YOU’RE INVITED! ANNUAL MEMBERSHIP MEETING

Thursday, May 9, 2013
Madison Concourse Hotel
One W. Dayton St.
Madison, WI 53703

Your Cooperative. Your Voice.
See inside for details!

MESSAGE FROM THE CEO
New leader, Kevin Hayden, personally invites you to have your voice heard at the Annual Membership Meeting on 5/9/13.

LUNCHTIME YOGA
Take a break away from your workday and join us for no cost yoga sessions at the Monona Terrace.

EAT RIGHT. YOUR WAY. EVERY DAY.
Our Registered Dietitians share practical advice to help you find the right balance in your meals.

2013 BOARD CANDIDATES
Meet member candidates that want to serve your Cooperative.

BETTER TOGETHER™
Group Health Cooperative
of South Central Wisconsin
ghcscw.com
Dear Cooperative Members,

What a pleasure it is to be named Chief Executive Officer of Group Health Cooperative of South Central Wisconsin (GHC-SCW). I look forward to serving you as leader of this fine Cooperative.

Please let me take this opportunity to thank everyone who helped me transition into this role, including the GHC-SCW Board of Directors, leadership staff, and an amazing team of employees. I especially would like to thank our previous leader, Larry Zanoni, for his energy and time to help me get acquainted with this great organization.

Today the health care industry is at a crossroads. For many these are uncertain times, but with change there is also great opportunity. Your Cooperative has many of the key ingredients to continue to thrive in 2013’s health care arena and beyond. Key to our success is member involvement. That is why I would like to personally invite you to have your voice heard at our Annual Membership Meeting on May 9, 2013. As the only member-sponsored health plan in Dane County, GHC-SCW has a unique and special governance structure and the annual meeting is held for every member to attend and learn how we are doing. Please see annual meeting details on pages 5-7 in this newsletter. I hope to see you there.

With warm regards,

Kevin R. Hayden

As a Cooperative, our Board of Directors are members like you. They work to make your Cooperative better for all of us.

President
Ken Machtan
State of Wisconsin, Retired

Vice President
Mary Wright
Multifamily Housing – WHEDA

Secretary
Carol Winkler
American Family Insurance

Treasurer
Michael Mullee
Wisconsin Affordable Housing Corporation

Board Members
Bret Clostermery
Self-Employed
James Driscoll
PKK Lighting, Inc.

Patricia Gadow
Madison Department of Public Health, Retired

Thomas Schomisch
UW-Madison, Retired

Fred Trumm
Board–Level Project Planning Specialist at VMA Health

Robert Matthew, M.D.
Family Medicine GHC–SCW Provider

Mark Huth, M.D.
Family Medicine GHC–SCW Provider/ Chief of Staff

Welcome new Cooperative members!
Thank you returning members!
Occupational & Physical Therapy in Our Urgent Care Clinic

In 2011, your Cooperative became the only health plan in the area to provide Physical Therapy (PT) in an Urgent Care Clinic. We are thrilled to go one step further to now offer Occupational Therapy (OT). When you call our Urgent Care Clinic, a screening process will determine if you are eligible to receive PT or OT services. These offerings may reduce the number of visits you need and make it easier for you to get the right care, at the right time, and the right place.

Need Meds On Vacation?

Save time and hassle! If you need to visit a pharmacy while on vacation in the US, show them your GHC-SCW ID card. The pharmacy should be able to send us an electronic claim so you only have to pay your Co-pay at the time of your visit. If the pharmacy is unfamiliar with us, they can call the “Pharmacy Help” phone number listed on your new GHC-SCW ID card, anytime of day, any day of the week. You can also call Pharmacy Administration at (608) 828-4811, Monday - Friday 8 a.m.-5 p.m., central time.

Safe Disposal of Unused/Unwanted Meds

Not sure what to do with left over or expired medications? Take advantage of the ten MedDrop sites located in police departments across Dane County (Cambridge, Deerfield, Fitchburg, Madison, Mazomanie, McFarland, Middleton, Oregon, Sun Prairie, and Waunakee). All year long, you may drop off prescriptions, over-the-counter medication, medications for pets, vitamins, medication samples, nebulizer solution, and inhalers. Visit safercommunity.net/meddrop.php to find locations near you.

Juggling Multiple MyChart Accounts? Try MyChartCentral!

Your Cooperative was the first area health plan to offer GHCMyChartSM, an online account that allows you to access personal medical information. And if you happen to be seen at another area health care organization (e.g. Dean, UW, etc), use MyChartCentral to manage your accounts using a single username and password. Login to your GHCMyChartSM account and look under “My Linked Records” to learn more. For questions, please call (608) 441-3500.

Wellness Reimbursement – Up to $200 Family, $100 Individual

With the New Year comes a new opportunity to take advantage of a Wellness Reimbursement from your Cooperative. We will give you cash back allowances for things you already do, like going to the gym, purchasing farm produce shares (community supported agriculture), buying new athletic shoes, and much more! Visit ghcschw.com and click “Wellness Reimbursement” for details.
EAT RIGHT. YOUR WAY. EVERY DAY!

Eating right shouldn’t feel like an out of body experience. To find the right balance no matter who you are or where you come from, take some advice from your Cooperative’s Registered Dietitians. They encourage you to ‘eat right, your way, every day!’ And because March is National Nutrition Month, there’s no better time to try a few of their pointers:

Focus on Fruits and Vegetables
» Make a colorful salsa out of mango, pineapple, red peppers, and green onions.
» Add bok choy to lean meat and vegetable stir fry
» Try a fruit you haven’t eaten before: kumquats, papaya, lichee
» Roast or grill sweet potatoes brushed with olive oil
» Try sliced jicama on a vegetable tray or in a salad

Make Half Your Grains Whole
» Look for products with “whole” as the first word on the ingredient label
» Choose corn or whole wheat flour tortillas
» Try instant brown rice – ready in 10 minutes
» Replace up to ¼ of the white flour with whole wheat flour when making roti, chapatti, or in any recipe
» Choose from a variety of whole wheat pastas

Got Your Dairy Today?
» Drink low-fat or nonfat instead of whole or reduced-fat milk
» Include non-fat plain yogurt with your lunch and try pairing it with a vegetable curry, cucumber salad, or fruits
» Try low-fat paneer or part-skim ricotta cheese
» Taste a calcium-fortified non-dairy milk beverage like almond, rice, hemp, oat, or soy

With Protein, Variety is the Key
» Try pinto, black, or white beans in your soups, chili, salad, or burritos
» Make a quick lentil soup with garlic and onions
» Use canned fish for your fajitas or tacos
» Stew loin and round cuts of lean meat in curry sauces
» Combine eggs with vegetables for an omelet or frittata

HEALTHY RESOURCES
» For help finding the right balance in your life, schedule an appointment with a Registered Dietitian when you call (608) 257-9700.

» Visit eatright.org/nnm for more advice and tips from the Academy of Nutrition and Dietetics.

» Visit choosemyplate.gov for nutritional videos, top 10 lists, menus, and more.

» For an award-winning book packed with the latest nutrition advice for every age and stage of life, check out the “Complete Food and Nutrition Guide,” Fourth Edition by Roberta Larson Duff.
Call to Order & Quorum
Ken Machtan, GHC-SCW Board President, called the meeting to order at 6:30 p.m., and he gave a warm welcome to the members in attendance. Mr. Machtan thanked members for having their voice heard at their Annual Membership Meeting. After fielding questions from members in an open forum, Mr. Machtan then turned to meeting Parliamentarian, Tom Shorter, who verified enough members were in attendance to constitute a quorum. According to GHC-SCW bylaws, a quorum is established when 10% of the first 100 voting members, plus 5% of additional voting members, present themselves in person. A quorum shall never be less than five voting members nor more than 50 voting members, or a majority of all voting members, whichever is smaller.

Board President Report
After announcing a few housekeeping measures that dealt with changing the physical address of the administrative offices of GHC-SCW and clarifying the number of class of members of GHC-SCW to be three (Founding Members, Class A Members, and Class B Members), Mr. Machtan mentioned that is a privilege for him to represent the organization by serving as the President of the GHC-SCW Board of Directors. He explained that the Board strives to ensure that the Cooperative carries on its mission to deliver high quality, cost-effective health care to members.

Treasurer’s Report
Michael Mullee, Board Treasurer, reported on the Cooperative’s financial status. Total premiums reported in 2011 were $276 million, which represented an increase of 3.9% per member per month. GHC-SCW ended 2011 with 67,900 members, up 5% from 2010. Mr. Mullee then explained that net assets (equity) at December 31, 2011 was $86,173,000 up from $81,987,000 at year end 2010. He concluded that 2011 produced a healthy return for GHC-SCW members, making our organization stronger and more secure.

Chief Executive Officer’s Report
Mr. Machtan introduced Larry Zanoni, Executive Director of GHC-SCW. Mr. Zanoni reported on a year of excellence at the Cooperative, as recognized by three major awards in 2011: GHC-SCW was once again ranked as the top health plan in Wisconsin and #7 in the nation for quality in health care by the National Committee for Quality Assurance (NCQA). GHC-SCW earned the “Best in Class” seal of approval in the Overall Job Satisfaction and Benefits Satisfaction categories from HR Solutions. GHC-SCW achieved a “Mastery Level” designation for overall business practices by the Wisconsin Forward Award program. Mr. Zanoni explained how each of these awards helps to bring better service and value to the Cooperative members.

New Board Members Announcement
After tallying 120 ballots and 93 absentee ballots, totaling 213 ballots, Bill Oemichen, Nominations Committee Chair, announced the following incumbent candidates were re-elected to serve three-year terms to the GHC-SCW Board of Directors: Patricia Gadow, Tom Schomisch, and Bret Clostermery.

2012 Annual Meeting Minutes
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2012-2013 Nominations Committee
Mr. Machtan called for nominations for the 2012-2013 Nominations Committee. Bill Oemichen, Ed Reisch, and Ruth Gundlach were nominated.

Mr. Machtan called for a motion to adjourn, which was moved and seconded. The motion passed unanimously.

Respectfully submitted,

Carol Winkler
GHC-SCW Board Secretary
2013 BOARD CANDIDATES

Nominations Process
Members wishing to serve on the Board of Directors must have submitted an application to the GHC-SCW Nominations Committee. In keeping with the Cooperative’s bylaws, the committee reviews these applications and recommends qualified candidates to the general membership. Find qualified candidate background statements and personal statements on pages 6 and 7. Consider these statements as you decide which candidate to vote for at the Annual Membership Meeting or by Absentee Ballot. There are three open positions for the Board of Directors in 2013.

Lee M. Bauman

Background Statement
I serve on boards and committee for MetaStar, Inc. and the Madison Downtown Rotary. I spent 30+ years with the Wisconsin Automobile & Truck Dealers Association, serving as the Vice President of our non-profit Insurance Trust, including 9 years as President of our Wisconsin domiciled health and life insurance company that I helped establish. I served as Board President for The Alliance, a non-profit employer health care group in Wisconsin. I have a bachelor’s degree in Business Administration, Risk Management and human resources from UW-Madison and a MBA from UW-Madison. I was an auditor for the Wisconsin Center for Performance Excellence, which selects companies for the Wisconsin Forward Award.

Personal Statement
Much of my career has been spent pursuing health care quality issues in non-profit organizational settings. I have quite a bit of experience in setting strategy, policy and direction for organizations somewhat similar to GHC-SCW. I believe that I meet all of your required knowledge and skills for board members. I have always been impressed with the care and service that I receive from GHC-SCW. Your commitment to superb care and impeccable service is clear. I would be proud to contribute my expertise and to keep GHC-SCW among the "Top Ranked" health care organizations in the country.

James P. Driscoll

Background Statement
Born and reared in Milwaukee, Wisconsin. 1965 graduate of the University-Milwaukee. I have been married to Joanne for 48-years this August. I am the father of two sons and grandfather to seven grandchildren. My employment history includes: sales engineer with the lighting division of General Electric (1965-1970); founder and currently (retired) CEO of PKK Lighting, Inc., a commercial lighting management company (1970 to present). My experience includes: served as director on 5 business boards (past); President International Association of Lighting Maintenance Contractors (past); four term Board of Directors for GHC-SCW (current); Chair of Health Services Committee for GHC-SCW (current).

Personal Statement
I have served on the GHC-SCW Board of Directors for the past 12-years. My 42 years of experience as a small business founder and manager enables me to bring sound business sense and insight to the board of directors. My service on several other business boards gives me experience in board governance to provide meaningful guidance to the business health of the cooperative. As a retired small business owner I am able to provide a sounding board, for GHC-SCW managers, regarding the input of small business health care needs along with the business health of the cooperative.

Keith M. Hoerth, MHA, MLS (ASCP), CM

Background Statement
Keith M. Hoerth is a department manager (Transfusion Services) at UW Hospital and Clinics where he has worked for the last 8 years. Keith’s responsibilities in this department are to maintain and manage a budget over $11 million (with $27 million in revenue) and a workforce of over 23 individuals while becoming intergraded with many other aspects of health care. Keith holds a bachelor’s degree in Clinical Laboratory Science from UW-Madison and is a certified Medical Laboratory Scientist. He recently completed his master’s degree in Health Administration and plans to pursue a doctoral degree in the same filed.

Personal Statement
Even though I have only been a member of GHC-SCW for 8 years, I am very proud to call myself a member and am extremely glad I made the choice to select GHC-SCW. With that said, any organization can and needs to continually strive for improvement. In my educational and professional roles, much of my work and interests have revolved around the improvement of health care. GHC-SCW is one of the best HMO’s in the nation, and I would be thrilled to work towards improvements to keep GHC-SCW in this category and improve the health of our community.
Absente Ballots
You may request an absentee ballot and vote for the Board of Directors before the Annual Membership Meeting. All requests be in writing and must include: your name, address, GHC-SCW member number, and date.

Please mail your request to:
GHC-SCW Marketing Director’s Office
P.O. Box 44971, Madison, WI 53744-4971

Absente ballots must be received no later than May 8, 2013 in a sealed envelope bearing the signature of the member on the outside of the envelope."

"Ballots must be requested by each individual member wishing to vote by absentee ballot. One ballot will be sent in response to each request. Ballots cannot be reproduced or distributed. If a ballot is received from a member who did not request the ballot, the ballot will be discarded and will not be counted.

"The sealed envelope containing the absentee ballots will be opened at the Annual Meeting with the other ballots cast that evening. In the event that the member attends the Annual Meeting in person, the absentee ballot will be discarded in favor of the vote of the member at the meeting.

Background Statement
In 2011, Henry Sanders Jr. was appointed by the Obama Administration as the Region V Advocate for the Small Business Administration – Office of Advocacy covering a six-state region. Mr. Sanders serves as a link to small business owners, and the public and private sectors. Mr. Sanders is the founder of the Madison Area Growth Network (MAGNET) and Propel Wisconsin Innovation – non-profit organizations dedicated to job creation and attracting/retaining skilled professionals. Mr. Sanders also worked for US Senator Tammy Baldwin as the Outreach Coordinator and as Vice President of the Greater Madison Chamber of Commerce. Mr. Sanders graduated from UW-Whitewater.

Personal Statement
I became a member of Group Health Cooperative in 2006 and believe that GHC-SCW represents the way health care should be provided. I am impressed with the commitment to primary care and complementary medicine and the organization’s dedication toward its employees and community. I would like to protect these core values and prepare the organization to address the challenges presented by health care reform. I have extensive experience in the public, private and non-profit sectors. I have dedicated my career to helping businesses grow and would like to focus these skills to position GHC-SCW for the future.

Fredric Trumm
Background Statement
Successful business consultant with proven ability to integrate boards of directors and leadership teams in health care organizations towards effective strategic planning and outstanding health care delivery. Innovative thinker with knowledge of sales/marketing, media relations and governing board practices, and P&L management. Entrepreneurial senior “C Level” executive possessing proven expertise in strategic and tactical planning, operational and board leadership and general management strategies, combined with the ability to develop and execute processes that build organizational value and member/client satisfaction. Member of the GHC-SCW Board of Directors, member of the CEO Search/Selection group, University of Toledo – Marketing and Veteran of the United States Army.

Personal Statement
I am thankful for the opportunity to have served on the board. While GHC-SCW has been successful, it is absolutely vital that we understand and adapt to the changing health care market conditions and health needs of our members. We must understand and embrace change. We cannot continue doing things the same old way. I have appreciated being a part of the new CEO search and selection process and believe our new CEO recognizes this. He embodies the necessary attributes we need and I ask for your support for re-election to the board to help ensure his smooth transition.

Carol Winkler
Background Statement
I have been on the Board since 1998. Currently I am the Board Secretary, and serve on the Finance, Human Resources, Health Services, Marketing, and Executive Committees. GHC-SCW continues to receive the highest rating in quality among health plans in Wisconsin. GHC-SCW implemented GHCMyChartSM and expanded its Complementary Medicine program. GHC-SCW received the Mastery Level designation from the Wisconsin Forward Award program. And effective January 2013, GHC-SCW will roll out the 24-hour nurse advice line, GHCNurseConnect. My career has been in the Human Resources field for the last twenty-five years, and I recently retired from American Family Insurance Company after 20 years.

Personal Statement
It has been my privilege to serve on the Board for the past 15 years. During my tenure, I have witnessed the utmost in quality health care for our members including disease prevention and management. With the changing landscape of health care, it is in the interest of GHC-SCW to maintain stability, keeping health care affordable and the standard of health care delivery at a high level while maintaining focus on our core values. With your support, I will continue to work with the talented staff and new CEO of GHC-SCW to keep it a leader in the health care community, and continue bringing you the optimum in services you desire.
We believe the human body is a powerful instrument for healing. That’s why we complement conventional medicine with integrative medicine to help you reach your highest potential for wellbeing. Call (608) 662-5090 for details and to sign up.

**GROUP CLASS SCHEDULE** (March-June)

### YOGA

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<tr>
<th>Class</th>
<th>Cost</th>
<th>Schedule</th>
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| Gentle Yoga (4 class session)        | $28  | Wednesdays at 7:30–8:30 a.m., Sauk Trails Clinic  
March 6–27          April 17–May 8        May 29–June 19  
Wednesdays at 6:00–7:00 p.m., East Clinic  
April 17–May 18  May 29–June 19  
Thursdays at 5:30–6:30 p.m., Hatchery Hill Clinic  
April 18–May 9  May 30–June 20  
Fridays at 7:30–8:30 a.m., Sauk Trails Clinic  
March 8–29          April 19–May 10  May 30–June 21  
Fridays at 12:15–1:15 p.m., Hatchery Hill Clinic  
March 8–29          April 19–May 10  May 30–June 21  
Kripalu Yoga (7 class session)        | $49  | Tuesdays at 5:30–6:45 p.m., Sauk Trails Clinic  
April 16–May 28  
Tuesdays at 7:00–8:15 p.m., Sauk Trails Clinic  
April 16–May 28  
Tuesdays at 7:00–8:15 p.m., Capitol Clinic  
April 18–May 30  
Lunchtime Yoga (4 class session)      | $28  | Tuesdays at 12:00–1:00 p.m., Capitol Clinic  
March 5–26          April 16–May 7  May 28–June 18  
Mommy & Baby Yoga (4 class session)   | $28  | Mondays at 10:15–11:15 a.m., Capitol Clinic  
April 15–May 6  
Wednesdays at 10:00–11:00 a.m., Sauk Trails Clinic  
April 17–May 8  May 29–June 19  
Prenatal Yoga (4 class session)       | $28  | Wednesdays at 5:30–6:30 p.m., Sauk Trails Clinic  
March 6–27          April 17–May 8  May 29–June 19  
Preparing for Family with Yoga (4 class session) | $28  | Wednesdays at 4:00–5:00 p.m., Capitol Clinic  
April 17–May 8  May 29–June 19  
Thursdays at 6:30–7:30 p.m., Sauk Trails Clinic  
April 18–May 9  May 30–June 20  
Yoga Flow for Relaxation (4 class session) | $28  | Thursdays at 5:30–6:30 p.m., Capitol Clinic  
May 2–23  
Yoga for Seniors (4 class session)    | $28  | Tuesdays at 10:30–11:30 a.m., Capitol Clinic  
March 5–26          April 16–May 7  May 28–June 18  
Yoga for the Deaf (4 class session)   | No Cost  |

### PILATES

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<tr>
<th>Class</th>
<th>Cost</th>
<th>Schedule</th>
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| Intro to Pilates Workshop            | $20  | Saturday, April 20, 11:00 a.m.–12:00 p.m., Sauk Trails  
Mat Pilates (4 class session)         | $28  | Tuesdays at 12:00–1:00 p.m., Sauk Trails Clinic  
March 5–26          April 16–May 7  May 28–June 18  
Fridays at 12:30–1:30 p.m., Sauk Trails Clinic  
March 8–29  

Complementary medicine classes are open to the public at an additional cost. Prices listed reflect the Complementary Medicine member Benefit as it applies to the total cost. Please see your Benefits Summary and Member Certificate for Benefit details.
NEW SERVICES

Meet the Naturopathic Doctor – No Cost
Join traditional Naturopath, Katy Wallace, for a Q & A session covering food-based approaches to address your health goals. Bring questions and Katy will offer answers based on natural health practices. You do not need to sign up to attend.

Wednesday, May 1, 5:30–7:00 p.m.
Capitol Clinic, Hess Room (lower level)

Spring Body Tune-Up $40 members
Spring Body Tune-Up is a series of structured food-based cleanses. It’s offered in a workshop setting (one-on-one consultations with our Naturopath are available as needed). This is a three-series workshop.

Tuesday, May 21, 11:30 a.m.–1:00 p.m.
Tuesday, May 28, 11:30 a.m.–12:30 p.m.
Tuesday, June 4, 11:30 a.m.–12:30 p.m.
Capitol Clinic, Hess Room (lower level)

TAI CHI (Individual Classes)
Tai Chi: Basic $7 per class
Mondays at 8:30–9:30 a.m., Sauk Trails Clinic
March 4, 11, 25 April 1, 8, 29 May 6, 13

Tuesdays at 5:30–6:30 p.m., Capitol Clinic
March 12, 19, 26 April 2, 9, 30

Wednesdays at 5:30–6:30 p.m., Hatchery Hill Clinic
May 1, 15, 22, 29

Tai Chi: 13 Postures & Section 1 $75
Wednesdays at 6:30–7:30/8:00 p.m., Hatchery Hill Clinic
May 1–July 31 (14 class session)

FITNESS (4 class sessions)
Belly Dance with Zumba $20
Saturdays at 10:00–11:00 a.m., Sauk Trails Clinic
March 16–April 13 May 4–25

Thursdays at 5:30–6:30 p.m., Capitol Clinic
March 21–April 11

Family Zumba $20
Fridays at 5:30–6:30 p.m., Sauk Trails Clinic
April 5–26

Zumba is Fun $28
Saturdays at 8:30–9:30 a.m., Sauk Trails Clinic
March 2–23 April 14–May 4

Pre- & Post-Natal Gentle Fitness $28
Mondays at 11:15 a.m.–12:15 p.m., Capitol Clinic
April 15–May 6

Wednesdays at 12:00–1:00 p.m., Sauk Trails Clinic
April 15–May 6

Total Fitness $28
Thursdays at 5:30–6:30 p.m., Sauk Trails Clinic
April 11–May 2 May 30–June 20

MIND & BODY
A Woman’s Day Away (4½ hour session) $60
Saturday, March 23, 10:30 a.m.–3:00 p.m., Sauk Trails Clinic

Day-Long Mindfulness (6 hour session) $30
Sunday, April 28, 10:00 a.m.–4:00 p.m., Sauk Trails Clinic

Mindful Meditation (8 class session) $80
Mondays at 5:30–7:30 p.m., Sauk Trails Clinic
March 4–April 29 May 13–July 8

Mindful Meditation (16 class session) $80
Wednesdays at 12:00–1:00 p.m., Sauk Trails Clinic
March 6–July 3

Infant Massage (3 class session) $50
Tuesdays at 10:00–11:00 a.m., Sauk Trails Clinic
March 12–26

Introduction to Aromatherapy (2 hour session) $20
Saturday, April 27, 1:00–3:00 p.m., Sauk Trails Clinic

Reiki Level One (5 hour session) $112.50
Saturday, April 13, 11:00 a.m.–4:00 p.m., Sauk Trails Clinic

Reiki Level Two (5 hour session) $112.50
Saturday, March 16, 11:00 a.m.–4:00 p.m., Sauk Trails Clinic

Self as Source Workshop (6 hour session) $40
Sunday, April 7, 10:00 a.m.–4:00 p.m., Sauk Trails Clinic
GETTING EMERGENCY CARE

Emergency care is care for a life-threatening medical condition that includes severe symptoms, which could cause serious jeopardy to a person’s health and needs care right away.

If you require emergency care, please go to your designated hospital emergency room for treatment. If this is not possible, go to the nearest hospital emergency room or call 911.

Examples:
- Alcohol/drug overdose
- Amputations or severe lacerations
- Complex bone fractures (through skin)
- Facial or eye trauma
- Heart attack/chest pain
- Knife/gunshot wounds
- Loss of consciousness
- Poisoning
- Respiratory problems
- Severe burns
- Stroke

Within 48 hours (or as soon as reasonably possible), report emergency care and hospital admissions to GHC-SCW by calling Care Management at (608) 257-5294 or (800) 605-4327, ext. 4514.

*GHC-SCW reserves the right to determine whether a specific medical situation actually constitutes an emergency condition based on review of presenting symptoms and discharge diagnosis.

Member Rights & Responsibilities

Our mission is to provide high-quality, comprehensive, and accessible health care services to 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 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:
   12. View your health care records during regular business hours and upon reasonable notice.
   13. Receive a copy of your health care records.
   14. 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, treat GHC-SCW personnel with consideration and respect, and provide accurate and complete health care information.
2. Provide complete 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.

Information about topics related to getting care with GHC-SCW.
Independent Review Process
GHC-SCW will notify the member of his or her right to an independent review or review of the appeal and outline the process for filing a request for independent review. A member is eligible for an Independent 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: DisputedClaim@opm.gov; by faxing it to (202) 606-0036; or by mailing it to P O Box791, Washington DC 20044.

A request for an independent 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.

Drug Formulary Changes — As of January 2013

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>Classified Brand/Generic</th>
<th>Added To GHC-SCW Formulary</th>
<th>Removed from GHC-SCW Formulary</th>
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<tr>
<td>Laxative</td>
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<td>Rizatriptan</td>
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<td>Ulcer drug</td>
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<td>Phenobarbital/ belladonna alkaloids</td>
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Provider Directory Changes — As of January 2013

Access – South Side Clinic
» Carol Carr, APNP, Family Medicine
» Hannah Copp APNP, Family Medicine
» Denise Fryzelka, APNP, Family Medicine
» Melissa Kaminsky, APNP, Family Medicine
» Judith McNeel APNP, Family Medicine
» Jodi Wagner, APNP, Family Medicine

Access – William T. Evjue Clinic
» Carolyn Christenson APNP, Family Medicine

UW Health – Belleville Clinic
» Rebecca Tharaud, MD, Family Medicine

DISEASE MANAGEMENT PROGRAMS
Helping members Manage Chronic Conditions
Your Cooperative has three disease management programs to help you take control of diabetes, asthma, or cardiovascular disease:
» Living Well with Diabetes – Learn how to manage diabetes through nutrition, physical activity, and medication regimens.
» Asthma Disease Management – Take control of your asthma with important new tools and information.
» Heart and Vascular Disease Management – Learn how to control cholesterol, blood pressure, and other risk factors associated with heart and vascular disease.

Members with these conditions are automatically enrolled in the appropriate disease management program and notified of the opportunity to participate in these programs. Members can self-refer to any of these programs. Participants receive periodic educational materials, resources, self-management tools, and care reminders by phone and by mail. Classes and individual consultations with specially-trained health educators are also available. For more information on these programs or to opt-out of a particular program, please call (608) 257-9705 or visit ghscsw.com and click on “Disease Management.”
HouseCall provides current health care and policy/procedure information to members of Group Health Cooperative of South Central Wisconsin (GHC–SCW). Comments and suggestions regarding HouseCall are encouraged and may be directed to: HouseCall Editor, GHC–SCW, P.O. Box 44971, Madison, WI 53744–4971.

**CLINIC LOCATIONS AND HOURS OF OPERATION**

**GHC–SCW CLINICS**

**Capitol Clinic**
675 West Washington Ave.
Madison, (608) 257–9700
Mon. – Wed., Fri., 8 a.m. – 5 p.m.
Tues. & Thurs., 8 a.m. – 7 p.m.

**DeForest Clinic**
815 South Main St., DeForest
(608) 846–4787
Mon. – Fri., 8 a.m. – 4:30 p.m.

**East Clinic**
5249 East Terrace Dr., Madison
(608) 222–9777
Mon. – Fri., 8 a.m. – 5 p.m.

**Hatchery Hill Clinic**
3051 Cahill Main, Fitchburg
(608) 661–7200
Mon. – Wed., Fri., 8 a.m. – 5 p.m.
Tues., 8 a.m. – 7 p.m.

**Sauk Trails Clinic**
8202 Excelsior Dr., Madison
(608) 831–1766
Mon. – Fri., 8 a.m. – 7 p.m.
Tues. – Fri., 8 a.m. – 5 p.m.

**UW HEALTH – FAMILY MEDICINE CLINICS**

**Belleville Clinic**
21 South Vine St., Belleville
(608) 424–3384
Mon. – Fri., 8 a.m. – 5 p.m.

**Northeast Clinic**
3209 Dryden Dr., Madison
(608) 241–9020
Mon. – Fri., 8 a.m. – 5:30 p.m.

**Verona Clinic**
100 North Nine Mound Rd.
Verona, (608) 845–9531
Mon. – Fri., 8 a.m. – 5 p.m.

**UW HEALTH – CROSS PLAINS CLINIC**

**Cottage Grove Clinic**
500 Westlawn Dr., Cottage Grove,
(608) 839–3104
Mon. – Fri., 8 a.m. – 5 p.m.

**UW HEALTH – STOUGHTON CLINIC**

**Stoughton Clinic**
1001 Nygaard St., Stoughton
(608) 877–2660
Mon. – Fri., 8 a.m. – 5 p.m.

**UW HEALTH – MT. HO Reb CLINIC**

**MT. HO Reb CLINIC**
600 N. 8th Street, Mt. Horeb
(608) 437–3064
Mon. – Fri., 8 a.m. – 5 p.m.

**ACCESS COMMUNITY HEALTH CENTERS**

**South Side Clinic**
2202 South Park Street
Madison, (608) 443–5480
Mon. – Fri., 8 a.m. – 5 p.m.

**William T. Evjue Clinic**
3434 East Washington Avenue
Madison, (608) 443–5480
Mon. – Fri., 8 a.m. – 5 p.m.

**ACCESS – WINGRA FAMILY MEDICAL CENTER**

**Wingra Family Medical Center**
701 Dane Street, Madison
(608) 263–3111
Mon. – Fri., 8:30 a.m. – 5 p.m.

**GHCNurseConnect**
Need medical care and not sure what to do?
Call (608) 661–7350 LOCAL or (855) 661–7350 TOLL FREE.

**Capitol Clinic Urgent Care**
(608) 257–9700
675 West Washington Ave.
Monday – Friday, 8 a.m. – 9 p.m.
Saturday & Sunday, 9 a.m. – 9 p.m.

**CALL YOUR PRIMARY CARE CLINIC FIRST**