

# GHC-SCW HMO MEMBERSHIP GUIDE



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# BETTER TOGETHER<sup>SM</sup>

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**Group Health  
Cooperative**

of South Central Wisconsin

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



## THANK YOU FOR CHOOSING GHC-SCW

On behalf of all of us at Group Health Cooperative of South Central Wisconsin (GHC-SCW), thank you for choosing one of the top-rated health plans in Wisconsin for your insurance and health care needs. Our goal is simple – provide you and your family with everything you need to lead a healthier life.

Please read this membership guide carefully. In it you will find your member identification (ID) card(s), general health plan information, guidance on how to access your specific plan documents, GHC-SCW contact information and more.

If you have questions, comments or concerns about your health insurance plan or health care, please contact our Member Services team at **(608) 828-4853** or toll-free at **(800) 605-4327** (**TTY Number: (608) 828-4815**) and request Member Services.

GHC-SCW providers and employees look forward to providing you and your family superb care and impeccable service!

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## WELCOME TO GROUP HEALTH COOPERATIVE OF SOUTH CENTRAL WISCONSIN

We're glad you've chosen to join more than 83,000 GHC-SCW members who understand we truly are **Better Together**.<sup>SM</sup>

Take a moment to look through this membership guide. It's your guide to your health plan and your health care!

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

## CONNECT WITH US

We look forward to connecting with you and want to help you get the most value from your membership.



### MEMBER SERVICES

Our Member Services team helps you get the most of your GHC-SCW coverage. Feel free to contact us by phone, weekdays from 8 a.m. – 5 p.m., at **(608) 828-4853** or toll-free at **(800) 605-4327 (TTY Number: (608) 828-4815)** and request Member Services.

If you prefer, you may contact us by email at [member\\_services@ghcscw.com](mailto:member_services@ghcscw.com).



### CARE MANAGEMENT

Our Care Management team is here to assist you during your transition of health care to GHC-SCW.

To speak privately to a Care Management registered nurse, please contact us at **(608) 257-5294**.

## UNDERSTANDING YOUR PLAN

We're pleased to provide you with the tools you need to understand your benefits and receive exceptional health care. Use this booklet, [ghcscw.com](http://ghcscw.com) and our Member Services team to answer your questions about your health plan and your health care.



### MEMBER IDENTIFICATION (ID) CARD

Your new GHC-SCW member identification card is attached. Please carry your card with you to present each time you receive care. Your Member ID Card contains important plan information such as your member number and plan number.



### PLAN DETAILS AND DOCUMENTS

View your health plan information at [planfinder.ghcscw.com](http://planfinder.ghcscw.com) or go to [ghcscw.com](http://ghcscw.com), click on the “**Health Insurance**” heading, select “**Your Benefit Information**”, and choose the red MyPlanFinder button.

To access your plan documents, enter your plan number. Your plan number can be found on your Member ID card.

Visit [planfinder.ghcscw.com](http://planfinder.ghcscw.com) to view, save or print important information about your benefits and coverage such as:



### BENEFIT SUMMARY

Your Benefit Summary is a quick overview of just some of the benefits and covered services included in your health plan. For a complete description of covered services, view your Member Certificate and any amendments or riders to your benefit plan.



## **SUMMARY OF BENEFITS AND COVERAGE (SBC)**

Your Summary of Benefits and Coverage (SBC), which all health issuers must provide to you, also provides an outline of your benefit plan.



## **MEMBER CERTIFICATE**

Your Member Certificate outlines which benefits and services are included and excluded under your benefit plan and also describes the terms, conditions and limitations of the benefits you receive.



## **PLAN AMENDMENTS AND RIDERS**

Plan amendments and riders alter the Member Certificate language to include, exclude, and/or modify the benefits you are eligible to receive.



## **FORMULARY**

GHC-SCW drug formularies provide a list of prescription drugs available under your benefit plan.

If you would like a free copy of these materials printed and mailed to you, please contact our Member Services team at **(608) 828-4853** or toll-free at **(800) 605-4327 (TTY Number: (608) 828-4815)** and request Member Services.

## GET CARE



### PRIMARY CARE

GHC-SCW Primary Care Providers (PCP) are your first point of contact for health care. Our Providers offer a broad spectrum of health care and preventive care services to our members. Visit [ghcscw.com](http://ghcscw.com) and select “**Clinic or Provider**” to view details about our Providers online, including their practice location, medical background, education, languages spoken and more.



### SPECIALTY CARE

GHC-SCW offers access to Providers in specialty areas and recommends and refers to partnering Specialists as needed. Begin with your PCP to access Specialty Care or contact Member Services for more information.



### SAME-DAY URGENT CARE APPOINTMENTS

If you're unable to schedule a same-day appointment with your PCP and your health concern is urgent, you can make a same-day appointment at at our GHC-SCW Urgent Care Clinic. GHC-SCW Urgent Care treats non-life threatening conditions. We are pleased to offer Physical Therapy in our Urgent Care Clinic for your injury to quickly address your pain.



### EMERGENCY CARE

Emergency Care is medical care for a life-threatening medical condition that could cause serious jeopardy to a person's health. If you require Emergency Care, please go to your designated hospital emergency room for treatment. If that isn't possible, go to the nearest emergency room or call 911.

To find the nearest **Urgent Care or Emergency Medicine Provider**, head to [ghcscw.com](http://ghcscw.com) and select “**Clinic or Provider**” and select your network or contact our Member Services team at (608) 828-4853 or toll-free at (800) 605-4327 (TTY Number: (608) 828-4815).



# TELEHEALTH CARE



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

With GHCMYChart<sup>SM</sup> 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<sup>SM</sup> and available for preventative and wellness visits.\*  
**Contact your clinic or log in to GHCMYChart<sup>SM</sup> to schedule.**



## GHC Care OnDemand

GHC Care OnDemand is your 24/7/365 anytime, anywhere virtual access to board-certified doctors and licensed mental health therapists. Visit either by phone or secure video to help treat any non-emergency medical condition. Most members receive unlimited, free visits.\*\*

**Visit [ghccareondemand.com](http://ghccareondemand.com) for more information.**



## GHC NurseConnect

GHC NurseConnect is staffed 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.

**Contact GHC NurseConnect today at (608) 661-7350 or toll free at (855) 661-7350.**



## virtuwell<sup>®</sup>

With virtuwell<sup>®</sup>, get care anytime, anywhere with our 24/7 online clinic. Get a diagnosis, treatment plan and prescription for over 60 common conditions. Most visits are free, depending on your insurance plan.\*\*\*

**Visit [ghcscw.com/virtuwell](http://ghcscw.com/virtuwell) to get started.**

\*You must be in Wisconsin at the time of the appointment.

\*\*Restrictions or limitations apply for members with BadgerCare Plus, Medicare or HSAs.

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



### BEHAVIORAL HEALTH

We offer a full range of behavioral health, addiction services and health behavior interventions for children, adolescents and adults. Our multi-disciplinary treatment team works collaboratively with members to develop individualized assessments and treatments to meet the needs of each member and their family.



GHC Foundations Intensive Outpatient Program offers comprehensive care for adults with behavioral health diagnoses. The program benefits patients who are stepping down from higher levels of care or could use more intensive services than just therapy and medication.



### CHIROPRACTIC CARE

Our chiropractors work with your Primary Care Provider to make sure you are getting the right treatment for your condition. Chiropractic care may help relieve your back or neck pain, headaches or even pain in the arms and legs by adjusting or manipulating the spine.



### CLINICAL HEALTH EDUCATION

We believe that education is an important part of your life-long journey toward better health and wellness. We provide education and support through Clinical Health Education. Health promotion, disease prevention and management, nutrition and other patient-centric strategies available one-on-one or in classes.



## DERMATOLOGY

Our dermatologists treat a variety of skin conditions and diseases for people of all ages. We provide a full spectrum of dermatology care including diagnosis, treatment, skin biopsies and light therapy, as well as treating conditions of the hair, nails and scalp.



## EYE CARE

Members have access to the extensive services of our GHC-SCW Eye Care Center including comprehensive eye exams, top-of-the-line eye wear, sunglasses and contact lenses.



For details about GHC-SCW specialty services covered under your insurance plan, or to determine if prior authorization is needed, please refer to your Member Certificate and Benefits Summary.



## PHYSICAL THERAPY & OCCUPATIONAL THERAPY

GHC-SCW Physical and Occupational Therapists are musculoskeletal experts who are trained to evaluate and treat a variety of orthopedic injuries and determine what is needed to provide optimal healing. They will work with your care team, and your other health practitioners to ensure you are receiving the best care for your injury or condition.

Access to Specialty Care begins with your Primary Care Provider (PCP). Planned Specialty Care office visits and hospitalizations, outside of the GHC-SCW Primary Care Clinic network, require coordination by your PCP.



### REFERRALS

The referral request occurs when you visit your PCP and a decision is made to send you to a specific Specialist. For most referral decisions, coordination between your PCP and our Care Management team occurs within 2-3 business days.



### PRIOR AUTHORIZATION

Prior Authorization is the process by which GHC-SCW provides prior written approval for coverage of specific benefits, treatments, Durable and Disposable Medical Equipment (DME), Prescription Drugs and supplies. The purpose of Prior Authorization is to determine and authorize the following:

The specific type and extent of care, Durable and Disposable Medical Equipment, Prescription Drug or supply that is necessary;

The number of visits, or the period of time, during which care will be provided;

The Provider to whom the Member is being referred; and

Whether the Member should receive coverage for the services from an out-of-network Provider because necessary services are not available from an in-network Provider.

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**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.**

If Prior Authorization is not received prior to the date of service and/or receipt of supplies, your Provider should contact GHC-SCW's Care Management Department for a determination of Medical Necessity.

The Prior Authorization lists may differ depending on your health plan. Please contact Care Management at **(608) 257-5294**.

You may access the GHC-SCW Specialty and Ancillary services listed below without a referral or Prior Authorization.

- Chiropractic
- Clinical Health Education
- Complementary Medicine
- Eye Care

Contact your clinic to schedule an appointment.

We offer our members a broad network of pharmacies to make sure getting your prescriptions filled is convenient for you!



### GHC-SCW CLINIC PHARMACIES AND PHARMACISTS

GHC-SCW pharmacists help you navigate the complex world of medications by answering questions on therapy, performing dose verification, analyzing drug interactions and completing medication reviews. If you have any questions, please call **608-257-9732** (TTY Number: **(608) 828-4815**) or visit [ghcscw.com](http://ghcscw.com) and search “Retail Pharmacy Services”.



### GHC-SCW MAIL ORDER PHARMACY

Prescriptions are delivered right to your door with our **FREE MAIL ORDER** service. GHC-SCW pharmacies can dispense a 90 day supply on most medications. Most prescriptions arrive within 3-5 days after your refill request. Note some medications can not be shipped. **GHC-SCW mail orders can only be shipped to a location within the state of Wisconsin.** For the Sauk Clinic Pharmacy, call **(608) 831-1773**.



### SCRIPTALK<sup>®</sup>

ScripTalk<sup>®</sup> is available to members who have trouble reading the fine print of prescription medication labels and who fill their prescriptions at any of our GHC-SCW pharmacies. This free, easy-to-use service will read all your prescription label information out loud, including drug name, dosage, instructions, warnings, pharmacy information, provider name, prescription number, date and more.



## NAVITUS

In addition to GHC-SCW pharmacies, you have the freedom to use any participating pharmacy in our national Navitus Health Solutions network, which includes most major pharmacies and independent community pharmacies. Show your GHC-SCW/ Navitus identification card to your eligible pharmacy.



## MAIL PHARMACY

GHC-SCW offers members the Birdi Mail Pharmacy. Birdi is an option for patients getting prescriptions mailed out of state. Please call **(888) 240-2211** or visit **BirdiRx.com** for more information.



## FORMULARIES

GHC-SCW drug formularies provide a list of prescription drugs available under your specific benefit plan. You can find your plan's formulary on **MyPlanFinder** or **ghcscw.com**, with your other plan documents. See the Understanding Your Plan section in this booklet for information on your plan's formulary. For questions about formularies, please call **(608) 828-4811**.



GHCMyChart<sup>SM</sup> gives you secure, online access to your medical records, insurance information and much more. To register, activate or log in to your GHCMyChart<sup>SM</sup> account, visit [ghcscw.com](http://ghcscw.com) and select “GHCMyChart<sup>SM</sup> Log-In” in the top menu.

### FEATURES

- Schedule appointments.
- View and print immunization records.
- Communicate with GHC-SCW clinic staff.
- Refill medications.
- View select test results.
- Access your children’s medical and insurance information with GHCFamilyChart<sup>®</sup>.



### HELLO PATIENT!

Now through GHCMyChart<sup>SM</sup>, a contactless appointment arrival process has begun. In most cases, you’ll be able to use location tracking on your phone to bypass the clinic reception desk. When you arrive at a GHC-SCW clinic, staff will automatically be notified of your arrival and check you in for your appointment when you enable “Hello Patient!”\*

\*Only atGHC-SCW clinics .

MyChart<sup>®</sup> is a registered trademark of Epic Systems Corporation. GHCMyChart<sup>SM</sup> is a registered service mark of GHC-SCW.



## TERMS TO KNOW

Please refer to your plan documents (Benefit Summary and SBC) for the Deductible, Coinsurance, Maximum Out-of-Pocket (MOOP), and any Copayments specific to your plan.



### DEDUCTIBLE

The amount you owe for covered health care services before your health insurance begins to pay.



### COINSURANCE

Your share of the cost of a covered health care service, calculated as a percentage of the allowed amount for the service.



### MAXIMUM OUT-OF-POCKET (MOOP)

The most you pay during a policy period before your health insurance or plan begins to pay 100% of the allowed amount of covered health care services.

This limit never includes your premium, balance-billed charges or health care your health insurance or plan doesn't cover.



### COPAYMENT

A fixed amount a member pays for covered health services usually when a member receives the services.

## MEMBER OWNER REWARDS

GHC-SCW member-owners, the power of being part of south central Wisconsin's only non-profit health care Cooperative just got better. Now, you automatically qualify for our **Member Owner Rewards**.

### Member Owner Rewards Include:



#### CLASSES, SERVICES & ONE-ON-ONE THERAPEUTIC SESSIONS

Complementary medicine services are available directly from GHC-SCW providers with preferential appointments for members. No matter what your interest, from understanding nutrition to managing diabetes to practicing yoga, GHC-SCW has an educational experience designed with you in mind. Go to [ghcscw.com](http://ghcscw.com), click on “**Wellness**”, select “**Sign Up for Classes**” to register for our current classes.



#### GHC MYCHART<sup>SM</sup> & THE MOBILE GHC MYCHART APP

The power of all your health information in one place. Easy, convenient and safe.



#### MANAGEWELL<sup>®</sup> REWARDS

GHC-SCW has a member-centric wellness rewards program\* called **ManageWell<sup>®</sup>**. This online platform includes an entire suite of programs, activities and challenges. Complete healthy activities to earn rewards. Activities include your yearly wellness exam, exercises, annual screenings, tests and other ways to protect your health and wellness. Learn more at [ghcscw.com/managewell](http://ghcscw.com/managewell).

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

Complementary medicine classes, services & therapeutic session pricing is subject to change. Please contact your GHC-SCW clinic or visit [ghcscw.com](http://ghcscw.com) for information about current pricing.



## VIRTUAL CARE

When you have a GHC-SCW card in your wallet you can get care, anywhere.

- GHCMYChart<sup>SM</sup> Video Visits
- GHC Care OnDemand
- virtuwel<sup>®</sup>
- GHCNurseConnect



## GHC EXPERIENCE GUARANTEE<sup>TM</sup>

We give you the power to decide if your experience was worth what you paid. Wisconsin's first and only money-back health care guarantee.

If your experience at a GHC-SCW clinic doesn't meet your expectations, tell us about it, and at your request, we'll refund some or all of the costs associated with your visit.

Visit [ghcsmartcare.com](http://ghcsmartcare.com) to get started!



## EYE CARE DISCOUNTS

GHC 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 year supply of contacts.

## MORE INFORMATION

We encourage you to view your member materials and benefit information online.

Visit [ghcscw.com](http://ghcscw.com), select Health Insurance, then Your Benefit Information to access important member information including an electronic copy of this GHC-SCW Membership Guide and the following:

- **MyPlanFinder:**  
Your online tool to obtain plan documents
- **Explanation of Benefits Key**
- **Notice of Privacy Practices**
- **Health Plan Member Information**
- **Patient Protection Disclosure**
- **Rights and Responsibilities**
- **Women's Health Notice**
- **Advance Directive, Living Will, Or Power Of Attorney For Health Care Notice**

On [ghcscw.com](http://ghcscw.com) you can also:

- View Provider Directories
- Sign up for your GHCMYChart<sup>SM</sup> account
- Take steps to select your Primary Care Provider
- Make an appointment
- Transfer your medical records, prescriptions and specialty care
- Learn about our Wellness Program
- And more!

If you would like a free copy of any of these materials printed and mailed to you, please contact our Member Services team. Feel free to contact us by phone, weekdays, from 8 a.m. – 5 p.m., at **(608) 828-4853** or toll-free at **(800) 605-4327 (TTY Number: (608) 828-4815)** and request Member Services. If you prefer, you may contact us by email at [member\\_services@ghcscw.com](mailto:member_services@ghcscw.com).

MyChart® is a registered trademark of Epic Systems Corporation. GHCMYChart<sup>SM</sup> is a registered service mark of GHC-SCW.

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## **GHC-SCW Nondiscrimination Notice and Language Assistance Services**

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.

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

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

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

An electronic copy of **GHC-SCW's Nondiscrimination Notice and Language Assistance Services** can be found on [ghcscw.com](http://ghcscw.com).

## Notice of Privacy Practices

GHC-SCW is legally required to protect the privacy of each member's health information, and doing so is of extreme importance to GHC-SCW. We call this information "protected health information" or PHI. This information includes your personal and demographic information that identifies you and that relates to your past, present or future physical or mental health condition and related health care services. Please read the **GHC-SCW Notice of Privacy Practices** for more information as well as your **Rights and Responsibilities**. The GHC-SCW Notice of Privacy Practices can be found at [ghcscw.com](http://ghcscw.com), scroll to the bottom of the page, and select Privacy in the footer bar or type Privacy in the search bar on any page. If you would like a free copy of these materials printed and mailed to you, please contact our Member Services team at **(608) 828-4853** or toll-free at **(800) 605-4327** and request Member Services.



