

Group Health Cooperative of South Central Wisconsin

HouseCall

The Next Generation of Leaders

GHC-SCW & Go Red Goes STEM

Spring into Wellness

With Fresh Produce

 **Group Health Cooperative**

of South Central Wisconsin

BETTER TOGETHER[®]

ghcscw.com

2018 GHC-SCW Annual Membership Meeting

Get to Know the Candidates

Table of Contents

- 2**
2017 Annual Membership Meeting Minutes
- 3**
2018 Annual Membership Meeting
- 4**
2018 Board Member Candidate Profiles
- 8**
From The Desk of Dr. Mark Huth
- 9**
Welcome New Members!
- 10**
The Next Generation of Leaders
- 11**
Spring into Wellness with Fresh Produce
- 12**
Pharmacy Corner
- 13**
News & Notes
- 15**
GHC-SCW Member Rights & Responsibilities
- 16**
The Culture of Our Cooperative

2017 Annual Membership Meeting Minutes

Call to Order & Quorum

Ann Hoyt, GHC-SCW Board President, welcomed members in attendance and called the meeting to order at 6:30 p.m. She called on Parliamentarian, Tom Shorter, who verified adequate members were in attendance to constitute a quorum.

Approval of the Minutes and Bylaw Amendment

Ms. Hoyt requested a motion to approve the 2016 Annual Meeting Minutes. Mick Mullee moved to approve the minutes as presented. The motion was seconded by Anya Firszt and the motion passed with 95 votes in favor of motion and 0 votes against motion. Ms. Hoyt also reported the Board had passed a bylaw amendment to allow electronic voting for Board elections and other matters that may come before the members. The electronic voting option is offered in addition to submitting a paper absentee ballot. Ms. Hoyt confirmed for attendees that the Board is empowered to amend the bylaws subject to amendment or appeal at any time by the voting members of the Cooperative.

Board President Report

Ms. Hoyt provided an introduction of both Individual Class and Provider Class GHC-SCW Board Members and reviewed their length of service. She thanked them for their years of service on behalf of the members of GHC-SCW. She specifically recognized Mr. Mullee who retired from the Board of Directors after 29 years of service. Ms. Hoyt provided reflections on 2016 activity including the State of Wisconsin Joint Finance Committee vote which rejected health insurance self-funding for the state. She also provided updates on board activities, current board committees, strategic planning, health equity and community support. In addition, she personally thanked the entire GHC-SCW team for their hard work and dedication during the past year.

Department Update

Chief Human Resources Officer, Mark Dalebroux and Chief Financial and Information Technology Officer, Bruce Quade each provided a brief update on department activity and achievements from the past year.

Treasurer Report

Bill Oemichen, Board Treasurer, reported on the financial status of GHC-SCW. He noted that the Cooperative had continued revenue growth through 2016. The Cooperative's financial condition is expected to continue to

improve with appropriate market pricing. Mr. Oemichen was pleased to report a substantial turnaround in fiscal performance from 2015 through. He reviewed current corporate cash flow and provided a review of GHC-SCW's balance sheet as of December 31, 2016. In conclusion, Mr. Oemichen indicated that the Board of Directors and GHC-SCW staff continue to focus on returning the Cooperative to a stronger financial position and are committed to continuing to improve the financial health of the Cooperative.

Chief Executive Officer (CEO) Report

Dr. Mark Huth, CEO, reported on 2016 organizational accomplishments including employee engagement survey results, CAHPS scores and NCQA results. He also reviewed innovations and challenges that we can expect in the next year. Dr. Huth expressed his appreciation for the dedicated members and staff of GHC-SCW as we celebrated our 40th anniversary over the past year.

Open Forum

Ms. Hoyt opened to the floor for questions. Members of the Board and the Senior Leadership Team answered questions as presented.

Election Results

Ed Reisch, Nominations Committee Chair, announced the following candidates were elected to serve three-year terms on the GHC-SCW Board: Matthew Brandrup, Colleen Gullickson and Fazel Hayati. Mr. Reisch thanked all candidates who ran for their dedication to GHC-SCW.

2017-2018 Nominations Committee

Ms. Hoyt called for nominations for the 2017-2018 Nominations Committee. Ed Reisch, Paul Ketter and Anya Firszt were nominated. Ruth Gundlach-Brill was nominated as an alternate. A motion was made by Mr. Mullee and seconded by Donna Twining to approve the 2017-2018 Nomination Committee as presented. The motion carried unanimously.

Adjournment

Ms. Hoyt called for a motion to adjourn, which was moved, seconded and passed unanimously.

Respectfully submitted,

Donna Twining
GHC-SCW Board Secretary

2018 Annual Membership Meeting

Your Cooperative holds an **Annual Membership Meeting** so your voice can be heard. Come hear from our leaders and vote for Board Member Candidates.



When:

Thursday, June 21, 2018

5:30-6:30 p.m.

Registration and Candidate Corner

Voting for Board Member Candidates happens between 5:30-6:30 p.m.; ballots are not handed out after 6:30 p.m.

6:30-7:30 p.m.

Annual Membership Meeting



Where:

Sheraton Hotel

Destination Room, 2nd Floor

706 John Nolen Dr., Madison, WI 53713

Public parking is available.



2018 Board Member Candidates:

Maytee Aspuro

Bill Oemichen

Rebecca Haymaker

Christopher Tyne

Ann Hoyt

Judy Ziewacz

Learn more about each candidate on page 4.

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. Voting takes place at the Annual Membership Meeting or by absentee ballot online.



Amendment

At the GHC-SCW Annual Membership Meeting members will be asked to vote to amend GHC-SCW's current Articles of Incorporation and Bylaws.

The formal motion will be:

"To amend the Restated Articles of Incorporation and the Restated Bylaws of Group Health Cooperative of South Central Wisconsin (GHC-SCW) to change the GHC-SCW officer titles from the current titles of President, Vice President and Chief Executive Officer to the proposed titles of Chair, Vice Chair, and President and Chief Executive Officer, respectively."

Please join us at the GHC-SCW Annual Membership Meeting to cast your vote!

This year, there are six candidates running to fill three open positions on the GHC-SCW Board of Directors. Read their profiles to get to know your 2018 candidates!



For the candidate's full application responses and statements, visit: ghcscw.com/vote.

Get Involved

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



Attend the Annual Membership Meeting.



Run for the Board of Directors.



Elect the Board of Directors.



Join the Member Advisory Council.

With collaboration and guidance from members like you, we are **BETTER TOGETHER**™.



2018 GHC-SCW Board Member Candidate

Maytee Aspuro

Candidate Statement

My education includes a Bachelor in Business Administration (1982) and a Master of Science in Management (1991), both from the University of Wisconsin-Milwaukee. I also hold a Master of Arts in Religious Studies (2004) from Edgewood College and a Master Certificate in Project Management (2012) from the University of Wisconsin-Madison.

I am a retired State of Wisconsin employee. Of my 30-year career, 25 and half years were spent in management. I managed in the areas of tax compliance, procurement, strategic services, project management and information technology. Early in my career, I was trained in process improvement and business progress reengineering. Those skills, and the philosophy of continuous improvement, as well as the reimagining of the workplace and work processes, were applied throughout my career.

I have successfully managed significant organizational change through two agency reorganizations. As Director of Procurement during the transition from the Department of Industry, Labor and Human Relations (DILHR) to the newly created Department of Workforce Development (DWD) in 1996 and as Chief Information Officer (CIO) during the creation of the Department of Children and Families (DCF) in 2008. Also, as Assistant Division Administrator of the Division of Administrative Services, I was a project manager responsible for the transition to the Department of Revenue's (DOR) new headquarters in Madison, Wisconsin in 2000.

I have been a member of GHC-SCW since moving to Madison, Wisconsin in 1991. I value GHC-SCW as a quality health care provider. I am well aware of many of the challenges health care providers face. Balancing the art and science of health care is difficult, especially given the complexity of medicine, limited resources and high-cost services.

My interest in serving on the GHC-SCW Board of Directors is driven by my personal experience with GHC-SCW, my awareness of the challenges health care organizations and individual professionals face, my empathy for those less fortunate than me and my capacity to contribute.

Candidate Statement

I have over 15 years of health care experience. I graduated from Luther College with degrees in Management and Spanish. I started my career at Epic directly out of college as a Project Manager, working with a number of different organizations across the country including: Ann & Robert H. Lurie Children's Hospital of Chicago, Nemours, NM Health, Essentia Health, Cleveland Clinic and UW Health. I currently work as the Director of Registration and Technical Services, though I am leaving UW Health on May 25 to pursue a Managing Partner role at Brenton Health, LLC. During my time at UW Health, I had the opportunity to learn about the local and regional health care market around Madison.

I have been a member of GHC-SCW since moving to Madison in 2002. I have the utmost respect for the organization, providers and all of the staff members at the Cooperative. The service you provide to the community is unlike any other.

With the rapidly changing health care landscape locally and nationally, it will be important for GHC-SCW to continue to grow and change, while holding fast to the core values making GHC-SCW so special. The recent advertisements are aimed at stability, though staying the same isn't necessarily a good thing. Health care organizations need to be flexible and responsive to the changing needs of their patient populations.

On a personal level, I care very much about GHC-SCW and want to see the organization remain stable and competitive in the local market. With the merging of Quartz and Physicians Plus, the options for patients are shrinking. Less options lead to less competition and higher costs for the patients. **With health care expenses rising faster than the cost of living, it is important to continue to offer great service at an affordable price to our community. I would love to do my part to help my neighbors, friends and family by serving on the GHC-SCW board.**



2018 GHC-SCW Board Member Candidate

Rebecca Haymaker



2018 GHC-SCW Board Member Candidate

Ann Hoyt

Candidate Statement

A GHC-SCW member for 33 years and a board member for three years, I am a University of Wisconsin-Madison Emeritus Professor and a current Ombudsperson for the University. I am an internationally known expert in cooperative organizations and board governance. My extensive board experience includes 22 years as a director of the UW Credit Union (nine as board chair), 26 years as director of the National Cooperative Business Association (two years as chair) and past chair of the University of Wisconsin-Madison University Committee. I have been Board President of GHC-SCW since 2016. I was inducted into the National Cooperative Hall of Fame in 2015 for my work with cooperatives. I hold a Ph.D. in Family Economics from Kansas State University.

I have been honored to serve as a Director of GHC-SCW and as your Board President since 2016. When you elected three new directors in 2015, your Cooperative faced significant financial, management and organizational challenges. I am pleased to report we have moved to a position of financial success, have an outstanding management team in place and have made significant organizational improvements to enhance the quality of care you receive, contain prices, restore employee pensions and continue to introduce major innovations in the provision of primary care. In addition, your board worked on and approved an ambitious member-centered three-year strategic plan and has been working to develop comprehensive policies that will guide the board and management in years to come.

There is still work to do to develop a 21st century board that maintains GHC-SCW's status as one of the premier health care providers in the nation. I ask for your vote to be able to continue my efforts on your behalf.

*Paper absentee ballots must be requested by each individual member wishing to vote by absentee ballot. One paper ballot will be sent in response to each request. Paper absentee ballots cannot be reproduced or distributed. If a paper absentee ballot is received from a member who did not request it, the ballot will be discarded and will not be counted. Sealed envelopes containing absentee ballots will be opened at the Annual Membership Meeting with the other ballots cast at that event. In the event that the member attends the Annual Membership Meeting in person, the electronic or the paper absentee ballot will be discarded in favor of the vote the member made at the meeting.



2018 GHC-SCW Board Member Candidate

Bill Oemichen

Candidate Statement

I serve as Treasurer of the GHC-SCW Board of Directors, as chair of the Finance and Audit Committee and as the Board of Director's designated "financial expert" as required by the Wisconsin Commissioner of Insurance. I also chair the Board of Trustees of Wisconsin's College Savings Program Fund (EdVest); serve as a Board Director and designated "financial expert" for AgCountry Farm Credit Services; serve as Audit Committee Chair for the insurance and education arm of the cooperatively-owned Farm Credit System; and serve as Chair of the board and former Treasurer of SeventhWave.

I earned a Bachelor of Arts in Economics from Carleton College, a Juris Doctorate (JD) from the University of Wisconsin-Madison and served as a Public Policy Fellow and adjunct professor at the University of Minnesota.

I am licensed to practice law in Wisconsin and Minnesota and consult on board governance to cooperatives and other non-profits in the U.S. and Canada and have testified on cooperative governance issues before the U.S. Congress, the Wisconsin and Minnesota Legislatures, provincial legislatures in Canada and the Parliament of the United Kingdom.

I am asking GHC-SCW members for a second term on the Board of Directors because I want to ensure our Cooperative remains a member-owned, local, non-profit health care cooperative; we continue to improve our financial health so that we may continue to provide a wide range of health care services to our member-owners; we remain the highest quality health care plan in the state of Wisconsin and one of the highest quality health care plans in the nation; and we hire and retain diverse health care professionals and staff. **Moreover, I want to ensure our Cooperative, consistent with the cooperative principle of giving back to community, further builds upon our reputation for improving the lives of community members across South Central Wisconsin.**

Candidate Statement

I have had the pleasure of working in the health care industry for nearly 15 years, in different capacities, and I have been lucky enough to have a variety of fantastic experiences.

Currently, I am the Senior Vice President of Operations at healthfinch, a Madison-based health care automation company. I have been able to play a key part in the rapid growth of this company and had the great opportunity of wearing many hats over the last four years. My current responsibilities include oversight of financial management, compliance and strategic planning across the organization. I have also worked to push health care policy forward and have the opportunity to help influence the policies around interoperability and digital medical devices.

Over my four years at healthfinch, I have been fortunate enough to play a key part as the company grew nearly 1,000%. During that time, I helped create and lead multiple new divisions within the company that stand as the foundation for healthfinch today. We have implemented our software at almost 100 health systems and continue to grow.

Outside of my day job, I sit on the Board of Directors for Culture Community. Culture Community is an organization that helps Madison-based companies share their corporate cultures and learn from each other. Over the past two years, Culture Community has grown by over 400% and will expand to other cities in the coming months.

It would be a great opportunity to be able to help direct the health care organization where I have been a member for well over a decade. **Through this position, I would strive to help GHC-SCW meet their organizational goals and continue to improve the services for their members while remaining financially viable for years to come.**



2018 GHC-SCW Board Member Candidate

Christopher Tyne



2018 GHC-SCW Board Member Candidate

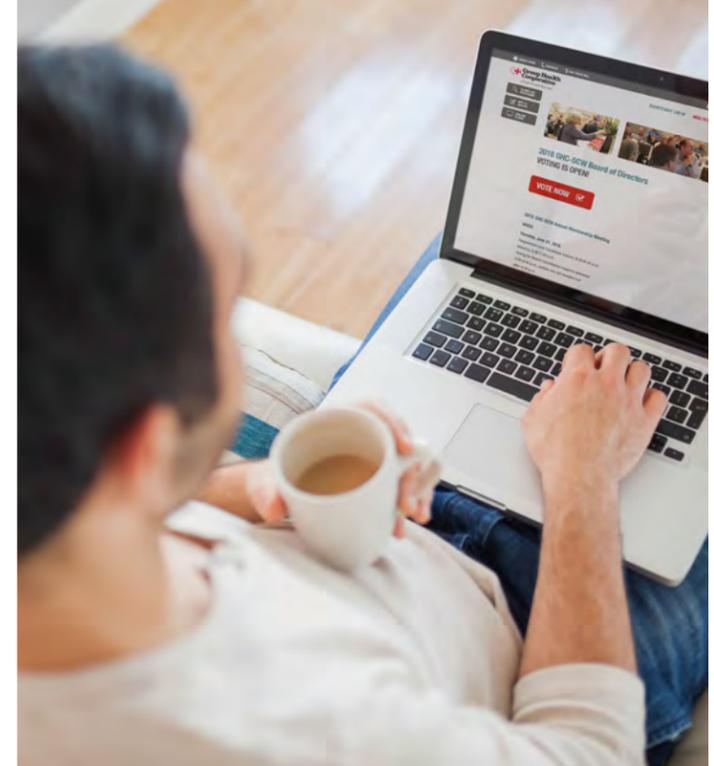
Judy Ziewacz

Candidate Statement

Since being elected to the GHC-SCW Board of Directors three years ago, my most immediate, relevant experience is the work of the Board of Directors and management to stabilize GHC-SCW's financial health so that it continues to provide quality health care to our members. My position as Chair of the Quality, Safety and Patient Experience Board Committee provides oversight for GHC-SCW state and national quality ratings as well as the population health work and initiatives like the one to address the opioid crisis.

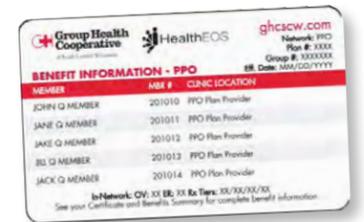
I bring 43 years of organizational and financial management experience to the GHC-SCW Board of Directors. As the immediate past President and Chief Executive Officer of the National Cooperative Business Association based in Washington, D.C., I was responsible for an annual \$60 million budget including \$50 million of U.S. federal government contracts for overseas development with a staff of 700. I have been a steward of public funds as Deputy Secretary of the Wisconsin Department of Agriculture, Trade and Consumer Protection; the Wisconsin Office of Energy Independence; and, as Chief of Staff for a U.S. Congressman. My public policy experience ranges from extensive work on the Wisconsin Cooperative Statute, congressional legislative processes as well as work with state and federal Health and Insurance agencies. I have served on the GHC-SCW Board for five years – 1983 to 1985 – and again since 2015.

I firmly believe that, although not as large in terms of members and financial resources as others, GHC-SCW is the best health care provider in the area. **I would like to continue my service on the Board of Directors to grow its reputation and financial resources; to build its patient-centered care culture through strategic innovations that make care accessible and responsive to our members' lifestyles; to preserve GHC-SCW as the only locally-controlled, consumer-directed health care delivery system in the Dane County region.**



Absentee Ballot*

All eligible GHC-SCW voting members who cannot attend the Annual Membership Meeting in person may now vote absentee online. Visit ghcscw.com/vote to cast your electronic absentee ballot. **Electronic absentee voting begins on May 14, 2018 and closes on June 18, 2018 at 11:59 p.m.**



All you need to cast an electronic absentee ballot is your GHC-SCW member number, found on your member ID card, and your home zip code.

You may still request a paper absentee ballot to vote before the Annual Membership Meeting. Requests for a paper absentee 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 absentee ballots must be received no later than June 20, 2018 in a sealed envelope bearing the signature of the member on the outside of the envelope.



Mark Huth
GHC-SCW
Chief Executive Officer (CEO)

Dear Valued Members,

Member involvement is a foundational principle of GHC-SCW; in fact, it is something which has directly led to our long history of world-class care and service. As the only member-owned health plan in Dane County, we eagerly look forward to our Annual Membership Meeting each year, as it gives you an opportunity to have your voice heard. In fact, you have a very powerful impact on how GHC-SCW is governed through your vote for our Board of Directors. Find more details about this year's Board Candidates on pages 4-7 of this newsletter.

At the Annual Membership Meeting, you're invited to share your thoughts and views directly with GHC-SCW leaders. You'll also learn all about an extraordinary year at your Cooperative, from our recognition as the only Level 3 Patient Centered Medical Home in Dane County, to the exceptional teamwork and innovation that occurred throughout our cooperative. We look forward to a chance to share this good news with you.

Please join me, the senior leadership team, the Board of Directors, along with other GHC-SCW members on June 21, 2018 at the Madison Sheraton Hotel.

Thank you for your support of our cooperative and for the privilege of providing health care and insurance to you and your family.

Mark Huth, MD
GHC-SCW Chief Executive Officer

“Thank you for your support of our cooperative and for the privilege of providing health care and insurance to you and your family.”

Your Guide to Getting Care at GHC-SCW

Thank you for choosing Group Health Cooperative of South Central Wisconsin (GHC-SCW) for your health care and insurance needs. We strive every day to provide our members with superb 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're feeling under the weather, the first step is to contact your PCP using 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.**
- **Urgent Care**
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 and click "Quick Care" in the top left corner of your screen. **Call (608) 442-8100.**
- **virtuwell**
We know you are busy. When sickness finds you, you can find relief even quicker. You can get a diagnosis and prescription in just a few minutes with virtuwell, your 24/7 online clinic. **Visit ghcscw.com/virtuwell.**
- **GHC NurseConnect**
GHC NurseConnect is designed to give members residing in Wisconsin fast answers to health-related questions 24/7. It's staffed exclusively by registered nurses licensed in the state of Wisconsin – GHC-SCW nurses you already know and trust, and they're all right here in Dane County. **Call (608) 661-7350 or toll free at (855) 661-7350.**
- **Emergency Room**
If you require 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 and click "Quick Care" in the top left corner of your screen to see a listing of emergency conditions and where to receive emergency care. **Visit ghcscw.com or call 911.**



The Next Generation of Leaders

GHC-SCW & Go Red Goes STEM

In the United States, women make up nearly half of the workforce. Despite that, they hold less than 25% of all jobs in the science, technology, engineering and math (STEM) industries.

As a science-based organization, the American Heart Association is familiar with the gender gap in the workforce and the ways in which it limits scientific progress and medical breakthroughs. The American Heart Association has made a commitment to address this challenge with a new initiative: Go Red Goes STEM.

Go Red Goes STEM connects female leaders in the STEM community with local young women during a day-long event packed with hands-on workshops, "speed mentoring" and innovative breakout sessions all designed to inspire.

Nancy Hagan, GHC-SCW Chief Nursing Officer, commented on her passion for the topic and the work Go Red Goes STEM is doing to create a brighter future for women in STEM. "In my role at GHC, I'm fortunate," commented Nancy. "I get to interact with women at all levels of our organization to make a path for them that maybe wasn't there for people in my generation."

It's a passion we all share at GHC-SCW and as a proud sponsor, we're excited to announce that the American Heart Association will be hosting a Go Red Goes STEM event in Madison this May. It's an initiative we were excited to support for our staff and for our community.

"I think having more women in STEM careers really sets the world up to get the best out of everyone that's here," commented Nancy. "For us to serve our community, everyone has to be at the table."

Through the Go Red Goes STEM event, we will be able to introduce young girls in Dane County to new and exciting opportunities. This May, we look forward to bringing the next generation of young women to the table so that together, we can continue to advance STEM.

To learn more about Go Red Goes STEM and our commitment to supporting the next generation of female leaders, follow us on Facebook!



Science Technology Engineering Math (STEM)

<25%

Although women fill close to half of all jobs in the U.S. economy, they hold less than 25% of STEM jobs.

3%

Of 100 female bachelor's students, just 12 graduate with a STEM major and only 3 continue to work in STEM fields.

55%

55% of all staff at GHC-SCW are women working in STEM fields.

Spring into Wellness With Fresh Produce

Each Wisconsin season offers a variety of unique and delicious fruits and veggies. This spring, start experimenting with seasonal eating and enjoy the benefits of fresh, local produce.

The Benefits of Seasonal Eating:

- It tastes better!** Local produce doesn't need to be preserved for a long shipment across the country, which means it can be picked and eaten at its peak, when it tastes the best.
- It's packed with nutrients!** In-season produce is more likely to be fresh and is often higher in antioxidants and vitamins.
- It feeds your cravings!** Our bodies tend to crave produce that contains the very things that we need to be healthy. In the summer, we often crave foods that are packed with beta-carotenes and other carotenoids that protect against sun damage.
- It's environmentally friendly!** By eating seasonally, you can help reduce the demand for out-of-season produce which requires unsustainable agriculture and pollution from long-distance transportation.

Did you know? Seasonal eating could be good for your wallet too. With GHC-SCW wellness reimbursements on Community-Supported Agriculture (CSA), you can get up to \$100 back for fresh fruits and veggies!



What are CSAs?

CSAs allow you to support local farmers by purchasing a share of their crops. In return, you enjoy regular deliveries of farm fresh, in-season foods!

For more information, visit ghcscw.com and search "Wellness Reimbursement."

What's in Season?

- Beets
- Cucumbers
- Cherries
- Rhubarb
- Blueberries
- Peas
- Kale
- Green Beans
- Leeks
- Herbs
- Radishes
- Greens



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The Same Great Wellness Classes; A Whole New Way to Search

Yoga, tai chi and belly dancing – oh my! At GHC-SCW, we've got a wellness class for every interest and fitness level; all at a discounted rate for members. And now, we've made it easier than ever to search and sign up for our wellness classes online.

Visit ghcscw.com and search "Sign up for Classes" to check out our latest website updates and choose a class that's right for you!



Interested in trying out your moves in a Zumba class? We now have an extended schedule that includes more Zumba classes than ever!

Pharmacy Corner

The GHC-SCW Prescription Benefit

A list of covered drugs, called a Formulary, is always available at ghcscw.com. There are several versions; 3 Tier, 4 Tier and Metal. All comprehensive Formularies contain at least three categories of drugs: Tier 1, Tier 2, and specialty. The Formularies (Tier 4 and Metal, formerly Marketplace) contain four categories of drugs. If you are unsure which Formulary applies to you, contact GHC-SCW Pharmacy Administration and they will assist you. Formularies may be revised monthly to include new drugs, remove older or non-preferred drugs or change the tier a drug is assigned to. Formulary updates are provided in GHC-SCW HouseCall publications and online. See updates at the bottom of this page.

Generic substitution is encouraged and allows the lowest copayment available for a benefit plan. Lower-cost drugs (most generics) are generally assigned to Tier 1. Other preferred drugs are assigned to Tier 2. If a formulary includes some non-preferred drugs, those are assigned to Tier 3. Specialty drugs, usually for less-common diseases and in Tier 4, are extraordinarily expensive. These drugs are typically prescribed by specialty physicians, often require special monitoring and may be available from a limited set of pharmacies.

Drugs with criteria are shown on the Formulary. Quantity Limits (QL) may restrict the amount of drug dispensable. Step Therapy (ST) means certain other drugs must be tried first. Prior authorization (PA) means certain criteria must be met, and the exception request to use those drugs must be supported by information obtained from your prescriber.

You can initiate a request for coverage of a drug that requires prior authorization or is not on the Formulary by:

1. Log into to your GHCMYChartSM account, select "Meds & Orders" and click on "Drug Formulary." From there click on "Ask the Pharmacy" to send a message identifying the drug desired, the medical reasons and your Primary Care Provider (PCP). We will contact your PCP for any necessary medical documentation to support the request.
2. Access the Prior Authorization Request Form on ghcscw.com and have your provider complete and submit it to: GHC-SCW Pharmacy Benefits, fax: (608) 828-4810.

The following formulary changes will go into effect on May 1, 2018.

Drug	New Coverage Tier
Disulfiram Tablets	Tier 1
Naltrexone Tablets	Tier 1
Prasugrel Tablets	Tier 1

News & Notes

Transition to Adult Primary Care

GHC-SCW recommends members who are between the ages of 18-22 and are still under the care of a pediatrician contact Member Services for assistance in transitioning from pediatric to an adult Primary Care Provider (PCP). Member Services may be reached Monday – Friday from 8 a.m. – 5 p.m. at (608) 828-4853 or (800) 605-4327. They will help you select a new PCP who treats adults.



External Review Process

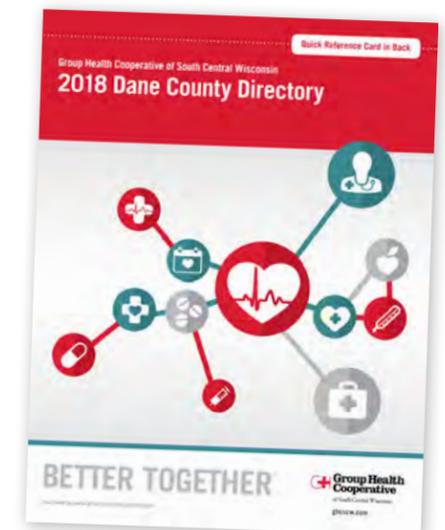
GHC-SCW will notify the member of his or her right to an external review or review of the appeal and outline the process for filing a request for external review. A member is eligible for an external review or review of their appeal when they have completed the GHC-SCW internal grievance process, and do not accept the Cooperative's adverse determination of the grievance based on medical necessity and/or experimental, investigational or unproven services issues. The member, or authorized representative on behalf of the member, may request an appeal to an Independent Review Organization (IRO) or review of the appeal. Denials based on benefit exclusions or limitations in the member policy are not eligible for consideration by an IRO.

- Members who have the Federal Benefit Plan should refer to their Benefit Brochure Section 8, on the process to request a review of their appeal.
- Members who have a Medicare Select Plan should contact GHC-SCW Member Services Department at (800) 605-4327 press 0 and ask for Member Services or (608) 828-4853, Monday - Friday, 8 a.m. – 5 p.m., central time.
- All other members may request an independent review. The member, or their authorized representative, shall provide a written request for independent review electronically to externalappeal.com; by fax to (888) 866-6190; or by mail to Maximus Federal Services, 3750 Monroe Ave., Suite 705, Pittsford NY 14534-1302.

A request for an external review must be made within four months after the member receives notice of the disposition of his or her grievance and any corrective action taken on the grievance. The decision of the IRO is binding on GHC-SCW and the member, except for the decision of the IRO for rescission of the policy.

Quality Improvement in 2017

The purpose of the GHC-SCW Quality Improvement (QI) Program is to continuously improve the quality and safety of medical and behavioral health care and the quality of services provided to our members. Each year, we refine goals and priorities based on how performance measures compare against national benchmarks, best practices, internal benchmarks and members' and providers' needs. We use industry tools like Healthcare Effectiveness Data and Information Set (HEDIS®) measures, which evaluates GHC-SCW on how well we deliver health care and services. These measures also allow us to better understand how we are doing compared to other local health care organizations and help us set improvement goals. Complete details on our Quality Improvement Annual Report and Work Plan can be found online at ghcscw.com.



Provider Directories Available

GHC-SCW's HMO Provider Directories are a great resource if you would like to view the Primary Care Provider options available to you as a GHC-SCW member. Visit ghcscw.com to find the 2018 HMO Provider Directories for both Dane County and the Regional Network. If you do not have access to the online versions or would like a printed copy of our directories, please call to speak with a Member Services Representative at (608)-828-4853 or (800)-605-4327.



A Survey That Best Serves You

Each spring, a select number of members will get a survey asking them about the quality of care and services they've received from their health plan during the last year. This survey, titled "Consumer Assessment of Healthcare Providers and Systems, or CAHPS® is your opportunity to rate your health plan overall in several areas including your primary care practitioner (PCP), specialty care services and insurance operations. The survey is anonymous and typically takes less than 20 minutes to fill out and is available in English and Spanish. Scores from the surveys are applied toward an Overall Health Plan Rating determined by the National Committee on Quality Assurance. Health plan organizations can earn up to a five-star rating each year, depending on how well they perform on customer service, clinical care metrics and underlying quality standards.

Respecting others is a baseline expectation at GHC-SCW. From physical to emotional concerns, we want individuals to feel heard. Did your provider explain things in a clear way? Were you asked what you felt was best for you? Did Member Services treat you with courtesy? Genuine answers about your experiences reinforce what we're doing well or how we can serve you better. It's another form of your voice, and vote, as a member of the Cooperative.

GHC-SCW strives to be innovative and responsive, and has an active "Cooperative Experience" workgroup that reviews CAHPS® data and is working for you, our members, to improve. We thank you for your time and honesty with the survey. Your response will help us better serve you and your health care needs.

GHC-SCW Announces New Chief Information Officer



GHC-SCW is pleased to announce Annette Fox is our new Chief Information Officer (CIO).

Annette has been serving as IT Applications Director since joining GHC-SCW in early 2017, and brings extensive experience in IT leadership and management to her new role. Prior to joining GHC-SCW, she was the director of clinic systems for Dean Health System for more than nine years.

"Annette is very innovative and possesses great communication and strategic thinking skills; attributes which will serve our Senior Leadership Team and Cooperative well," said Dr. Mark Huth, GHC-SCW CEO. **"I know that Annette looks forward to leading a very gifted and dedicated IT Department in her new capacity."**

Annette will take over CIO responsibilities from Bruce Quade, who has been serving in a dual role as Chief Financial Officer (CFO) and CIO since early 2017. Bruce will continue as the organization's CFO.

Connect With Your Cooperative



Introducing the GHC Blog

Now, you can stay connected with your Cooperative year-round through the GHC-SCW blog. New articles, penned by our very own providers and staff, are posted on a monthly basis. The posts cover a range of topics, from "Screen Time and Your Child" to "5 Ways to Protect Your Skin From the Sun" – all designed to give you and your family the tools and tips you need to lead healthy lives.

Be sure to follow us on Facebook so you never miss a post!

Our mission is to provide high-quality, comprehensive and accessible health care services to our members in an efficient and personalized way. To ensure that these goals are met, it is important that you understand:

Your Rights

1. **Receive information about GHC-SCW**, its services and its providers. Further, you have the right to receive information regarding member rights and responsibilities.
2. **Be treated with respect** and recognize your right to be treated with dignity in a confidential manner.
3. **Participate with providers** in making decisions about your health care.
4. **Participate in a candid discussion** of appropriate or medically-necessary treatment options for your conditions, regardless of cost or benefit coverage.
5. **Submit complaints or appeals** about GHC-SCW or the care we provide. You have the right to appeal decisions made by GHC-SCW.
6. **Select a personal Primary Care Provider.** You have the right to change providers without stating the reason.
7. **Receive a full explanation** of any charges billed to you as a result of care.
8. **Participate in the governance of the organization.** Each member, at least 18 years of age, is a voting member of the Cooperative and is encouraged to actively participate in its operation.
9. **Make recommendations** regarding the organization's member rights and responsibilities policies.
10. **Receive informed consent**, as required by law, prior to procedures or treatments. To the extent permitted by law, refuse the recommended treatment and be informed of the consequences of the decision.
11. **Receive confidential treatment** of all communications and records concerning your care, except as otherwise provided by law. Upon receipt of appropriate authorization for disclosure of information, you have the right, except as otherwise limited by law, to:
 - **View your health care records** during regular business hours and upon reasonable notice.
 - **Receive a copy of your health care records.**
 - **Receive a copy of your X-ray reports** or have them referred to another health care provider.

Your Responsibilities

1. **Be considerate of others**, observe safety and smoking regulations in all GHC-SCW facilities and treat GHC-SCW personnel with consideration and respect.
2. **Provide accurate and complete health information** needed to care for you properly.
3. **Use facilities and equipment appropriately.**
4. **Fulfill financial obligations.**
5. **Be on time** for appointments and inform the clinic when appointments cannot be kept.
6. **Read and understand your coverage.**
7. **Follow plans and instructions** for care as agreed to with your provider.
8. **Understand your health problems** and participate in developing mutually agreed-upon treatment goals.



The Culture of Our Cooperative

New Clinic Installations Coming Soon!

For over 40 years, GHC-SCW has applied the cooperative spirit to all that we do. We believe that as a local, non-profit, member-owned health care cooperative, we owe it to our community to focus on initiatives that make us all stronger.

In 2018, we are making a renewed commitment to the beliefs that have always guided our Cooperative. As a reminder to our community of staff and members, we are working on installations that will display these beliefs proudly in our Capitol, Hatchery Hill and Sauk Trails Clinics.

At GHC-SCW, we believe that when we share a common purpose, a common voice and a common vision, we are BETTER TOGETHERSM.

Our Beliefs:

- 1 We believe health care is a human right.
- 2 We believe in treating all people with dignity and respect.
- 3 We believe there is strength in diversity.
- 4 We believe equity celebrates our humanity.

Please Excuse Our Dust!



The GHC-SCW DeForest and East Clinics are undergoing exciting new renovations in 2018.

These changes and updates will improve patient and staff experience and will allow us to offer additional services.

Both the DeForest and East Clinic remodels will be completed by the end of 2018/early 2019. We thank you for your patience and cooperation throughout the construction process.

We look forward to improving our clinics and expanding access to care for our members!