

Group Health Cooperative of South Central Wisconsin

HouseCall

Introducing the
**GHC Experience
GuaranteeSM**

GHC-SCW partners with
**Upland Hills Health
and Mile Bluff
Medical Center**

Tips
for Handling
Holiday Stress



 **Group Health
Cooperative**
of South Central Wisconsin

BETTER TOGETHER[™]

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GHC-SCW Sauk Trails Clinic Construction Update



The historic flooding that took place at the end of August caused significant damage to many businesses and communities in and around Madison. As you may be aware, our Sauk Trails Clinic was among the hardest hit. Flood waters filled the entire lower level of the clinic and damaged much of the first level as well. As a result, the clinic has been closed since August 21, 2018.

First and foremost, we'd like to thank you for your patience and understanding during this time. We know it may be an inconvenience for you to travel to our other GHC-SCW clinic locations to receive care or pick up prescriptions. We are doing our very best to ensure you continue to receive the compassion and care you are entitled to during this temporary change.

In the past few weeks, recovery specialists have finished removing the water and damaged materials from the lower level of the clinic and work to prepare the space for restoration is nearly complete.

We are committed to re-opening Sauk Trails Clinic as soon as we can.

Our restoration partners have been involved in this project from the very beginning and are currently working to establish an anticipated timeline for the remaining work. These partners understand our desire to return patient care and other services to the Sauk Trails location as quickly as possible. Initial reports show an 8-12 month timeline to fully complete the project. Some services may be back in the building within the next six months. We will have a better understanding of the work in the near future and will communicate the schedule to you once we have a clear picture of the timeframe.

In the meantime, we have opened a temporary location at 5301 Tokay Boulevard.

Opening this temporary location has allowed us to relieve some of the space issues at the other clinics. Unfortunately, we are not able to offer primary care services at the Tokay location, as the space cannot be easily transformed into the type of rooms and facilities that are needed to support primary care.

The services that are offered at the Tokay location include: behavioral health, clinical health education, complementary medicine and the lower level Sauk Trails chiropractors. We will continue to assess the possibility of extending other services into the Tokay location. To schedule an appointment at the Tokay location, please call (608) 831-1766.

If you have any questions about the location of our services during this time, please call your clinic, check our website at ghcscw.com and follow us on Facebook. We will keep updates at these sites for your convenience.

A Letter From Dr. Mark Huth



Mark Huth
GHC-SCW
President and Chief Executive Officer

Dear Valued Member,

At GHC-SCW, we have a history of firsts – first with MyChart, first with complementary medicine, the first member-owned cooperative – and now, first in Wisconsin to guarantee a great doctor's office visit.

This fall, we launched the GHC Experience GuaranteeSM, Wisconsin's first and only money-back health care guarantee.

It's a promise that you will feel well-cared-for in every way – big and small – every time you visit our clinics, or we'll refund some or all of the out-of-pocket costs associated with your visit. No questions asked.

If you haven't already, I encourage you to visit GHCSmartCare.com to download our GHC Experience GuaranteeSM App. If we fail to meet your expectations during your next clinic visit, tap the app and tell us about it. We'll do our very best to make it right.

This guarantee is what GHC-SCW is all about. As a member-owned cooperative, you guide and govern our operations. In order for that model to work, we need your feedback and we need to respond to it in real time.

We're thrilled to announce another, even more exciting, first in 2018...

GHC-SCW is the first and only health plan in Wisconsin to receive a rating of 5 out of 5 in NCQA's Private Health Insurance Plan Ratings 2018-2019. In fact, we're one of just two health plans in the entire nation to receive a rating of 5 out of 5.

I'm so proud of the hard work our team has done to receive such incredible recognition.

But we couldn't have done it without you. These ratings are based on the experiences and quality outcomes reported by our members. And our long history of world-class care and service is a direct result of your commitment, involvement and engagement.

So let me be the first to thank you for all you do to challenge us, support us and push us to do more. We're grateful for your feedback – it's what continues to make us BETTER TOGETHERSM.

Mark Huth, MD
President and
Chief Executive Officer

GHC-SCW is the first and only health plan in Wisconsin to receive a rating of 5 out of 5 in NCQA's Private Health Insurance Plan Ratings 2018-2019.



► To learn more about the GHC Experience GuaranteeSM, turn to page 6.

The Holidays:

The most wonderful time of the year or a stress-filled season?

High expectations around the holidays can put enormous pressure on us to make everything perfect. Our energy is spent searching for the perfect gift, throwing the perfect party or cooking a perfect turkey. That pressure can leave us feeling stressed, impatient or even depressed. This emotional burden can also be physically taxing on our bodies.

This holiday season, identify your triggers and use healthy strategies to cope with the stress of the season.

STRESS: Bills, Bills, Bills

STRATEGY: Get creative.

The holiday season can be expensive. Buying gifts for every family member, friend and colleague can drain your bank account. Skip the financial stress by getting creative. Create a video to catalog special memories or craft a scrapbook full of your favorite photos. Find an affordable activity that you can do with your loved ones and share an experience instead!

STRESS: Exhaustion

STRATEGY: Don't do it all.

Between the family traditions and holiday parties, there's little time to relax and recharge. Sit down with your family and identify a few seasonal activities you can't miss and then save the rest for next year. Block a couple of days on your calendar to treat yourself or stay in and spend quality time with loved ones.

STRESS: Delicious Temptations

STRATEGY: Embrace the outdoors.

Pumpkin pie, mashed potatoes and egg nog – oh my! It can be hard to avoid the seasonal treats. Instead of stressing over every calorie, find a way to balance all those goodies with a little extra exercise. The winter months often leave us cooped up and inactive, so find a few outdoor activities like snowshoeing, cross country skiing or ice skating that you and your family can do to stay healthy.

STRESS: Family Drama

STRATEGY: Set boundaries.

While the holidays often bring families together, differing opinions and old grudges can sometimes lead to conflict. Every family feuds sometimes, and though you can't control others, you can control your expectations and your reaction. Before you visit with family, plan ahead and set boundaries. Instead of spending the night, stop by for a few hours. If you feel things getting tense, excuse yourself to take a walk.

62%
of people described their stress level as "very or somewhat" elevated during the holidays according to a 2015 Healthline survey.

\$906
Average amount U.S. consumers spend on holiday gifts each year according to a 2017 Statista survey.

100+ million
Americans traveled to celebrate year-end holidays in 2017, according to AAA.



Fight the frenzy this holiday season. Instead of striving for perfection, **find a way to appreciate every moment – big and small.**





Upland Hills Health Clinics:

- UHH Clinic – Highland
- UHH Clinic – Montfort
- UHH Clinic – Mount Horeb
- UHH Clinic – Spring Green
- Mineral Point Medical Center of UHH
- Dodgeville Medical Center of UHH
- UHH Clinic – Barneveld

Specialty, Inpatient, Urgent and Emergency Care:

- UHH – Dodgeville



Mile Bluff Medical Center Clinics:

- Delton Family Medical Center
- Elroy Family Medical Center
- Mile Bluff Clinic
- Necedah Family Medical Center
- New Lisbon Family Medical Center

Specialty, Inpatient, Urgent and Emergency Care:

- Mile Bluff Medical Center

We are excited to announce new partnerships with Upland Hills Health (UHH) and Mile Bluff Medical Center. GHC-SCW members can now choose a Primary Care Provider (PCP) from one of the six UHH Primary Care Clinic locations or one of five Mile Bluff Medical Center locations. GHC-SCW members also have access to Emergency, Urgent Care and Specialty Care Services at Mile Bluff Medical Center and UHH – Dodgeville.

“We’re proud to partner with the dedicated teams at Mile Bluff Medical Center and Upland Hills Health,” said Dr. Chris Kastman, GHC-SCW Chief Medical Officer. **“This expansion provides improved access to high quality care for our members living and working outside of Dane County.”**

Insurance plans and benefits vary. Please call GHC-SCW Member Services at (608) 828-4853 to find out if you are able to choose UHH or Mile Bluff Medical Center for your primary care needs.

Understanding Prior Authorization

Prior authorization begins with your Primary Care Provider in coordination with GHC-SCW’s Care Management Department.

Prior authorization is the process by which prior written approval for coverage of specified services, treatment, durable medical equipment (DME) or supplies is given to members.

- Prior authorization will determine and authorize payment of:
- The specific type and extent of care, DME, prescription drug or supply that is medically necessary.
 - The number of visits or the time span during which care will be provided.
 - The provider to whom the member is being referred to render the service.
 - Services from an out-of-network provider when medically necessary if not available from an in-network provider.

Prior authorization is NOT:

- A guarantee the service, treatment or supply will be covered. Coverage is determined by the member's benefit plan and is subject to Reasonable and Customary Reimbursement determinations.
- Unlimited, as approvals may be subject to visit limits and/or time spans.

Member Responsibilities: 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 a reduction in payment or no benefit. If prior authorization is not received prior to the date of service or receipt of supplies, your provider should contact GHC-SCW's Care Management Department for a determination of medical necessity.

- Members may log into GHCMYChartSM to verify that GHC-SCW has approved the request. From the top menu Select “Billing,” “My Insurance” and “Referrals.”
- HMO members will be billed if an out-of-network provider is used and they do not obtain prior authorization and the requested service or supply is denied.

Prior authorization lists may differ depending on your health plan. For details on services requiring prior authorization, see your Benefits Summary and Member Certificate at ghcscw.com.

Members can also refer to ghcscw.com/plan-providers/services-requiring-prior-authorization to determine if prior authorization may be needed. Lists may not be all-inclusive; for more information contact Care Management at (608) 257-5294.

Wisconsin's first and only money-back health care guarantee



There's a new development in Madison health care that gives you the power to decide if your experience was worth what you paid. And it's another first from GHC-SCW.

In August, we launched the GHC Experience GuaranteeSM, Wisconsin's first and only money-back health care guarantee. GHC-SCW President and Chief Executive Officer, Dr. Mark Huth, says the GHC Experience GuaranteeSM is a game changer in local health care.

"In almost any other industry, customers can get a refund when they're not satisfied. Why can't the same be said for health care?" said Dr. Huth. "At GHC, we're always trying to push the envelope and blaze the trail for truly innovative care. Our members deserve that. If we say we provide the very best primary care, we should be willing to back that up. We are proud to set the standard for customer service in health care."

The GHC Experience GuaranteeSM is simple: download the GHC Experience GuaranteeSM App. If you have an experience at a GHC-SCW owned and

operated clinic that fails to meet your expectations, tap the app, tell us about it, and we'll refund some or all of your out-of-pocket costs (up to \$2,000) associated with your visit.

"We're promising to give you the experience you deserve. If we miss the mark, we will make it right. And if we can't make it right, we'll offer you a refund for your out-of-pocket costs," commented Dr. Huth.

As a member, you will even have the opportunity to determine how much of your out-of-pocket costs you would like refunded.

"Our members trust us with their care. If their experience doesn't meet their expectations, then we will trust them to tell us what they deserve to pay," commented Dr. Huth. "We believe our members should have that right."

“We’re promising to give you the experience you deserve. If we miss the mark, we will make it right. And if we can’t make it right, we’ll offer you a refund for your out-of-pocket costs.”

- Dr. Mark Huth

"Truthfully, it's just business as usual. All we have to do is provide the same great care and service we've always provided," said Dr. Chris Kastman, Chief Medical Officer. "Now, we're just putting our money where our mouth is."

For us at GHC, a money-back guarantee is just the right thing to do.



Put the power in the palm of your hands

If you have an experience at a GHC clinic that fails to meet your expectations, visit GHCSmartCare.com to download the GHC Experience GuaranteeSM App.

Using the app, you can tell us about your experience and request to have some or all of your out-of-pocket costs refunded (up to \$2,000).

You trusted us with your care, so we will trust you to tell us what your experience was actually worth – no questions asked.

The app is compatible with all devices and the form takes just moments to complete.

See GHCSmartCare.com for terms and conditions.

Understanding Your HMO Coverage

We've gathered a list of important things you should know as a GHC-SCW member:

- 1 Information about providers who participate in the organization.
- 2 Primary care services, including points of access.
- 3 Specialty care and behavioral health care services and hospital services.
- 4 Care after normal office hours.
- 5 Emergency care, including the GHC-SCW policy on when to directly access emergency care or use 911 services.
- 6 Benefits and services included in and excluded from coverage.
- 7 Pharmaceutical management procedures, if they apply.
- 8 Copayments and other charges for which members are responsible.
- 9 Benefit restrictions that apply to services obtained outside the GHC-SCW service area.
- 10 Language assistance.
- 11 How to submit a claim for covered services, if applicable.
- 12 How to obtain care and coverage when out of the GHC-SCW service area.
- 13 How to submit a complaint.
- 14 How to appeal a decision that adversely affects coverage, benefits or a member's relationship with GHC-SCW.
- 15 How GHC-SCW evaluates new technology for inclusion as a covered benefit.

➔ To find Health Plan Member information electronically, visit ghcscw.com and select "Health Insurance" and "Your Benefit Information." Questions? GHC-SCW Member Services is always here to help! Call (608) 828-4853 or toll free at (800) 605-4327.



Cough, cold or flu – call GHC NurseConnect!

Your 24/7 Local Nurse Line.



Call GHC NurseConnect at
(608) 661-7350 or
toll free at **(855) 661-7350**

Need medical care and not sure what to do?

1. Have your concerns addressed over the phone by a GHC-SCW Registered Nurse (RN).
2. Get general care advice and triage.
3. Determine what level of care is most appropriate for your condition (home care advice, appointment with your Primary Care Provider (PCP) or Urgent Care, etc.).
4. GHC-SCW Nurses staffing the healthline may refer you to the Complex Case Management program if appropriate.
5. Avoid an unnecessary trip to Urgent Care and much more!

GHC-SCW Notice of Privacy Practices

The GHC-SCW Notice of Privacy Practices is an important document describing your privacy rights and GHC-SCW's responsibilities to protect them. You may obtain a copy or view the Notice in the following ways:

- Prominently posted at the entrance of each GHC-SCW clinic location;
- Upon request from any GHC-SCW employee;
- On our website at ghcscw.com.

Our website also provides valuable information pertaining to your patient rights and responsibilities, how to file a complaint, fraud, waste and abuse, safeguarding your information, power of attorney documents, the Ethics Hotline and links to important laws and regulations governing your privacy.

If you have any questions about the GHC-SCW Notice of Privacy Practices, general privacy concerns, or any of the topics above, feel free to contact the GHC-SCW Privacy Officer at (608) 662-4899.

Disincentive Statement

GHC-SCW ensures that individuals making utilization management determinations:

- base their decisions on existence of coverage and the appropriateness of care and services;
- are not specifically rewarded by GHC-SCW for issuing denials of coverage or service care; and
- are not offered financial incentives by GHC-SCW to encourage underutilization.

In 2016, we formed a Population Health department that works to improve the health and well-being of our members and eliminate health disparities. We do this by tailoring preventive outreach strategies for all our members and helping to coordinate care for members with high cost, complex or chronic conditions such as asthma, COPD, diabetes, chronic pain or hypertension.



Our Care Teams, made up of primary care providers, nurses, clinical pharmacists, mental health providers, physical therapists and other GHC-SCW staff work together to connect members with the resources and support they may need. Some of the resources we offer include educational materials, individual consultations with trained health educators, various classes and programs such as Complex Case Management.

Members should expect to receive periodic preventive service reminders by phone, mail or secure message through their GHCMYChartSM account. These reminders will have information about recommended care.

To learn more about the programs, services and resources offered through Population Health, potential eligibility or how to opt out, visit ghcscw.com, select "Wellness" at the top right, then "Health Management."

Complex Case Management

The Goal of Case Management: Engage – Empower – Enhance – Enable

The primary goal of complex case management is to help members regain optimum health or improved functional capability, in the right setting and in a cost-effective manner. It involves comprehensive assessment of the member's condition; determination of available benefits and resources; and development and implementation of a case management plan with performance goals, monitoring and follow-up.



What is Case Management?

- Complex case management is a short-term program lasting less than a year.
- The program is voluntary and members can stop at any time.
- Members can refer themselves or can be referred by utilization review, data reports or medical providers/facilities.



What does a Case Manager do?

- Provide education related to member's disease, treatment, medications and self-care.
- Provide members with self-management support and education.
- Interact, consult and coordinate with other participants of member's health care team.
- Help members communicate their needs and questions to their health care team.
- Help members understand changes in their health and medical care.
- Explain options related to treatment.
- Discuss advanced care planning with members and their family/caregivers.



Who should be referred for Case Management?

- Any member who has a diabetes diagnosis and a cardiovascular diagnosis or event (not only hypertension).
- Any member who has a diagnosis of substance use (opioid or non-opioid).
- Any adult member living with a chronic medical condition who has had a psychiatric hospitalization in the past two months.
- Any member who is under 18 years old and has had a psychiatric hospitalization in the past two months.
- Any member who is a high-risk pregnancy.

If you're interested in Complex Case Management, contact your PCP to discuss the opportunity or call the GHC-SCW Care Management Department at (608) 257-5294.

GHC-SCW Formulary Changes for April, 2018

PA = Prior Authorization QL = Quantity Limit ST = Step Therapy RS = Restricted to Infectious Disease Specialist

Drug	Previous Tier	New Tier	Effective Date
Estradiol Vaginal Cream	Tier 2	Tier 1	4/1/2018
Oxycontin Tabs (Including generics)	Tier 2	NC	4/1/2018
Disulfiram Tabs	Tier 2	Tier 1	5/1/2018
Naltrexone Tabs	Tier 2	Tier 1	5/1/2018
Prasugrel Tabs	Tier 2	Tier 1	5/1/2018
Symfi (Lo) Tabs	NC	Tier 2	6/1/2018
Cimduo Tabs	NC	Tier 2	6/1/2018
Nuedexta Caps	Tier 2	Tier 2, PA	6/1/2018
Baxdela Tabs	NC	Tier 2, QL, RS	7/1/2018
Clenpiq Soln	NC	Tier 2	7/1/2018
Moviprep Soln	Tier 2	NC	7/1/2018
Symproic Tabs	NC	Tier 2, PA	7/1/2018
Baclofen 5mg Tabs	Tier 1	NC	8/1/2018
Olopatadine 0.2% Opth Soln	NC	Tier 1	8/1/2018
Pataday Opth Soln	Tier 2	NC	8/1/2018
Tussicaps	Tier 3, QL	NC	9/1/2018
Aripiprazole Tabs	Tier 2	Tier 1	9/1/2018
Adderall XR Caps	Tier 2	Tier 1	9/1/2018
Methylphenidate CD Caps	Tier 2	Tier 1	9/1/2018
Carafate Suspension	Tier 1	Tier 2	10/1/2018
Cetirizine Chew Tabs	Tier 1	Tier 2	10/1/2018
EryPed Suspension	Tier 2	Tier 3	10/1/2018
Ery-Tab	Tier 1	Tier 3	10/1/2018
Erythromycin DR Caps	Tier 1	Tier 2	10/1/2018
Erythromycin Tabs	Tier 3	Tier 2	10/1/2018
Erythromycin Stearate Tabs	Tier 1	Tier 2	10/1/2018
Hydrocortisone Suppository	Tier 1	Tier 2	10/1/2018
Meclofenamate Caps	Tier 1	Tier 3	10/1/2018
Medrol Tabs	Tier 1	Tier 2	10/1/2018
Trilipix Caps	Tier 1	NC	10/1/2018
Fenofibrate DR Caps	NC	Tier 1	10/1/2018
Niaspan Tabs	Tier 1	NC	10/1/2018
Niacin ER Tabs	NC	Tier 1	10/1/2018
Pioglitazone/Metformin Tab	Tier 2	Tier 3	10/1/2018
Pioglitazone/Glimepiride Tab	Tier 2	NC	10/1/2018
Apap/Isometh/Dichloral Cap (Generic Midrin)	Tier 2	NC	11/1/2018
Alphagan P Opth Soln	Tier 2	NC	11/1/2018
Brimonidine Opth Soln 0.15%	Tier 1	Tier 2	11/1/2018
Chlorzoxazone 250 mg Tabs	Tier 1	NC	11/1/2018
Mupirocin Cream	Tier 2	NC	11/1/2018
Lonhala Magnair Soln (Requires trial of Incruse Ellipta)	NC	NC → Tier 2, ST	11/1/2018



GHC-SCW pharmacies can now fill prescriptions for your furry family members. Very often, veterinarians prescribe medications for our pets that are made for human use. GHC Pharmacies can fill these prescriptions for Fido or Fluffy. Contact a GHC-SCW Pharmacy to ask for a quote!

Limitations:

- Item must be normally stocked by our pharmacies.
- We can't order medications that are labeled "For Veterinary Use Only."

News & Notes

New Providers Available

The following new providers are available in the GHC-SCW network:



Stefen Barton, MD
Family Medicine with Obstetrics,
GHC-SCW Capitol Clinic



Robert Luchsinger, DO
Family Medicine with Obstetrics,
GHC-SCW Sauk Trails Clinic



Dan Riethmiller, MD
Urgent Care,
GHC-SCW Urgent Care Clinic



Erin Honig, MD
Urgent Care,
GHC-SCW Urgent Care Clinic



Alexandra Musial, PA-C
Urgent Care,
GHC-SCW Urgent Care Clinic



David Vogt, APNP
Family Medicine,
GHC-SCW Capitol Clinic



Emily Horrigan, APNP
Urgent Care,
GHC-SCW Urgent Care Clinic



Allison Philipps, APNP
Family Medicine,
GHC-SCW East Clinic



Rachel Ziska, DO
Internal Medicine,
GHC-SCW Hatchery Hill Clinic



Dylan Ledford, DO
Family Medicine with Obstetrics,
GHC-SCW Hatchery Hill Clinic



Ashley Przybilla, MD
Pediatrics,
GHC-SCW Capitol Clinic

Providers Not Available

The following providers have left GHC-SCW and are no longer in the provider network:



Arnold Benardette, MD
Pediatrics,
GHC-SCW Capitol Clinic



Monique Simmons, APNP
Family Medicine,
GHC-SCW Capitol Clinic



Teri White, APNP
Family Medicine,
GHC-SCW East Clinic



Sarah Ranke, APNP
Family Medicine,
GHC-SCW Hatchery Hill Clinic



Aryn Wellnitz, APNP
Family Medicine,
GHC-SCW Sauk Trails Clinic

Submit Your Wellness Reimbursement by January 15

You can get up to \$100 each calendar year for completing any of the GHC-SCW Wellness Reimbursement program activities listed below!



Community Events



Community Classes



Community Supported Agriculture (CSA)



Doula Services



Exercise for Excellence



Weight Management



Athletic Shoes



Payments for reimbursements are sent out on a quarterly basis. For the end of the year, items need to be completed by December 31 and the application must be submitted and received by the GHC-SCW Wellness Department no later than January 15.

For more information, details and requirements for the GHC-SCW Wellness Reimbursement Program, visit ghcsw.com and select “Wellness” and “Wellness Reimbursement.”