

Group Health Cooperative of South Central Wisconsin

HouseCall

ManageWell.[®]
Be Well.

Healthy Lifestyle.
Healthy Rewards.

2021
GHC-SCW Virtual Annual
Membership Meeting
Meet the Candidates

Get Outside
This Spring!

 **Group Health
Cooperative**
of South Central Wisconsin

BETTER TOGETHER[®]

ghcscw.com



Table of Contents

- 2 2021 Annual Meeting Information

- 3 From the Desk of Dr. Mark Huth

- 4 2021 Board Member Candidate Profiles

- 9 Get Outside This Spring!

- 10 ManageWell® Be Well.

COVID-19 Vaccine Updates

Expanding Regional Partners in Grant and Jefferson Counties

- 13 Pharmacy Corner

Mail Order Prescriptions

- 14 News & Notes

- 15 GHC-SCW Member Rights & Responsibilities

- 16 Healthy Meal Prepping During COVID-19

2021 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 24, 2021
5:30 p.m.



Where:
Virtual
ghcscw.com/vote

Annual Meeting materials, including a copy of the 2020 Annual Meeting Minutes, can be found online at **ghcscw.com/vote**.

The 2021 ballot will include candidate voting as well as proposals to approve the 2020 Annual Meeting Minutes and to extend the term of the current Nomination Committee members until the 2022 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 TOGETHERSM**.



Voting - Online or Mail-In

All eligible GHC-SCW voting members may now vote online or by mail-in paper. **Voting begins on May 17, 2021 at 8:00 a.m. and closes on June 22, 2020 at 11:59 p.m.**

Visit **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.

MEMBER	MBR #	CLINIC LOCATION
JOHN Q MEMBER	201010	PPO Plan Provider
JANE Q MEMBER	201011	PPO Plan Provider
JAKE Q MEMBER	201012	PPO Plan Provider
JILL Q MEMBER	201013	PPO Plan Provider
JACK Q MEMBER	201014	PPO Plan Provider

ghcscw.com Network: PPO Plan #: XXXX
Group #: XXXXXXXX
E# Date: MM/DD/YYYY
InNetwork: OY: XX ER: XX R: XXX/XX/XX
See your Certificate and Benefits Summary for complete benefit information.

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 June 23, 2021 in a sealed envelope **bearing the signature of the member on the outside of the envelope.**



“GHC-SCW crossed a milestone with the 45th anniversary of the Cooperative providing medical services. A milestone that our unique health care model could not have reached without you, our member-owners.”

Dear Member Owners,

Spring is always my favorite time of the year. Like all of you, I enjoy the longer days, warmer weather and the many signs of new life that surround us. This year the hope that spring brings is even more profound as vaccines are being rolled out, and while we must remain vigilant to the safety of ourselves and those around us, we have hope of reconnecting with our friends and loved ones again.

Also, this spring, GHC-SCW crossed a milestone with the 45th anniversary of the Cooperative providing medical services. A milestone that our unique health care model could not have reached without you, our member-owners. I am so deeply grateful for your membership and for your patience and adaptability as we have navigated the most significant health care event in the last 100 years.

We know that you deserve uninterrupted access to care, even during a pandemic. For that reason, we kept our clinics open and quickly added new video and telephone visit options. This allowed our patients uninterrupted access to care and also meant that we did not have to lay off or furlough our very talented and dedicated staff.

At GHC-SCW, we continue to focus on our members' health and wellness. I'm happy to introduce ManageWell®, our new wellness program. This online platform includes an entire suite of programs, activities and challenges that are fun, engaging and highly customizable to you and your health goals.

The Annual Membership Meeting will be held virtually again this year, and I hope you'll join us. In this issue of HouseCall, please get to know the nine board member candidates, learn how to cast your vote online or by mail-in and how you can get involved in the Cooperative.

Lastly, I want to encourage you to keep wearing your mask and practicing the COVID-19 health and safety recommendation even when vaccinated. We want our community and members to be healthy and be happy.

A handwritten signature in black ink that reads "Mark Huth, MD".



Mark Huth, MD
GHC-SCW President and
Chief Executive Officer (CEO)

2021 Board Member Candidates

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

Read their profiles to get to know your 2021 candidates!



2021 Board Member Candidates:

Jeff Anders

Tod Pritchard

Paul Baum

Kathleen Raab

Otis Harris, Jr.

Daniel Smith

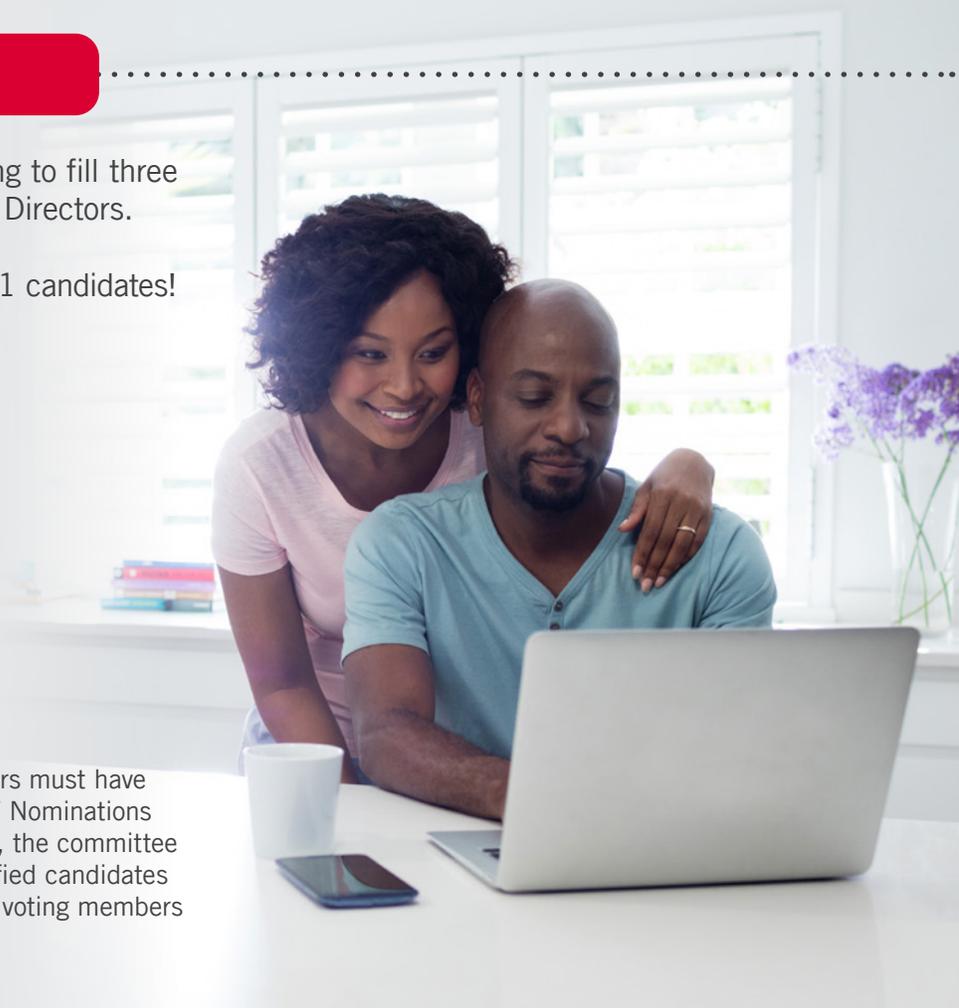
Ann Hoyt

Beth Weiler

William Oemichen

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.



Jeff Anders



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I am a Board-Certified psychiatrist with 25 years of experience in a variety of health care settings as a provider for a national single payer health care system, college health at UW-Madison, Milwaukee County Behavioral Health, Wisconsin Department of Corrections and at GHC-SCW for more than 10 years.

I have leadership experience in a variety of settings as a Clinical Assistant Professor of Psychiatry at the UW School of Medicine, Associate Medical Director of the Mental Health Department at GHC-SCW, and for the past five years as the Director of Psychiatry at the Wisconsin Department of Corrections where I supervise the clinical work of 40 psychiatrists and APNPs.

I have experience serving on the UW-Madison Athletic Board for six years. I also served on the UW Recreational Sports Board where I was interim Chair.

I think that I can offer a unique perspective on the GHC-SCW Board as a GHC-SCW member for close to 25 years, a former GHC-SCW provider and administrator, and through the depth and breadth of experiences I have had.

Initiatives like virtuwell, complementary medicine, GHC NurseConnect, MyChart and same-day appointments have resulted in cost savings, high access and superior care synchronously. These initiatives have also added "choice" for members about how they access care and what types of care they want to use.

In order for GHC-SCW to remain at the front of the competitive health care marketplace, it needs to continue to build on its success. This will involve a continued focus on innovation to grow its footprint and progress with both the quality and breadth of its services to members.

I hope to be a voice from and about mental health care—a perspective that has not been represented historically on the Board. My experiences in health care as a clinician, supervisor, administrator and patient, in private, academic and public settings, would help me to contribute to the progression and growth of GHC-SCW into its next 50 years.

Paul Baum



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I am interested in serving on the Board of Directors. My strengths include a broad understanding of providing health care from multiple perspectives, and extensive experience in operating and managing health care services.

As a member, GHC-SCW has taken good care of me. I have received care for both routine and serious conditions, over a period spanning over 20 years. As a result, I have a deep understanding of how GHC-SCW works from the patient perspective.

The perspective of physicians and other health care providers is something I also understand. My entire career has been working in health care, a portion of which included working at GHC-SCW. My original training was as a pharmacist, which included experience in community, hospital and clinic settings. I provided direct patient care and served as a consultant to physicians and the health care industry.

I have always been naturally curious if there are better ways of doing things. Several years into my career, this interest led me to further my education in the areas of management and leadership. This evolved into managing multiple departments within larger health care.

My experience includes benefit design and administration, which fits nicely as GHC-SCW is both a care provider and insurer. I have served on the Board of Directors for two non-profit organizations and worked on several projects with Dane County United Way that involved health care.

Having had the opportunity in my career to see multiple health care organizations, I know that GHC-SCW is a unique organization. Focused on high-quality, patient-centered care, GHC-SCW is in many respects what health care should be. My desire is to see GHC-SCW continue to improve and evolve in the right direction. As a cooperative, GHC-SCW must be about people taking care of each other. I believe the Board decisions should be financially prudent, but they must always take GHC-SCW values into consideration.

My life has been blessed in many ways, both professionally and personally (including surviving cancer). I realize not everyone can say that. I would appreciate the opportunity to "give back" by serving on the GHC-SCW Board.

Otis Harris, Jr.



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

My background includes over 20 years of administrative/premier customer satisfaction experience in educational and community settings. I am particularly skilled in establishing rapport with people from diverse backgrounds.

I am highly organized and productive, and a creative problem-solver who rapidly adapts to changing demands. When poised in multitasking environments, I have the ability to effectively prioritize and accomplish objectives with creativity and eagerness.

I am personally invested in diversity, equity and inclusion in every space, I know that GHC-SCW serves a large population of minorities and people who have been considered disenfranchised at a point in their life.

I would like to bring more equity and help establish a sense and right of belonging by showing a strong presence of inclusion from the inside (BOD) on out to every employee, intern and volunteer. For that reason, I submit my name to be considered as a candidate for the Board of Directors.

Ann Hoyt



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I have been a GHC-SCW member for 36 years, a Board member for six years and the Board Chair since 2016. I am a UW-Madison Emeritus Professor and recently ended a term as a UW Ombuds. 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 as chair) and past chair of the UW-Madison University Committee. 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.

Over the last three years, your co-op has faced significant organizational challenges. We survived a catastrophic flood at our Sauk Trails Clinic. All of our systems have been adapted to provide safe, high-quality virtual and in-person care. Last year we conducted an organization-wide diversity, equity, and inclusion (DEI) audit and help us make meaningful, lasting organizational changes. In the midst of all of this, the Office of the Commissioner of Insurance completed a positive comprehensive five-year audit of our health plan and the Board has completed 95% of its policy development work that sets performance expectations.

Your Board will determine how we can survive and thrive far into the future. We have embarked on a major three to five-year strategic planning effort. The Board will continue to focus on maintaining high quality care at reasonable cost; designing health insurance and health care innovations; and ensuring our financial security. The Board and staff will be addressing the DEI audit findings. In addition, creating an effective policy monitoring system will be a major focus of the Board's work in the coming year. This work and the policies themselves provide a strong framework to ensure you have a strong cooperative and an attentive Board of Directors long into the future.

It is an honor to be part of your member-elected Board. We have approached our work with full knowledge of the challenges we face. We have the enthusiasm we need to work cooperatively to the best of our ability to provide you, your families and the community with outstanding, equitable and compassionate health insurance and health care. I seek your vote to continue to work toward that end.

William Oemichen



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I have an extensive background in finance, health care, regulation, organizational risk, and management and I seek to continue bringing this expertise to the GHC-SCW boardroom. I have served as GHC-SCW Treasurer, chaired the GHC-SCW Finance and Audit Committees, and been designated the Board's "financial expert" since 2015. I am currently a researcher in Emergency Preparedness and Risk at the UW-Madison; previously served as Director of the Office of Preparedness & Emergency Health Care at Wisconsin DHS where I was responsible for leading the health emergency preparedness and response, hospital trauma, and EMS programs; led Consumer Protection Program at DATCP; and served as President & CEO of Cooperative Network for fourteen years. I earned a J.D. from UW-Madison and a B.A. in Economics from Carleton College.

I have substantial experience as a board director. I chair the board of the \$6.5 Billion EdVest College Fund, serve as Risk Committee Chair for the \$8 Billion AgCountry Farm Credit Services cooperative; serve as Audit Committee Chair for FCCS; serve as board member and past chair of Slipstream, Inc.; and am Vice President of the New Glarus Board of Education. I have also served as board chair and treasurer for the Monroe Clinic.

I ask members to allow me to continue to serve on the GHC-SCW Board of Directors because there is more I seek to accomplish, particularly in ensuring GHC-SCW's continued financial sustainability. My priorities are to ensure GHC-SCW: (1) remains a nonprofit, member-owned health care cooperative that is locally-owned; (2) continues to provide the highest quality health care in the nation to our members; (3) hires, trains and retains high quality and committed health care delivery and insurance staff; (4) remains financially strong despite rapid change in the health care marketplace; (5) remains committed to equity in the delivery of high-quality health care services to our community, (6) increases our leadership and staff diversity to ensure we reflect our community, and (7) remains deeply committed to our south central Wisconsin community through charitable contributions and volunteerism.

I thank all of GHC-SCW's member for your past support and I welcome your continuing support.

Tod Pritchard



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I am currently the Director of Media and Public Relations at the Wisconsin Foundation and Alumni Association (WFAA). I work very closely with our marketing teams to secure media coverage of events and initiatives. I produce media releases, print stories, podcasts, and videos which tell the stories of amazing Badgers and their impact around the world. I am also the spokesperson for WFAA and occasionally host in-person or virtual events for the organization.

I have extensive experience in crisis communications both with WFAA and my previous position as a public information officer at Wisconsin Emergency Management. I worked in television news for 25 years in various roles including management. I was Executive Producer at KING-TV in Seattle, News Director at WKOW-TV here in Madison and at KITV in Honolulu.

I am currently ending my sixth year on the McFarland Youth Hockey Association where I served as secretary. I worked closely with the association's president to craft policies regarding the operation of the association, the training and conduct of our coaches, along with the responsibilities of parents, and skaters. This has especially been challenging over the last year as we navigated many issues surrounding COVID-19.

I would be honored to serve on the GHC-SCW Board of Directors. I simply would like to give back to our communities in south central Wisconsin. I can only imagine the stress the Board and staff members have endured during the pandemic. Like many patients, I've been inspired by watching your health professionals in action first hand. I've also been amazed at how quickly the organization was able to take advantage of the various virtual appointment options and communicate those options clearly to your members as the crisis began. My marketing and communications background could bring your great team additional perspective and ideas as the crisis continues and we enter a "new normal." Thank you and your health care heroes for everything you do!

Kathleen Raab



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I have 30+ years of non-profit leadership, both as executive director and board member on local, regional, state and national boards. My background and experience includes consultant for board development, reorganization, strategic planning and financial finesse, as well as life/health insurance sales and home office experience.

I am a mother of four children, one that developed brain tumors at age two and was supported by Group Health Cooperative back in 1992. My husband is a nursing home administrator and occupational therapist.

I have a passion for supporting non-profit associations to reach their full potential while maintaining excellent customer service experiences. I have an ability to think outside the box, appreciate the wisdom lying in bylaws and would welcome the opportunity to give back to the community and GHC-SCW.

Daniel Smith



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I serve as President and CEO of Cooperative Network, providing government affairs, public advocacy and professional development services for 225 cooperatives across Minnesota and Wisconsin. I direct all operations in Madison and St. Paul, including administration, financials, communications, legislative agendas and member relations.

I served for five years as the Administrator of the Division of Agricultural Development at the Wisconsin Department of Agriculture, Trade and Consumer Protection. I owned and operated a dairy farm where I purchased all farm inputs and sold all farm production through the cooperative system. I also served as President and CEO of Midwestern BioAg, a national farm supply company with sales of over \$32 million to customers in 22 states and four Canadian provinces.

I have been involved with cooperatives my entire life, first as dairy farmer with extensive memberships on the supply side and the processing/marketing side of my farming operations. I have relied on cooperatives to provide financial services, insurance, energy, farm supply, marketing and distribution and, as a GHC-SCW member, health care.

Given all that cooperatives have provided me, I welcome the opportunity to bring my business and cooperative experience to the GHC-SCW Board of Directors.

I am connected with state and federal leaders, the directors of cooperatives from a dozen business sectors and, most importantly, the members of cooperatives who contribute so much to the strength of the cooperative business sector.

My wife and I have been members of GHC-SCW for several years. I worked with Dr. Mark Huth when he served as a Cooperative Network director. I have been impressed by the level of organization and commitment to members that GHC-SCW has demonstrated and would welcome the opportunity to lend my experience and expertise toward building a strong and impactful future for the cooperative. I am confident that both my current and previous roles have prepared me for the responsibilities of a GHC-SCW Board member.

Beth Weiler



2021 GHC-SCW
Board Member Candidate

Candidate Statement:

I am a strategic and trusted human resources leader with over 25 years of experience in strategic planning, process improvement, employment law and other HR regulations, employee relations and retention, equity and inclusion, total rewards and recognition, talent acquisition/development/management, organizational design, benefit administration and employee wellness. I worked at UW Health, first as a Human Resources Business Partner, then promoted to the Director of Environmental Services (EVS)—managing a department of almost 400 employees. I successfully co-lead an initiative along with Infection Control to reduce Hospital Acquired Infections by over 20% and lead a process improvement initiative to secure nearly \$2M in cost savings for the organization. In my role, I became very familiar with the Joint Commission, survey preparation, and was a rotating Administrator on Call for University Hospital and the American Family Children's Hospital and was trained in various Emergency Management practices through FEMA.

I participated on the Board of Directors for MERI, Inc. for five years, three of those being Board President, along with representatives from St. Mary's Hospital and UnityPoint Health - Meriter Hospital. I'm currently on the Board of Directors for the Friends of Madison School & Community Recreation (MSCR).

I received my MBA from Edgewood College, my BA in Finance with honors from UW-Whitewater and currently hold the SPHR (Senior Professional in Human Resources) and SHRM-SCP (Society for Human Resources Management Senior Certified Professional) certifications. I am also certified in delivering Hogan Assessments (personality assessments used to improve workplace performance) and a Mental Health First Aider. I participated in the patient and family advisory council for UW Health for approximately seven years and was a part-time instructor for five years through UW-Madison for the SHRM Learning Course.

Group Health Cooperative's (GHC-SCW) history is incredible with 75,000 members who care deeply. Some of the most rewarding positions I've had were when I felt connected to the mission of the organization. I've witnessed first-hand the incredible customer service and high-level patient care given at GHC-SCW and am proud to be a newer member. I would be honored as servant leader to help build and shape GHC-SCW's future by applying my skills, experience and expertise to help further the mission of GHC-SCW.



Get Outside This Spring!

Springtime is here! After a long winter, it's time to explore the outdoors, absorb some sunshine and breathe fresh air. We all need ways to spend quality time in nature this spring that keep us safe from the pandemic—even as more Wisconsinites receive the vaccine. So, what are the best ways to get outside, enjoy the warm weather and stay healthy?

Visit a Nature Preserve

Wisconsin is full of beautiful lakes, lush forests and wide open spaces to roam. Not only that, there are many state parks and nature preserves that are perfect weekend getaways. Whether you're into hiking, birding or camping, there are plenty of remote destinations where you can get much-needed fresh air and have plenty of space for social distancing. Plus, getting out of the house and spending time in nature can do wonders for your mental well-being.

Grow a Garden

Turn your precious green space into a sanctuary by planting a garden, or even growing your own vegetables! It's the perfect way to spend quality time outside and reap beautiful rewards. If you don't have the space or want to branch out, get involved with a local CSA and volunteer in exchange for farm fresh produce or find a local community garden.

Exercise Outdoors

Spending time outdoors and exercising go hand-in-hand. With countless trails throughout Wisconsin, walking, running and biking are excellent ways to get outside and stay healthy. Once it's warm enough, swimming, paddle boarding and kayaking are also fun outdoor exercise options. Even bringing your yoga mat out to the backyard can have a positive impact on your practice!



Getting a little spring in your step could also lead to rewards, visit ghcscw.com/managewell and learn how to turn your outdoor adventures into rewards.

ManageWell® Be Well.

Healthy Lifestyle. Healthy Rewards.

NEW WELLNESS REWARDS PROGRAM*

GHC-SCW is committed to whole person care for our members. That means HEALTH and WELLNESS. We have teamed up with ManageWell® to give members access to an exciting new platform to manage wellness.

INTRODUCING ManageWell®!

- Earn points. Earn rewards.
- Free app and fully online.
- Fun, engaging activities and challenges.
- Customizable to you and your health goals.
- Access to Mayo Clinic's health information library.
- Points refreshed every quarter.



Learn more at ghcscw.com/managewell

* The reward program is not available to all members. ManageWell® is not available to State (ETF)/WPEG/FEHB members. Reward restrictions apply to BadgerCare Plus members.

ManageWell®

Earn Points. Earn Rewards.

- Fitness
- Nutrition
- Activity Trackers
- Stress Reduction
- Weight Management
- Healthy Living
- GHC-SCW Complementary Medicine

Download the
ManageWell® 2.0 app
and start earning rewards.



Bring wellness
wherever you go.

Access ManageWell®
by desktop, phone or tablet.





ManageWell® Points

ACTIVITY

POINTS

ASSESS

Health Assessment 20/one time per year

PHYSICAL HEALTH

GHC-SCW Complementary Medicine Visit 10 per visit/
max 20 per quarter

Exercise Tracker - 150 minutes per week 5/max 65 per quarter

Exercise Tracker - 180 minutes per week 1/max 78 per quarter

Exercise Tracker - 210 minutes per week 1/max 91 per quarter

Annual Physical 50/one time per year

Flu Shot 20/one time per year

CHALLENGES

Stress Less 20/one time per year

CONNECT

Register for GHCMYChartSM 5/once indefinitely

Download the GHC SmartCare app 5/once indefinitely

Activate GHC Care OnDemand 5/once indefinitely

ACTIVITY

POINTS

WEIGHT MANAGEMENT

Profile by Sanford Initial Consultation 5/once indefinitely

Profile by Sanford Health Coaching 5 per visit/
max 25 per quarter

Weight Watchers (WW) or Noom 5 per month/
max 15 per quarter

HEALTHY HABITS

8,000 steps per day 1/max 91 per quarter

10,000 steps per day 1/max 182 per quarter

12,000 steps per day 1/max 273 per quarter

Create a S.M.A.R.T. goal 5/once per quarter

Complete a S.M.A.R.T. goal 5/once per quarter

Community Supported Agriculture (CSA) 100/one time per year

Sleep Tracker - 7 sleep hours/5 days
a week 1/max 13 per quarter

HEALTH EDUCATION

Health Pursuit 5/max 10 per quarter

Health Education Visit 10 per visit/
max 30 per quarter

Two earning tiers per quarter of 100 or 200 points.
Reward amounts based on qualifying participants.

Preventative Care Services for Your Child

At GHC-SCW we believe in providing the best possible benefits and services to our members. Too many of us don't get the preventive health care we need to stay healthy. Preventive services are utilized at about half the recommended rate. Your GHC-SCW plan may cover all of the federally recommended preventive services without charging you a co-pay, co-insurance or deductible.

Well Baby and Well Child

- Physical exam and measurements
- Health development screenings
- Oral health assessments
- Developmental assessments
- Screenings and lab tests for lead, tuberculosis (TB) and low red blood cell count
- Routine preventive vaccines for common childhood diseases including, but not limited to: polio, measles, mumps, rubella and chicken pox

Call your GHC-SCW Primary Care clinic to schedule your child's next wellness visit. Following your provider's recommendation, you'll likely schedule wellness checkup at 2 weeks through 5 years old. Also for members with school age children and teenagers, please call ahead to get activity and sports cards completed for this year.

Prioritizing your child's health makes all of us **BETTER TOGETHER™**.



COVID-19 Vaccine Update



The COVID-19 vaccine is safe, effective and available to everyone over the age of 16. COVID-19 vaccine appointments are available depending on how much vaccine GHC-SCW is allocated each week. We recommend you visit GHCMYChartSM or contact us today to check appointment availability!

There are many ways to get your vaccine. For the most up-to-date information and vaccine appointment availability, visit the COVID-19 Information page at ghcscw.com.

Schedule Through GHCMYChartSM

- ▶ Log into your GHCMYChartSM account. Click on the button that says, "first dose vaccine."

Call for an Appointment

- ▶ Call the schedule line at (608) 662-4914 Monday - Friday 8 a.m. – 4p.m.

Visit a Public Site

- ▶ Go to publichealthmdc.com for information on how to sign up for an appointment at a mass vaccination site. These sites are available to any Wisconsin resident.

Area Pharmacies

- ▶ Many area pharmacies are participating in the Federal Retail Pharmacy Program, including Walgreens, CVS, Costco, Hometown Pharmacy, Hy-Vee and more. Visit your local pharmacy website to learn more.

Expanding Regional Partners

Our regional network now includes:



Primary Care Clinics

- High Point Family Medicine Fennimore
- High Point Family Medicine Lancaster



THREE OAKS
HEALTH

Primary Care Clinic

- Three Oaks Health Johnson Creek



Insurance plans and benefits vary. To learn more about High Point Family Medicine and Three Oaks Health services, please call us at (608) 251-3356.

The GHC-SCW Prescription Benefit

A list of covered drugs, called a Formulary, is always available at ghcscw.com. There are several versions; Tier 3, Tier 4 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 Member Services and they will assist you. Formularies are updated monthly to include new drugs and potentially remove or change the tier of certain drugs based upon an analysis of safety, efficacy, and overall value. Formulary updates are provided 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 (Specialty tier), are typically much more expensive and may have additional storage and monitoring requirements. These drugs are usually prescribed by a specialist provider 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.

Mail Order Prescriptions

The GHC-SCW Mail Order Pharmacy is even more convenient than a drive-thru pharmacy. Prescriptions are delivered right to your door with our FREE MAIL DELIVERY service. Why are mail order prescriptions a great idea?

✔ 90-Day Supply of Prescriptions

- ▶ Retail pharmacies often only dispense 30 days of medication. GHC-SCW pharmacies can dispense a 90-day supply on most medications. That means fewer refills and less trips to the pharmacy.

✔ One-Click Refills

- ▶ With GHCMYChartSM all you have to do is click, send, refill. No hassle, doctor's orders or waiting for callbacks—your refills are ready when you are.

✔ Fast and Accurate

- ▶ Most prescriptions arrive within 3–5 days. Sometimes as fast as 2 days after your refill request!

Members can initiate a prior authorization request via GHCMYChartSM.

1. Once logged into GHCMYChartSM, click "Messages."
2. Select "Ask a Question," then "Member Services Question."
3. Select "Pharmacy Benefits Questions" as the topic.
4. Our team will respond to your question as quickly as possible.

Prior authorization forms are not available on ghcscw.com. Your provider will need to complete a prior authorization request form by visiting <https://www.navitus.com/>. Your provider will need to select "Prescribers" and log in using their NPI number and state of practice. When a drug-specific prior authorization form is not listed, the Formulary Exception Request form may be used. The completed form should be faxed to the GHC-SCW number on the form.

More information is available at:

<https://ghcscw.com/health-insurance/understanding-pharmacy-benefits>

Recent Formulary Changes can be found at:

https://ghcscw.com/SiteCollectionDocuments/Formulary_Changes.pdf

✔ Expert Advice

- ▶ We answer questions on therapy, perform dose verification, analyze drug interactions and complete medication reviews for less expensive alternatives.

✔ Save Money and Time

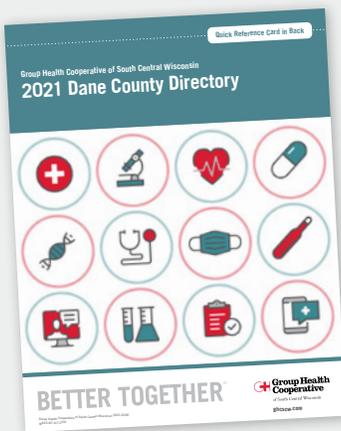
- ▶ GHC-SCW pharmacies are not for profit and our primary concern is to make your pharmacy experience safe, efficient and cost effective, while also helping decrease the expenses to the Cooperative you own.

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 an 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). 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 toll-free at (800) 605-4327 press "0" and ask for Member Services or (608) 828-4853, Monday - Friday, 8 a.m. – 5 p.m.
- 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.



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 2021 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 toll-free (800) 605-4327.



Women's Health and Cancer Rights Act of 1998

The Women's Health and Cancer Rights Act of 1998 mandates that plan sponsors provide a notice to participants about reconstructive surgery after mastectomy. Please read the notice below for further information.

NOTICE: The Federal Government passed the Women's Health and Cancer Rights Act of 1998 on October 21, 1998. The Women's Health and Cancer Rights Act of 1998 requires that group health plans that offer medical and surgical benefits with respect to mastectomies provide the following services to a participant or beneficiary in connection with a mastectomy:

- All stages of reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prostheses and physical complications for all state of mastectomy, including lymphedemas (swelling associated with the removal of the lymph nodes).

The benefits above will be subject to the same deductible and coinsurance provisions as other covered benefits.

If you have any questions regarding this or any other benefit, please call Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

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.

Healthy Meal Prepping During COVID-19: Tips From a Dietitian

Meal prepping is the perfect way to keep cooking hassle-free while also prioritizing balanced meals. **GHC-SCW Dietitian Julie McLaughlin, MS, RD, CD, CDE** has some tips and tricks to help stretch grocery shopping trips and put nutritious meals on the table.

Healthy staple pantry items to stock up on at home:

- Find bulk buying options for fresh vegetables and fruit.
- Fill your pantry with brown rice, oats, flour, bread, cereal, quinoa and barley.
- Fresh fish, lean meats and poultry can be stored in the freezer and thawed as needed.
- Of course, Wisconsin dairy - lower fat and unsweetened yogurt, milk and cheese!

Be sure to check expiration dates so you bring home the items with the longest shelf life and maximize delicious meals!

To read the entire article and more, visit ghcswblog.com.



Explore the **Group Health Cooperative Blog** for variety of articles on Health Insurance, Health Care and Wellness all written by GHC-SCW providers and employees!