

GHC-SCW Frequently Asked Questions



How much will I have to pay for premiums, copays, deductibles and co-insurance?

Visit ghcscw.com and select “Are you a member?” to find your member materials, benefit information, membership guides and more!

What extra benefits does GHC-SCW offer?

- Up to \$100 a year in Wellness Reimbursements.
- Complementary medicine benefits including massage, yoga, acupuncture and more!
- Same-day access to a provider on your care team when you choose a GHC-SCW clinic for your primary care.
- Three free visits to [virtuwell](http://virtuwell.com), your 24/7 online clinic.
- Access to our 24/7 local nurse advice line, GHC NurseConnect.

What does it mean to be a member-owner of a health care cooperative?

As a member-owner of GHC-SCW, you have a voice and vote in your Cooperative. You can attend the Annual Membership Meeting, run for the Board of Directors, elect the Board of Directors and join the Member Advisory Council.

Where can I receive primary care?

For a complete list of primary care clinics and providers, visit ghcscw.com and select “Clinic or Provider.” The options available to you vary depending on your insurance plan and benefits. Please contact Member Services to check which providers and clinics you can choose for your primary care.

What specialists and hospitals are in my network?

GHC-SCW members have access to specialty care at the state’s top hospital*, UW Hospital and Clinics, as well as access to the hospitals listed below (depending on the primary care clinic selected):

- University Hospital
- UnityPoint Health - Meriter
- Stoughton Hospital
- Sauk Prairie Healthcare
- Reedsburg Area Medical Center
- Divine Savior Healthcare

What kind of coverage do I have if I travel outside of my service area?

You can access urgent care and emergency care when traveling outside of the GHC-SCW service area, including outside of the United States. Please be sure to contact Member Services within 48 hours of receiving care to notify them of the situation.

You can also call our 24/7 GHC NurseConnect line with general care questions or you can use one of your three free visits to [virtuwell](http://virtuwell.com), your 24/7 online clinic where you can get a diagnosis and prescription sent to any pharmacy near you in just minutes!

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

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*U.S. News and World Report 2016.
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 **Group Health Cooperative**

of South Central Wisconsin

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