primary care appointments or first-time specialist visits are not covered under Transition of Care. Transitional visit approvals are not guaranteed.

Member Information

New Member Name: _____ Date of Birth: _____

Parent Name (if applicable): _____ Phone Number: _____

Employer Group: _____

Upcoming Appointments

Appointment	Date	Specialty	Diagnosis	Specialist Name and Clinic

Medical Equipment

Do you use any durable medical equipment?

- ☐ CPAP/BiPAP
- ☐ Oxygen
- ☐ Infusion Pump
- ☐ Continuous Glucose Monitor
- ☐ Other:
- ☐ I do not use any durable medical equipment

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Transition of Care Request Form continued

Injectable Medications or Infusions

Do you receive any injectable medications or infusions? ☐ No ☐ Yes (document details below)

Appointment Date	Medication Name	Strength/Dose	Prescribing Provider

Prescription Medications

List the name, dose and prescribing provider of **ALL** prescriptions you currently use. Our pharmacy staff will review your list and contact you if there are any potential coverage issues.

Medication Name	Strength/Dose	Prescribing Provider	Pharmacy

Member Signature: _____

Date: _____

How to Submit This Form

Online: Upload this PDF to ghcscw.com/for-members/transition-your-care

Fax: (608) 733-6316

Mail: GHC-SCW Care Management, 1265 John Q. Hammons Drive, Madison, WI 53717

TOGETHER, BETTER IS POSSIBLE

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK18-23-6(8.26)F

 **Group Health
Cooperative**
of South Central Wisconsin

Partners HMO Benefit Summaries



Plan Number: 2701712
Benefits Accumulate on a Plan
Year.

Policy Coinsurance

In-Network: 10%

Out-of-Network: Not Covered

	MEMBER	FAMILY
In-Network Deductible	\$750	\$1,500
Out-of-Network Deductible	Not Covered	Not Covered
In-Network Maximum Out-of-Pocket (MOOP)	\$3,500	\$7,000
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	You may have to pay for services that aren't preventive. Ask your provider if the services you need are preventive. Then check what your plan will pay for.
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	You may have to pay for services that aren't preventive. Ask your provider if the services you need are preventive. Then check what your plan will pay for.
Prenatal and Postnatal Maternity Care	No	No Charge	Not Covered	In-Network cost-sharing value is limited to preventive services. Cost-sharing described elsewhere in this Benefit Summary may apply depending on the maternity-related test or service.
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 GHC-SCW Formulary 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

Plan Number: 2701712

Benefits Accumulate on a Plan Year.

Policy Coinsurance

In-Network: 10%

Out-of-Network: Not Covered

	MEMBER	FAMILY
In-Network Deductible	\$750	\$1,500
Out-of-Network Deductible	Not Covered	Not Covered
In-Network Maximum Out-of-Pocket (MOOP)	\$3,500	\$7,000
Out-of-Network Maximum Out-of-Pocket (MOOP)	Not Covered	Not Covered

Prescription Drugs	Tier	You Pay In-Network	You Pay Out-of-Network	Benefit Notes
<i>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.</i>				

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
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	Yes	10% after Deductible	Not Covered	
Inpatient Facility Fees	Yes	10% after Deductible	Not Covered	
Outpatient Hospital Surgical/Non-Surgical Services	Yes	10% after Deductible	Not Covered	Certain oral surgeries do not require Prior Authorization
Outpatient Surgical Facility Fees	Yes	10% after Deductible	Not Covered	
Skilled Nursing Facility Services	Yes	10% after Deductible	Not Covered	Limited to 30 days per inpatient Skilled Nursing Facility 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

Plan Number: 2701712
Benefits Accumulate on a Plan Year.

Policy Coinsurance

In-Network: 10%

Out-of-Network: Not Covered

	MEMBER	FAMILY
In-Network Deductible	\$750	\$1,500
Out-of-Network Deductible	Not Covered	Not Covered
In-Network Maximum Out-of-Pocket (MOOP)	\$3,500	\$7,000
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
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
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

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.



Partners HMO \$30/\$50 Copayment \$750 Deductible \$3,500 MOOP

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/ or call 1-800-605-4327 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible ?	\$750/Individual or \$1,500/Family	If you have other family members on the plan , each family member must meet their own individual deductible until the total amount of deductible expenses paid by all family members meets the overall family deductible .
Are there services covered before you meet your deductible ?	Yes. Preventive Care, Certain Office Visits, and Pharmacy Drugs are covered before the deductible is met.	This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost-sharing and before you meet your deductible . See a list of covered preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services.
What is the out-of-pocket limit for this plan ?	\$3,500/Individual or \$7,000/Family	The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members on this plan , they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met.
What is not included in the out-of-pocket limit ?	Premiums , balance-billing charges , Conception Services, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit .
Will you pay less if you use a network provider ?	Yes. See www.ghcscw.com or call 1-800-605-4327 for a list of network providers .	This plan uses a provider network . You will pay less if you use a provider in the plan's network . You will pay the most if you use an out-of-network provider , and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance-billing). Be aware your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.
Do you need a referral to see a specialist ?	Yes.	This plan will pay some or all of the costs to see a specialist for covered services but only if you have a referral before you see the specialist .

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

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 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)	
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$30	Not Covered	Example: Office visits with Your Primary Care Provider (PCP)
	Specialist visit	\$50	Not Covered	Prior authorization is required.Examples: Specialist Hearing Exams, Autism Spectrum Specialist Office Visit; Most Specialists do not require Prior Authorization
	Preventive care/screening /immunization	No Charge	Not Covered	You may have to pay for services that aren't preventive. Ask your provider if the services you need are preventive. Then check what your plan will pay for.
If you have a test	Diagnostic test (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

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

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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)	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at http://planfinder.ghcscw.com/	Generic drugs (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
	Preferred brand drugs (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
	Non-preferred brand drugs (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
	Specialty drugs (Tier 4)	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
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% after Deductible	Not Covered	Prior authorization is required.
	Physician/surgeon fees	10% after Deductible	Not Covered	Prior authorization is required. Certain oral surgeries do not require Prior Authorization
If you need immediate medical attention	Emergency room care	\$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
	Emergency medical transportation	10% after Deductible	10% after Deductible	Coverage is limited to emergency care
	Urgent care	\$30	\$30	
If you have a hospital stay	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.

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

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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)	
If you need mental health, behavioral health, or substance abuse services	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.
If you are pregnant	Office visits	No Charge	Not Covered	In-Network cost-sharing value is limited to preventive services. Cost-sharing described elsewhere in this SBC may apply depending on the maternity-related test or service.
	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.

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

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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)	
If you need help recovering or have other special health needs	Home health care	10% after Deductible	Not Covered	Prior authorization is required.Limited to 60 visits per Member per year
	Rehabilitation services	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
	Habilitation services	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
	Skilled nursing care	10% after Deductible	Not Covered	Prior authorization is required.Limited to 30 days per inpatient Skilled Nursing Facility stay per Member
	Durable medical equipment	20%	Not Covered	Prior authorization is required.See Certificate for additional Limitations and Exclusions
	Hospice services	10% after Deductible	Not Covered	Prior authorization is required.Example: End of Life Services
If your child needs dental or eye care	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

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

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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.
- Acupuncture
- Cosmetic surgery
- Drug Screening
- Personal Comfort Items
- Routine Foot Care
- Bariatric surgery
- Custodial Care
- Long-term care
- Private-Duty Nursing
- Weight Loss programs

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, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or 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 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.

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:



coverage.

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

Peg is having a baby (9 months of in-network pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) -- \$750
- [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>	
Deductibles	\$750.00
Copayments	\$30.00
Coinsurance	\$790.00

What isn't covered

Limits or exclusions -- \$50.00

The total Peg would pay is -- \$1620.00

Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) -- \$750
- [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>	
Deductibles	\$110.00
Copayments	\$470.00
Coinsurance	\$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](#) -- \$750
- [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>	
Deductibles	\$750.00
Copayments	\$230.00
Coinsurance	\$130.00

What isn't covered

Limits or exclusions -- \$10.00

The total Mia would pay is -- \$1120.00

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

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NOTICE OF PRIVACY PRACTICES

Effective Date: February 2026

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
www.ghcscw.com

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.

When it comes to your health information, you have certain rights. 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. This section explains your rights and some of our responsibilities to help you.

YOUR RIGHTS:

- **Right to Access, Inspect and Copy your Medical Record:** Get a copy of your medical, billing and insurance records. We will provide a copy or a summary of your health information, usually within 30 days of your request.
 - **Right to Amend Health Information:** Ask us to correct your medical, billing and insurance records if you think there is a mistake. We may say “no” to your request, but we’ll tell you why in writing within 60 days.
 - **Right to Request Confidential Communication:** Request a preferred method of contact. We will say “yes” to all reasonable requests.
 - **Right to Receive a Paper Copy of the Notice of Privacy Practices:** Get a copy of this privacy notice.
 - **Right to Choose Someone to Act for You:** If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.
- **Right to Request Restrictions on Use and Disclosure of Your Health Information:** You can ask us not to use or share certain health information for treatment, payment or our operations.
 - We are not required to agree to your request, and we may say “no” if it would affect your care.
 - If you pay for a service or health care item out of pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
 - **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 Receive Notice if Your Health Information has been Breached:** We are required by law to maintain the privacy and security of your protected health information.
 - We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
 - **Right to File a Complaint:** 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@lighthouseervices.com, or online at lighthouse-services.com/ghcscw.
 - You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by visiting hhs.gov/hipaa/filing-a-complaint/index.html, calling (877) 696-6775, emailing OCRComplaint@hhs.gov, or sending a letter to:

U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
 - No retaliatory action will be taken or will be allowed against anyone who reports a potential issue in good faith.

YOUR CHOICES:

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have the right and choice to tell us to:

- Share information with your family, close friends or others involved in your care
- Share information in a disaster relief situation
- If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

USES AND DISCLOSURES:

Treatment: We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury may ask another doctor about your overall health.

Payment: We can use your health information for payment purposes.

Example: We share information about you to your health insurance plan so it will pay for your services.

Operations (Run Our Organization): We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Administer Your Plan (Health Plan

Members Only): We may disclose your health information to your health plan sponsor for plan administration.

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

HOW ELSE CAN WE USE AND SHARE YOUR HEALTH INFORMATION?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many legal conditions before we can share your information for these purposes. For more information, visit <https://www.hhs.gov/hipaa/index.html>

▪ **Public Health and Safety Issues**

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

- Prevent disease
- Report adverse reactions to medications
- Help with product recalls
- Report suspected abuse, neglect or domestic violence
- Prevent or reduce a serious threat to anyone's health and safety
- For substance use disorder records, your health information will be deidentified

- **Do Research:** We can use or share your health information for health research.

- **Comply with the Law:** We may disclose your health information to a health oversight agency for activities authorized by law. For example, to the Department of Health and Human Services or to comply with state and federal laws require to ensure compliance with federal privacy law.

- **Organ and Tissue Donation Requests:** We may share health information with organ procurement organizations as necessary to facilitate donation and transplantation.

- **Work with a Medical Examiner or Funeral Director:** We can share health information with a coroner, medical examiner or funeral director when an individual dies.

▪ **Address Workers' Compensation, Law Enforcement and Other Government Requests:**

- We may use your health information as authorized by law for workers' compensation benefits for work-related injury or illness.
- For law enforcement purposes or with a law enforcement official. We must comply with federal and state laws in making disclosures for law enforcement purposes.
- With health oversight agencies for activities authorized by law. For example, this may include audits, investigations, inspections and licensures.
- For national security and intelligence activities such as military and presidential protection services.

▪ **Respond to Lawsuits and Legal Actions:**

We can share health information about you in response to a court or administrative order, or in response to a subpoena. We may restrict access to health information about you as required by Wisconsin laws if those state laws are more protective of your health information than federal guidelines.

▪ **Use of Substance Use Disorder**

(SUD) Records in Criminal, Civil or

Administrative Context: We will not disclose your substance use disorder (SUD) records or the content of those records in any civil, criminal, administrative or legislative proceedings against you unless you have given your specific written consent, or we have a court order and there has been notice and an opportunity for you and us to be heard as required by law. Any court order must be accompanied by a subpoena or other similar legal mandate before SUD records may be used or disclosed.

- **Marketing Purposes:** 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 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;
- If your 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.

HEALTH INFORMATION EXCHANGE (HIE):

GHC-SCW participates in health information exchanges (HIEs), which allow providers to coordinate care and provide faster access to health information for treatment, payment and health care operations. HIEs assist providers and public health officials in making more informed decisions, avoiding duplicate care (such as tests) and reducing the likelihood of medical errors. By participating in an HIE, GHC-SCW may share your health information with other providers and participants as permitted by law.

If you do not want your health information shared in the HIE, you can make this request in writing by completing the Request for Record Restriction Form, available on our website at ghcscw.com or by contacting the Privacy Officer at (608) 662-4899. Such a request may be denied if it would impede your care.

Other state and federal laws If Wisconsin or federal laws are more protective of your health information than federal regulations, we will comply with the more protective requirements if applicable. For example, certain sensitive types of records have heightened protections under state and federal laws such as mental health records, substance use disorder records, and HIV test results. In addition, GHC-SCW facilities and/or departments that operate substance use disorder treatment programs follow the confidentiality protections of 42 C.F.R. Part 2. Those programs follow the privacy practices described in Appendix A of this Notice.

OUR RESPONSIBILITIES

We are required by law to maintain the privacy and security of your health information.

- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We will follow the duties and privacy practices described in this notice and give you a copy of it.
- We will obtain written authorization for any additional uses and disclosures of your health information. You may revoke your authorization at any time.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Contact Information:

📍 GHC-SCW Privacy Officer
1265 John Q. Hammons Drive
Madison, WI 53717
☎ (608) 662-4899 or (800) 605-4327
✉ privacy@ghcscw.com

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office and on our website.

Acknowledgement of Notice of Privacy Practices

The HIPAA Privacy Rule requires that GHC-SCW make a good faith effort to obtain written acknowledgement of receipt of this Notice of Privacy Practices to those who receive care and treatment at GHC-SCW.

Health Plan 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), written acknowledgement is not required at GHC-SCW.

APPENDIX A

In addition to the privacy protections afforded to all medical records under HIPAA, the confidentiality of substance use disorder records are protected by another federal law referred to as Part 2. Certain GHC-SCW departments operate Part 2 covered programs, and this Appendix is intended to provide patients of those programs with a summary of the laws and regulations governing substance use disorder treatment records, which can be found at 42 U.S.C. §290dd-2 and 42 C.F.R. Part 2 ("Part 2").

DISCLOSURES OF INFORMATION SUBJECT TO FEDERAL SUBSTANCE USE DISORDER RULES WITHOUT WRITTEN CONSENT

The following is a summary of the limited circumstances under which we may acknowledge your presence or disclose information about you to individuals outside GHC-SCW without your permission.

Medical Emergencies. We may disclose your information to medical personnel to the extent necessary to meet a bona fide medical emergency during which you are unable to provide prior informed consent of the disclosure. We may also disclose your identifying information to medical personnel of the Food and Drug Administration ("FDA") who assert a reason to believe that your health may be threatened by an error in the manufacture, labeling, or sale of a product under FDA jurisdiction, and that the information will be used for the exclusive purpose of notifying patients or their physicians of potential dangers.

Research. Under certain circumstances, we may disclose your information for scientific research, subject to certain safeguards.

Audit and Evaluations. We may disclose information to others for specific audits or evaluations, including those who provide financial assistance to GHC-SCW or those who conduct audits and evaluations necessary under federally funded health care programs and federal agencies with oversight of those programs.

Reporting Certain Criminal Conduct. The following information is not protected by Part 2:

- Information related to your commission of a crime on the premises of a GHC-SCW facility;
- Information related to your commission of a crime against GHC-SCW; and
- Reports of suspected child abuse and neglect made under state law to the appropriate state or local authorities.

Duty to Warn. If GHC-SCW learns that a patient has made a specific threat of serious physical harm to another specific person or the public, and disclosure is otherwise required under the statute and/or common law, GHC-SCW will consider appropriate actions that would permit disclosure.

Individuals Involved in Your Care. Depending on your age and mental capacity and the location of your services, we may be permitted to make certain disclosures of your information to your guardian, for payment purposes, and your guardian may be permitted to consent to disclosures of your information.

Deceased Patients. We may disclose your information relating to cause of death under laws requiring the collection of death or other vital statistics or permitting inquiry into the cause of death. For other disclosures where authorization is required, we may disclose your information if authorization was given by an executor, administrator, or other personal representative appointed under applicable state law. If there is no such appointed representative, the authorization may be given by the patient's spouse or, if none, by any responsible member of the patient's family.

Judicial and Administrative Proceedings. We may disclose your protected health information in response to a court order that meets federal regulations, specifically 42 CFR Part 2, which protects the confidentiality of substance use disorder patient records.

- **Use in Legal Proceedings:** Your records or testimony about protected health information cannot be used in any civil, administrative, criminal, or legislative proceedings against you unless you give specific written consent or there is a court order.
- **Court Order Requirements:** Your medical records can only be disclosed with a court order after you or the record holder have been given notice and an opportunity to be heard.
- **Subpoena Requirement:** A court order must be accompanied by a subpoena or similar legal mandate before your medical records can be disclosed.

Qualified Service Organizations. We will disclose your information to our qualified service organizations to the extent necessary for these entities to provide services to GHC-SCW.

DISCLOSURES OF INFORMATION SUBJECT TO FEDERAL SUBSTANCE USE DISORDER RULES WITH WRITTEN CONSENT

A single consent may be used for future treatment, payment, and health care operations uses and disclosures, as permitted by law. These records cannot be used or disclosed in legal actions against you without your written permission or a special court order.

With single consent, here are some examples of how we may use and share substance use disorder information:

For Treatment:

- To coordinate your care with other health care providers involved in your treatment. For example, your SUD provider may share information about current medications so your PCP can avoid drug interactions.
- To help you coordinate care after discharge from residential treatment and may use Part 2 information to help schedule follow-up appointments and connect you to outpatient services.

For Payment:

- To bill your health plan, receive payment for services or answer questions from your health plan about coverage.
- To check for eligibility for insurance coverage and prepare claims for your insurance company where appropriate.

For Operations:

- To improve the quality of care, review and improve our services or train staff.
- To meet legal and accreditation requirements.

This information is shared **only as allowed by federal law and only the minimum necessary**. We do **not** use this information for decisions that could harm you, such as employment or legal action.

Revocation of Consent: You may revoke your written consent at any time, except to the extent that we have already acted upon the consent. If you are currently receiving care and wish to revoke your authorization, contact your provider.

VIOLATIONS OF LAWS AND REGULATIONS. A violation of the federal law and regulations governing the confidentiality of substance use disorder records is a crime. Suspected violations may be reported to the Substance Abuse and Mental Health Services Administration Center for Substance Abuse Treatment at 5600 Fishers Lane Rockville, MD 20857 or (240) 276-1660 or to the US Attorney for the district in which the violation occurred. Western District of Wisconsin 222 West Washington Ave, Suite 700 Madison, WI 53703 (608) 264-5158

ACKNOWLEDGEMENT 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 acknowledgement of receipt of the Notice of Privacy Practices and, if not obtained, document our good faith effort to obtain such acknowledgement and the reason why the acknowledgement 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 Acknowledgement of Receipt of Notice of Privacy Practices

_____	_____	_____	_____
Patient's Last Name	Patient's First Name	GHC #	Date of Birth

_____	_____	_____
Signature of Patient or Legal Guardian	Date	Relationship to Patient

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

- Return it to the GHC-SCW 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;
- PDF as e-mail 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.

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, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. GHC-SCW does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

GHC-SCW:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504 (TTY: 1-608-828-4815), or by email at member_services@ghcscw.com.

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 Chief Compliance Officer, 1265 John Q. Hammons Drive, Madison, WI 53717, Telephone: (608) 251-4156, TTY: (608) 828-4815, Fax: (608) 257-3842, or Email: compliance@ghcscw.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, GHC-SCW's Chief 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>.

This notice is available at GHC-SCW's website: https://ghcscw.com/SiteCollectionDocuments/Nondiscrimination_Notice_and_Language_Assistance_Services.pdf.

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK24-100-1(6.25)O
CSC25-19-01 1(06/25)F
Version 4: 6/2025



NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

English:

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) or speak to your provider.

Español (Spanish):

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) o hable con su proveedor.

中文 (Simplified Chinese):

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 或咨询您的服务提供者。

繁體中文 (Traditional Chinese):

注意: 如果您說[中文], 我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務, 以無障礙格式提供資訊。請致電 608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 或與您的提供者討論。

Hmoob (Hmong):

LUS CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus pub dawb rau koj. Muaj cov cav zoo thiab cov kev pab cuam txhais ntaub ntawv ua lwm hom lus nrog rau cov kev pab dawb tsis kom them nqi rau. Hu 1-608-828-4853 los sis 1-800-605-4327 los sis tus leb txuas ntxiv (ext), 4504 (TTY: 1-608-828-4815) los sis hais qhia tau rau koj tus kws kho mob.

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) или обратитесь к своему поставщику услуг.

Tiếng Việt (Vietnamese):

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) hoặc trao đổi với người cung cấp dịch vụ của bạn.

ລາວ (Laotian):

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີ ບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບ 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) ຫຼື ລ ມັກ ບຳ ຜູ້ໃຫ້ ບໍລິການຂອງທ່ານ.

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) an oder sprechen Sie mit Ihrem Provider.

BETTER TOGETHERSM

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

MK24-100-1(6.25)O
CSC25-19-01 1(06/25)F
Version 4: 6/2025

 **Group Health
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MK24-52-3(8.26)O - October 2026

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