

# Network Expansion: Isthmus Eye Care FAQ



GHC-SCW is excited to announce the expansion of our eye care network in partnership with Isthmus Eye Care. Members will now be able to visit any of the Isthmus Eye Care Clinics for routine eye care services.

## Isthmus Eye Care Locations:

**Middleton:** 7601 University Ave #102, Middleton, WI | Phone: 608-831-3366

**Madison East:** 6012 Gemini Dr., Madison, WI | Phone: 608-249-5548

**Downtown Madison:** 425 W. Washington Ave. #100, Madison | Phone: 608-256-4750

To learn more about Isthmus Eye Care hours and locations head to their website [here](#).

Please know that during your eye exam at Isthmus Eye Care, Isthmus performs the Optomap™ Retinal Exam on every patient. While this is an elective fee-for-service option at GHC-SCW, all patients will have this performed at Isthmus for a fee (insurance coverage depends on medical necessity).

## Frequently Asked Questions

### **Who do I contact for questions?**

To schedule an appointment with Isthmus Eye Care, please contact Isthmus Eye Care at any of their three locations listed above.

To schedule an appointment with the GHC-SCW Eye Care Center, call (608) 257-7328 or schedule through GHCMYChart. GHC-SCW Optometrist schedules are open twelve months in advance, so schedule early to get the time that fits your schedule.

For questions on your eye care benefits, please contact GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327.

For any urgent eye issues or if you are experiencing any of the eye issues listed below, please contact the GHC-SCW Eye Care Center for scheduling at (608) 257-7328.

- Stinging, burning or itching
- Eye Pain
- Foreign Body Sensation
- Redness
- Unusual discharge from eyes
- Excessive tearing
- Sudden blurry vision that does not resolve
- Sensitivity to light

### **Who do I call if I want to schedule an appointment at Isthmus Eye Care?**

Please reach out directly to Isthmus Eye Care to schedule an appointment with Isthmus Eye Care. GHC-SCW cannot schedule an appointment for you at Isthmus Eye Care and is unable to transfer your call to them.

### **Can I purchase eyeglass frames from Isthmus Eye Care and lenses for those frames from GHC-SCW Eye Care Center?**

We recommend that a retail customer purchase both their lenses and eyeglass frames from the same vendor because of how the eyewear is constructed at the lab. GHC-SCW and Isthmus Eye Care operate as separate business entities and cannot combine orders.

### **Are GHC-SCW and Isthmus now related business partners?**

Isthmus Eye Care continues to operate as an independent entity, but has joined the GHC-SCW network of providers.

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**If I have GHC-SCW BadgerCare insurance or a GHC-SCW plan with essential health benefits (EHB), can I purchase the frames that are covered under my benefit from Isthmus Eye Care?**

For GHC-SCW BadgerCare members and any GHC-SCW member with EHB benefits, frames and lenses must continue to be purchased from the GHC-SCW Retail Eye Center. Isthmus is an approved vendor only for the routine complete eye exam, not the frames and lenses.

**Does the GHC-SCW Experience Guarantee apply for my experience at Isthmus Eye Care?**

No, the GHC-SCW Experience Guarantee only applies to visits within a GHC-SCW owned and operated clinic.

**Can I go to Isthmus Eye Care for an urgent eye issue?**

No. All urgent eye issues must continue to be seen by the GHC-SCW Eye Care team for any member within the GHC Clinics, UW Health Clinics, Wingra and Access Health Clinics Networks. Please contact the GHC-SCW Eye Care team at (608) 257-7328.

**Can I schedule my annual diabetic retinal eye exam with Isthmus Eye Care?**

Yes, Isthmus Eye Care will see all routine eye exams including annual diabetic retinal eye exams.

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