

GHC-SCW Member Services

Your connection to care.



As a member-owned, non-profit, health care cooperative, our mission, vision and common values are built around providing our members with the best possible experience.

For Group Health Cooperative of South Central Wisconsin (GHC-SCW) Member Services Manager, **Ted Rumler**, that means making sure our members have access to the information and resources they need to navigate the complex world of health insurance and health care.

“Member Services is the front-facing, customer service arm of GHC,” commented Ted, “And we’re here to help members when questions arise.”

The GHC-SCW Member Services phone line is staffed by Ted’s team from 8 a.m. – 5 p.m. every weekday. “When you call Member Services, you’re speaking to someone who works for GHC,” said Ted. “Our team is all here in the Madison-area – we’re all local.”

Ted explains that GHC-SCW Member Services is available and qualified to support members with an array of problems.

“We can help members look into their benefit information, solve claims issues and better understand their coverage,” said Ted. “We can also help them with care management related questions.”



of members call about **benefits, deductibles and out-of-pockets.**



of members call with questions related to **care management, referrals and prior authorization.**



of members call with questions related to **claims and billing.**



of members call to have their **GHCMyChartSM password reset.**

As a health insurance and health care provider, GHC-SCW is able to provide more seamless support to our members. “When the insurance and care are through different organizations, it can be complicated,” commented Ted. “At GHC, that’s all under one roof so it makes it much easier for us to help our members get the answers they need.”

Next time you’re unable to answer an insurance or care management related question, call GHC-SCW Member Services. “We do our best to make information available to our members online, but sometimes, it’s easier to actually talk with someone when you have questions,” explained Ted. “You can always call us for help - we want our members to have the best possible experience.”

Questions? We’re here to help!



Call (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

Mon - Fri: 8 a.m. - 5 p.m.

Frequently Asked Questions (FAQ)

- 1. How much will I have to pay for premiums, copays, deductibles and co-insurance?**
Visit ghcscw.com and select “Are you a member?” to find your member materials, benefit information, membership guides and more!
- 2. Where can I receive primary care?**
For a complete list of primary care clinics and providers, visit ghcscw.com and select “Clinic or Provider.” The options available to you vary depending on your insurance plan and benefits.
- 3. What kind of coverage do I have if I travel outside of my service area?**
You can access urgent care and emergency care when traveling outside of the GHC-SCW service area, including outside of the United States. Contact Member Services within 48 hours of receiving care to notify them of the situation.

Your GHC Resource Library



BETTER TOGETHERSM



of South Central Wisconsin

ghcscw.com