

What you need to know about the Coronavirus.



Dear GHC-SCW Membership,

As we respond to Coronavirus (COVID-19) within our community, GHC-SCW's primary goal is to meet our patients' more urgent care needs in the safest way possible.

In an effort to minimize face to face visits, patients with mild symptoms of COVID-19 are encouraged to **stay home**. Treatment recommendations include: Rest, drink fluids, and take fever-reducing medications (Tylenol/Acetaminophen and Ibuprofen). Members should consider telehealth ([GHC Care OnDemand](#)) or virtual ([virtuwell](#)) appointments instead of in-person visits. Patients with non-urgent, routine visits are encouraged to reschedule appointments to a later date. **Appointments can be cancelled via [GHC MyChart](#).** There will be **no** cancellation fees or no show fees charged to patients who cancel their appointments.

GHC-SCW members experiencing moderate symptoms (fever above 100.4, cough or shortness of breath) or have chronic conditions, should call the **GHC-SCW NurseConnect** Line at: 608-661-7350 or toll free 855-661-7350 for advice on where they should go for care. If you are experiencing severe shortness of breath or other severe symptoms, please call 911.

[GHC Care OnDemand](#) is our new 24/7 Online Clinic. Appointments are not needed for medical visits, ever and the service is free* for most GHC-SCW members. Appointments are available to be scheduled for virtual therapy or psychiatry visits through GHC Care OnDemand. Visit ghccareondemand.com to start a virtual visit. **Members with Badgercare, Medicare or HSA-Eligible plans have restrictions or limitations.*

COVID-19 TESTING: We understand that our members are concerned about the possibility of a Coronavirus (COVID-19) diagnosis. COVID-19 testing kits are limited nation-wide. GHC-SCW continues to request the maximum number of test kits allowed from the [State Lab of Hygiene](#). COVID-19 tests are being reserved for the most ill or most vulnerable patients until more become available to GHC-SCW. Please know that our member's health and safety is our number one priority and we wish we had the ability to test every patient who requested one. Testing will likely not be given to members who have no symptoms, have mild symptoms without chronic conditions, or who request testing solely for purposes of employment or school attendance.

INSURANCE COVERAGE: GHC-SCW is waiving cost-sharing (including copays, deductibles, and coinsurance) for COVID-19 **testing** for all insured members. This includes members with Medicare, Medicaid, and HSA-eligible plans. For more information about insurance coverage of COVID-19 testing, treatment or service, please review this [FAQ](#). While cost-sharing for testing will be waived, tests are currently limited in supply. For that reason, your medical provider will determine whether testing is appropriate for you based upon specific criteria.

GHC-SCW CLASSES: All GHC-SCW classes are postponed until further notice. Please continue to check our [website](#) for future updates on classes.

MAIL ORDER PHARMACY: Starting on March 16, 2020, GHC-SCW's pharmacy department will be able to fill your prescriptions through the mail. Members who currently fill prescriptions on [GHC MyChart](#) from a GHC pharmacy will now see "Deliver by Mail" as a delivery method. If you would like to

transfer any of your prescriptions to one of GHC-SCW's pharmacies, please call one of the GHC-SCW pharmacies directly. Prescriptions can also be requested by mail through NoviXus Mail Pharmacy. Please call (888)240-2211 or visit [NoviXus](#) for more information.

CONTACTING GHC: If you do not have an urgent need, we kindly ask that you carefully consider your need for contacting our GHC-SCW clinics or member services department for the time being. Our staff are working as quickly as possible to keep up with the increased demand of health care needs. Please feel free to utilize [GHC MyChart](#) messaging to contact your care team for non-urgent needs.

Please continue to check our [GHC-SCW website](#) for the most up to date information. We appreciate your kindness and patience during this time.

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Reminders:

Below are several FAQs to help guide patients on how we all can be best prepared.

[GHC-SCW COVID-19 Concerned Patient FAQ](#)

[GHC-SCW COVID-19 Exposed Patient FAQ](#)

[GHC-SCW COVID-19 Case Positive Patient FAQ](#)

[GHC-SCW COVID-19 Insurance Coverage FAQ](#)

We encourage our membership to utilize the following websites for information.

[Centers for Disease Control and Prevention \(CDC\)](#)

[Wisconsin Department of Health \(DHS\)](#)

[Public Health Madison Dane County](#)

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Group Health Cooperative of South Central
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