

Group Health Cooperative of South Central Wisconsin

# HouseCall

**2022**

**GHC-SCW Virtual Annual  
Membership Meeting**

Meet the Candidates  
Register & Vote

**Hatchery Hill  
Pharmacy Update**

**Try GHC-SCW  
Complementary  
Medicine**

 **Group Health  
Cooperative**  
of South Central Wisconsin

**BETTER TOGETHER™**

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



## Table of Contents

- 2 GHC-SCW Updates

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- 3 Welcome New Members!

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- 4 From the Desk of Dr. Mark Huth

---

- 5 Strategic Planning  
2021 Meeting Minutes

---

- 6 2022 Notice of Annual Meeting  
Get Involved!  
2022 Board Member Candidate Profiles

---

- 11 Pharmacy Corner

---

- 12 Try Out Complementary Medicine

## GHC-SCW Updates



### Completing an Advance Directive, Living Will or Power of Attorney for Health Care Notice

You have the right to make decisions about your medical care. You have the right to accept or refuse medical or surgical treatment. You have the right to plan and direct the types of health care you may get in the future if you become unable to express your wishes. You can let your provider know about your wishes by completing an advance directive, living will or power of attorney for health care. Contact your provider for more information.

You have the right to file a grievance with the Wisconsin Department of Health Services, Division of Quality Assurance if your advance directive, living will, or power of attorney wishes are not followed. You may request help in filing a grievance.

### Billing

As of June 1<sup>st</sup>, 2021, we transitioned to automatic paperless statements. If you would like to receive paper statements, please log into your GHCMYChart<sup>SM</sup> account and go to your '**Billing Summary**' to change your settings. **You can also contact Medical Billing at (608) 251-4138, and we can assist you.**

GHC now offers price estimates for services performed at any of our home clinics. These estimates can be calculated in real time with your insurance benefits before services are performed. For more information or to obtain an estimate, please contact our Patient Financial Coordinator, at **(608) 662-4975.**

# ManageWell.<sup>®</sup> Be Well.

Healthy Lifestyle.  
Healthy Rewards.

OUR WELLNESS REWARDS PROGRAM\*



To get started, track your wellness or learn more, visit [ghcscw.com/managewell](https://ghcscw.com/managewell).

# Your Guide to Getting Care at GHC-SCW

Thank you for choosing GHC-SCW for your health care and insurance needs. We strive every day to provide our members with exceptional care and impeccable service.



As a GHC-SCW member, there are a number of ways for you to get the care you need when you need it.



## Contact your Primary Care Provider (PCP)

If you'd like to speak directly with your PCP, call the clinic phone number listed next to your member number on your GHC-SCW Member ID Card. You may be able to be seen the same day by your PCP or by a member of your care team. **Check your Member ID Card.**



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

With GHCMYChart<sup>SM</sup> Video Visits, members can safely visit with GHC-SCW 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 routine visits and select specialty visits (PT/OT, Dermatology and Behavioral Health). **Contact your clinic or log in to GHCMYChart<sup>SM</sup> to schedule.**



Care OnDemand

## GHC Care OnDemand<sup>SM</sup>

With GHC Care OnDemand<sup>SM</sup>, you can access a doctor from your home, office or on-the-go, 24/7, 365. Board-certified doctors can visit with you either by phone or secure video to help treat any non-emergency medical conditions. Visits are free for most members and available to members residing or visiting out-of-state. Members with HSA-eligible plans must reach their deductible before visits are free\*. **Go to [ghccareondemand.com](http://ghccareondemand.com).**



## Call GHC NurseConnect

GHC NurseConnect is your 24/7 nurse advice line when you need general care advice over the phone. They can answer your questions, give you advice and help you plan your next steps\*. **Call (608) 661-7350 or toll-free at (855) 661-7350.**



## Have a Virtual Visit with virtuwell<sup>®</sup>

Get better faster and save a trip to the clinic. Visit virtuwell<sup>®</sup>, your 24/7 online clinic, where you can get a diagnosis and treatment plan in just a few minutes. virtuwell is also available to members residing or visiting out-of-state\*\*. **Visit [ghcscw.com/virtuwell](http://ghcscw.com/virtuwell).**



## Schedule a Same-Day Urgent Care Appointment

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 our Urgent Care Clinic. Our urgent care services are by appointment only so you can rest in the comfort of your own home right up until your scheduled appointment time. For a listing of common urgent care illnesses and ailments, please visit our website at [ghcscw.com](http://ghcscw.com) and click "Quick Care" in the top left corner of your screen. **Call (608) 442-8100.**



**If you need emergency care, please go to your designated hospital emergency room or call 911 for treatment.** If it is not possible to go to your designated hospital, go to the nearest emergency room or call 911. Emergency care is medical care for a life-threatening medical condition that includes severe symptoms that could cause serious jeopardy to a person's health. Please visit our website at [ghcscw.com](http://ghcscw.com) and click "Quick Care" in the top left corner of your screen to see a list of emergency conditions and where to receive emergency care. **Visit [ghcscw.com](http://ghcscw.com) or call 911.**

\* Visits are free for most members. Restrictions or limitations apply for members with BadgerCare, 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>.

**Dear Member-Owners,**

Spring is often a time of renewal. Fresh growth is around us, and optimism about the opportunities ahead of us flourishes. This is also true of your Cooperative.

We have recently concluded a Strategic Planning process with the Board of Directors and the Senior Leadership Team to serve as the foundational guide for the organization through the year 2028. As the Chair of the Board and the President/CEO of the Cooperative we come together to share the outcomes of that process with you.

Our Mission speaks to who we are and why we exist.

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

Our Vision represents who we aspire to be.

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

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

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

The purpose of Strategic Pillars is to lay out and articulate the essential areas of focus plus financial and human resources that help us advance toward achieving our Vision and fulfilling our Mission. We describe and detail those five focus areas on the following page.

Thank you for taking the time to read and reflect on what a tremendous organization we own together, and what a great time it is to be part of a Cooperative, especially Group Health Cooperative.

When we work together to fulfill our Mission, achieve our Vision and live our Values, we are all **BETTER TOGETHER<sup>SM</sup>**.



Ann Hoyt  
Chair, Board of Directors



Mark Huth, MD  
President & Chief Executive Officer



P.S. Please read about the candidates running to fill the open positions on the GHC-SCW Board of Directors. We also hope to see you at the 2022 Virtual Annual Membership Meeting.

Our five strategic pillars that are essential areas of focus, investment and effort that help us advance toward achieving our Vision and fulfilling our Mission:



## Exceptional Quality and Service

We seek excellence by working towards the elements of the quadruple aim and we strive to be the best in all that we do.



## Meaningful Employee Engagement

We create a culture where employees are involved, enthusiastic and committed to delivering on the GHC-SCW Mission, Vision and Values.



## Continuous Improvement

We actively identify opportunities and initiate change that creates value for the Cooperative and those we serve.



## Financial Strength

We ensure the Cooperative's long-term viability by reinvesting earnings generated by controlling health care costs and consistently growing revenue.



## Impact

We advance health and well-being by nurturing connections with our member-owners and the communities we serve.

## 2021 Annual Membership Meeting Minutes

To view the 2021 Annual Membership Meeting minutes, please visit [ghcscw.com/vote](https://ghcscw.com/vote) or scan the QR code. If you have trouble accessing the minutes, please contact Terry Moyer at [annualmeeting@ghcscw.com](mailto:annualmeeting@ghcscw.com) or by phone (608) 662-4183.



## 2022 Notice of Annual Meeting

Your Cooperative holds an **Annual Membership Meeting** so your voice can be heard. This year the meeting will be in a virtual environment, so we can safely gather.



**When:**  
**June 23, 2022**  
5:30 p.m.



**Where:**  
**Virtual**



**Register:**  
**[ghcscw.com/vote](https://ghcscw.com/vote)**

Annual Meeting materials, including a copy of the 2021 Annual Meeting Minutes, can be found online at **[ghcscw.com/vote](https://ghcscw.com/vote)**.

The 2022 ballot will include candidate voting as well as proposals to approve the 2021 Annual Meeting Minutes and to extend the term of the current Nomination Committee members until the 2023 Annual Meeting.

## Get Involved!

Take part in your Cooperative and help us work toward a brighter future.



**RUN** for the Board of Directors.



**ELECT** the Board of Directors.



**ATTEND** the Annual Membership Meeting.



**JOIN** the Member Advisory Council.

With collaboration and guidance from members like you, we are **BETTER TOGETHER<sup>SM</sup>**.



## 2022 Board Member Candidate Profiles

This year, there are seven candidates running to fill four open positions on the GHC-SCW Board of Directors.

Read their profiles to get to know your 2022 candidates!



### 2022 Board Member Candidates:

Bill Andrae

Richard A. Lavigne, Jr.

Chassitti Clark

Rob Pagnucci

Sarah Harebo

Judy Ziewacz

Nanette Hensen

### Nomination Process:

Members wishing to serve on the Board of Directors must have already submitted an application to the GHC-SCW Nominations Committee. In keeping with the GHC-SCW bylaws, the committee reviews these applications and recommends qualified candidates to the general membership. All eligible GHC-SCW voting members may vote online or by mail-in paper.

## Bill Andrae



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

I am excited about the opportunity to serve on the board of GHC-SCW. I would bring two unique skill sets and passions to my role as a board member.

First is my deep experience in digital healthcare technology. I received my undergraduate degree in Biomedical Engineering with the initial goal of using my problem-solving skills to create medical devices to improve the lives of patients. Thanks to Epic, however, my focus has been on digital technology solutions instead.

During my career, I have been driven by a purpose to have an impact on patients – specifically to find ways to leverage technology as a means to improve the patient’s journey through the healthcare system. GHC-SCW has been an initial adopter of technology and was one of the first systems in Dane County to leverage online scheduling using MyChart.

I bring familiarity with many of the digital healthcare products in the market, and look forward to the opportunity to continue to support and drive initiatives focused on improving the healthcare experience for patients and caregivers.

Second is my passion for and experience with using data to drive performance and measure results. I consider myself a data geek and unlike others, get excited to use Excel. I have experience working in a capitated health system building operational dashboards and using the data to make business decisions and drive operational improvements.

Today, I work closely with my healthcare partners to create business cases for new initiatives. I look forward to the opportunity to bring my experience in business analysis and data visualization to facilitate planning and decision-making in this position.

## Chassitti Clark



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

At the forefront of the healthcare industry is a re-evaluation of equitable access, quality of care, and community impact. As a leader in the Dane County community, I was drawn to the work of GHC-SCW. I plan to use my connections and experience working directly in the Dane County community to bridge the divide in quality healthcare.

My work with the Urban League of Greater Madison Young Professionals has cultivated my understanding of the challenges in the community. Through my involvement with this organization, I have been able to help African Americans and others in underserved communities through involvement and education.

Additionally, I have developed a deep understanding of the challenges many Wisconsin residents face through my tenure with the State of Wisconsin. My team and I work hard to provide equitable access to utility services and provide utility customers an opportunity to have their voices heard.

My passion for community involvement continues with my time spent providing allyship to the underserved disabled community. I spent five years working with the family of an autistic child, where my responsibilities included developmental assistance, engagement, and comprehensive care.

Overall, I am interested in joining the GHS-SCW Board of Directors as an opportunity to implement my experience and develop new strategies to reach more underserved Dane County community members. I am confident that my well-established connections, extensive community knowledge, and unique perspective are all valuable qualities to the board.

## Sarah Harebo



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

As a member of GHC-SCW, my motivation in applying for the Board of Directors is to assist with shaping and guiding the health care provided to all members to be able to access culturally competent, positive, and affirming health care.

I have spent my career working towards and addressing issues related to equity. In the various positions that I have held, I have been able to work towards systems changes to improve organizational practice and responses to varying issues.

I have had the opportunity to interact with the health care industry beyond my own personal experiences as a board member of a health care provider, Alder Health Services, and as an advocate for others.

For the clients of Alder Health Services, the ability to see a health care provider that had the education and experience to provide quality care with familiarity with their needs as LGBTQ+ individuals made a huge difference in those individuals' ability and willingness to access health care.

Currently, I am a regular guest speaker at Alverno College, Milwaukee, WI in the nursing program discussing the intersection of health care providers and intimate partner violence and human trafficking. The experiences that individuals have when they interact with their health care providers and insurance impact their long-term health. My goal is to ensure those experiences are positive.

## Nanette Hensen



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

I have been a GHC-SCW member for over 25 years and have had the privilege to serve on GHC-SCW's Board of Directors for the last six years. I have enjoyed working on the Finance, Audit, Board Development, Executive, and Business Strategy Committees.

In my 33 years with American Family Insurance, I have worked in Financial Analysis, Accounting, and Claims. I have a Master of Science Management in Accounting and a Bachelor of Science in Mathematics and Economics. I am a licensed Certified Public Accountant and a member of the Wisconsin Institute of Certified Public Accountants. I hold certificates including Financial Planning & Analysis, Chartered Property & Casualty Underwriter, Associate in Insurance Accounting & Finance, and Associate in Reinsurance.

My husband and I enjoy spending time with our 4 adult children. My hobbies include walking, hiking, volleyball, and travel, especially to Alaska. In my spare time, I enjoy volunteering at Sacred Hearts Church.

I respectfully request your vote for my third term on the Board. I fully believe in GHC-SCW's principles of innovation, quality, patient focus, community involvement, and not-for-profit cooperative status. During a third term, I will continue to support our cooperative with our driving strategies and building financial reserves to ensure future financial stability. I also fully support our organization's commitment to inclusion and diversity and best-in-class patient care. I am committed to the fiduciary responsibilities of oversight of safeguarding the organization's assets and ensuring effective governance and controls. I bring my insurance, financial, and Lean experience to GHC-SCW's Board of Directors. I also bring my member's perspective as a mother, wife, and employee. Your consideration is greatly appreciated.

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## Richard A. Lavigne, Jr.



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

I have been a member of GHC-SCW for at least six years. I am deeply experienced with issues related to access to health care coverage, services and social determinants of health.

I have extensive board service experience. I have been a practicing attorney for 15 years and have a broad depth of experience in consumer-side health insurance law. I will help ensure that GHC-SCW commits to a focus on patient service, quality of care and access to services for our most vulnerable patients.

I received my Juris Doctor degree from the University of Wisconsin-Madison and have served on various municipal boards in the City of Ashland, WI. Currently, I'm an attorney at the Greater Wisconsin Agency on Aging Resources, Inc, which is a nonprofit committed to supporting aging programs and services in 70 counties and 11 tribes across Wisconsin.

I supervise Elder Benefit Specialists across multiple counties and represent clients in Medicare, Medicaid, Social Security and consumer law proceeding. I also serve as a volunteer on the City of Sun Prairie Sustainability Committee.

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## Rob Pagnucci



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

My goal is to leverage 30 years of financial leadership experience in the financial services industry with a small to medium-size company. I believe at this stage in my career, I can add tremendous value to the current board leadership.

In these challenging times, companies must rethink their technology investment, their talent operating model, and redesign controls to enable the organization to thrive in the new environment. My experience in Financial Planning and Analysis has taught me to challenge investments, find ways to attract and retain top talent, and also to establish metrics and controls to ensure the organization is tracking in the direction of its strategy and financial plan.

I have served in a senior finance position supporting executives up to and including the CEO and board of directors for a variety of businesses and had practical experience driving change.

I can help guide, support, and challenge a senior team to ensure they are appropriately planning for and monitoring their current business health and enabling their future success.

## Judy Ziewacz



2022 GHC-SCW  
Board Member Candidate

### Candidate Statement:

My service on the GHC Board of Directors since 2015 will help me contribute continuity for the cooperative's future.

I believe that future is built on the GHC history of providing health care that promotes wellness and health maintenance; of being a nonprofit cooperative and locally owned; and of delivering both insurance and health care.

From this foundation GHC will have to adapt to a future with unknown health care challenges from the COVID pandemic; with patient expectations for more flexible and innovative care delivery; for health care equity; and an increasing demand for mental health services. All while securing a strong financial base as well as working with employers who purchase GHC insurance and need affordable rates.

GHC has faced similar challenges in its history and has been able to address them with the "Better Together" approach. While to some it may seem a slogan, I have witnessed how it is truly embedded in the way providers and team members deliver care to patients; how management addresses financial issues; and how we engage with employer groups.

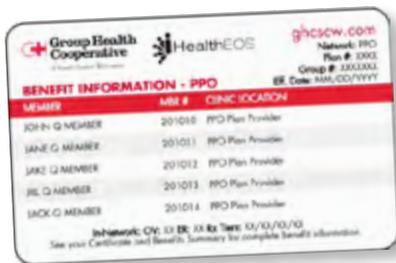
I have worked for over forty years with cooperative organizations – as a lobbyist; as President and CEO of a national association; as head of a national cooperative development foundation and as a Board member. On paper, my experience is public policy and management. But really, my experience is working for organizations that put people first. That is the essence of Group Health Cooperative, why I am running for the Board and would be honored to have your vote.



### Voting — Online or Mail-In

All eligible GHC-SCW voting members may now vote online or by mail-in paper. **Voting begins on Monday, May 16, 2022 at 8:00 a.m. and closes on Tuesday, June 21, 2022 at 11:59 p.m.**

Visit [ghcscw.com](http://ghcscw.com) to cast your online vote. All you need to cast an electronic ballot is your GHC-SCW member number (found on your member ID card) and your home zip code.



You may still request a paper ballot to vote before the virtual Annual Membership Meeting. Requests for a paper ballot must be in writing and include your name, GHC-SCW member number, address and date.

**Mail to:** GHC-SCW Administration  
c/o Terry Moyer  
P.O. Box 44971  
Madison, WI 53744-4971

Completed paper ballots must be received no later than Tuesday, June 21, 2022 in a sealed envelope **bearing the signature of the member on the outside of the envelope.**

**ALL VOTING CLOSSES END OF THE DAY ON TUESDAY, JUNE 21, 2022.**



GHC-SCW is committed to providing our members with the very best patient experience possible, and that starts with our facilities.

**The Hatchery Hill Clinic Pharmacy location will be closed for remodeling in the month of June.**

**For pharmacy services, please visit one of our other locations:**

- **Capitol Clinic Pharmacy**  
675 West Washington Ave., Madison, WI 53703  
(608) 257-9700  
**Monday – Friday:** 8 a.m. – 7 p.m.  
**Saturday & Sunday:** 9 a.m. – 5 p.m.
- **Sauk Trails Clinic Pharmacy**  
8202 Excelsior Dr., Madison, WI 53719  
(608) 257-9700  
**Monday:** 8 a.m. – 7 p.m.  
**Tuesday – Friday:** 8 a.m. – 6 p.m.  
**Closed on weekends.**



### **GHC-SCW Pharmacy Advantages**

- Our pharmacies are non-profit with competitive pricing and lower costs.
- Our pharmacy staff are readily accessible to answer questions.
- Our pharmacy staff are a part of your care team and work closely with your PCP.



### **GHC-SCW Mail Order Pharmacy Free Mail Delivery Service and More**

- 90-day supply of prescriptions
- One-click refill
- Fast and accurate
- Expert advice
- Save money and time



## MedsOnCue

**GHC-SCW is now offering MedsOnCue, a patient-friendly, mobile technology that uses QR codes to provide patients and caregivers immediate access to prescription information.**

- Videos that cover medication name, proper use, expected benefits and side effects.
- In-home pharmacy support and resources that sends reminders for daily medication and refill alerts.
- Available in English and Spanish.

You can download a QR reader from Google Play or the App Store. Once the QR code is scanned, a MedsOnCue link will pop up with everything you need to know about your medication. Paper copies will still be available upon request.



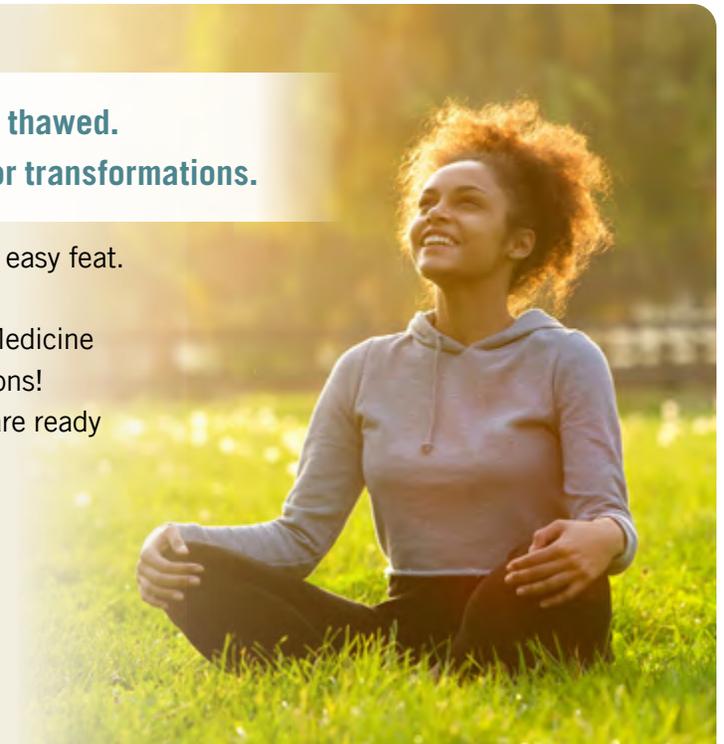
## Try Out Complementary Medicine

**Spring is here. The sun is shining. The snow has thawed.  
The flowers are blooming. It's the perfect time for transformations.**

But let's face it... Getting into an exercise routine is no easy feat.

Not sure where to start? GHC-SCW's Complementary Medicine program has fun, unique classes and therapeutic sessions! From yoga to Zumba to tai chi, our movement experts are ready to pave the way to a healthier you.

If you're looking to restore your energy and rejuvenate your health in new ways, we offer several therapeutic sessions, including acupuncture, massage therapy, reiki and more.



Visit our website at [ghcsw.com](http://ghcsw.com) and under "Wellness" click the dropdown "Complementary Medicine" to learn more and transform your health!



And why not get paid for being active? Sign up for ManageWell® at [ghcsw.com/managewell](http://ghcsw.com/managewell) and earn rewards for your healthy behaviors.