

Group Health Cooperative of South Central Wisconsin

HouseCall

Staying Active During Wisconsin Winters:

A Survival Guide

Introducing the
**All-New GHC
SmartCare App!**

GHC in the
Community



 **Group Health
Cooperative**
of South Central Wisconsin

BETTER TOGETHER™

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Welcome Back Sauk Trails Clinic

We are thrilled that we have been back in our Sauk Trails Clinic for over a month now!



To schedule an appointment at Sauk Trails Clinic, please call (608) 831-1766.

From the Desk of Dr. Mark Huth

Dear Member-Owner,

Each year, Group Health Cooperative of South Central Wisconsin (GHC-SCW) provides services in approximately 35-40 different languages. Unfortunately, in the United States, there are tremendous health disparities among minority populations. These disparities create obstacles that make it challenging to get care.

We wanted to boldly communicate our commitment to providing the same high-quality care to every patient regardless of gender, race, ethnicity, beliefs, range of abilities or background, so in 2019 we continued the integration of our “We Believe” statements throughout our clinic spaces. Using graphics in seven languages, we remind ourselves each and every day of the four key statements:

- We believe health care is a human right.
- We believe in treating all people with dignity and respect.
- We believe there is strength in diversity.
- We believe equity celebrates our humanity.

In 2019 we expanded the geographic reach of our insurance to even more people throughout our region. A big GHC-SCW welcome to all of our new member-owners in South Central Wisconsin!

This year we also looked at new and innovative ways to expand on our foundational care strategy of SmartCare. We are pleased to announce the release of our new SmartCare app, which provides better, more convenient care and makes member offerings—like the GHC Experience Guarantee™—more accessible. Through the app, you will be connected to the right care, right now with GHC OnCall. To learn more, turn to pages 6-7.

Lastly, I want to share my excitement about the reopening of the Sauk Trails Clinic and also express my deep, personal appreciation to all of our members who had to adjust to our situation. From longer drives to medical appointments to using mail order pharmacy services instead of our pharmacy, your patience has not gone unnoticed. Seeing our members rally around us during a difficult time is one of the truly special things about being a Cooperative. Thank you.

Additionally, I want to recognize the great work of our staff during this transitional time at Sauk Trails Clinic. From the staff who were displaced to the staff that agreed to share office space with a displaced staff member, thank you for all that you have done and continue to do every day.

As we wrap up the year, I hope you and your family can find happy and restful moments of peace for your health and well-being. Thank you for your continued commitment to GHC-SCW. Working together toward a better future in health care makes us all BETTER TOGETHER.



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

Receive up to \$100 by Staying Active!

Staying Active During Wisconsin Winters: A Survival Guide



There's nothing easy about a Wisconsin winter. Beyond the beauty of the first snowfall and the warm glow of the holiday season, many would choose to hibernate if they could. With shorter days and colder weather, feeling fatigued or experiencing seasonal affective disorder (SAD) can happen to anyone. But that's not to say you can't combat the ill effects of winter weather with these five tips.

The best way to survive the winter months is by staying active.

Get outside as much as you can

In reality, the majority of winter weather is somewhat mild. With the exception of a handful of sub-zero days, bundling up and spending time outside is more than doable. Breathing fresh air and getting some sun can do wonders for your mental and physical health, especially when you're cooped up inside all day at work, school or your home.

Participate in winter sports

Even if you're not an avid skier, skater or hockey player, taking up a winter sport can make the colder months more enjoyable and it can even make the season feel like it's going by faster!

Play outside with the kids

Whether it's pulling sleds up a hill or making a snowman, spending time in the snow is a great way to stay active and bond with your young ones. It's also a chance to see winter through your child's eyes—as the wonderland it really is (to them, at least)!

Exercise at home

On days when going outside isn't an option because it's too cold—or unsafe—pulling out a yoga mat or hopping on a treadmill can help you stay in motion. There are thousands of home workout videos on YouTube and other apps, so there's always a chance to break the monotony with a new exercise.



Stay motivated

Sometimes sinking into your couch may feel like the best option but cozing up on your couch after a good workout will feel even better and well-deserved. Staying motivated and sticking to your exercise regimen is always difficult during the winter, but it's so rewarding when you do!



Try This Healthy Treat!

Not only is staying active a struggle in the winter, but so is finding healthy holiday treats. But don't worry, we have you covered! Try these **Peppermint Fudge Bites** that not only taste good, but will also give you energy.

Peppermint Fudge No Bake Energy Bites

Prep Time: 10 minutes
Servings: 9 bites

Nutritional Facts (Per Serving)

Calories 66
Total Fat 4.4g
Total Carbs 6.1g
Protein 1.4g

Ingredients

- 1/2 cup raw almonds
- 1/3 cup pitted medjool dates (about 6)
- 1 tablespoon cocoa powder
- 3/4 teaspoon vanilla extract
- 1/8 teaspoon peppermint extract
- 1 tablespoon coconut oil
- 1 tablespoon mini dark chocolate chips
- 1/2 cup crushed peppermint

Instructions

1. Chop almonds in a food processor then add in dates and blend well.
2. Add in cocoa powder, vanilla extract, peppermint extract and coconut oil. Blend for several minutes until ingredients combine (add a few drops of water if needed).
3. Add chocolate chips and pulse a few times to combine.
4. Roll the mixture into 2-inch balls. When rolling, the coconut oil will soften to help keep everything together. Press the ball into the crushed peppermint.
5. Place bites in fridge for 30 minutes before serving.



Still need motivation?

Receive up to \$100 by staying active! We reward our members for participating in community events, taking a workout class, attending weight management programs and much more!

Submit your reimbursement by December 31!

Payments for reimbursements are sent out on a quarterly basis. For the end of the year, items need to be completed by December 31 and the application must be submitted and received by the GHC-SCW Wellness Department no later than January 31.

Wellness reimbursements for:

- Community Events
- Community Classes
- Community Supported Agriculture (CSA)
- Doula Services
- Exercise for Excellence
- Weight Management
- Athletic Shoes

For more information, guidelines, rules and important details, or to submit for reimbursement, visit ghcscw.com and select "Wellness" and then "Wellness Reimbursement."

*The GHC-SCW Wellness Reimbursement Program is considered taxable income. Not all members are eligible for wellness reimbursements, including Federal Employee Health Benefits (FEHB) members. See ghcscw.com for more information.

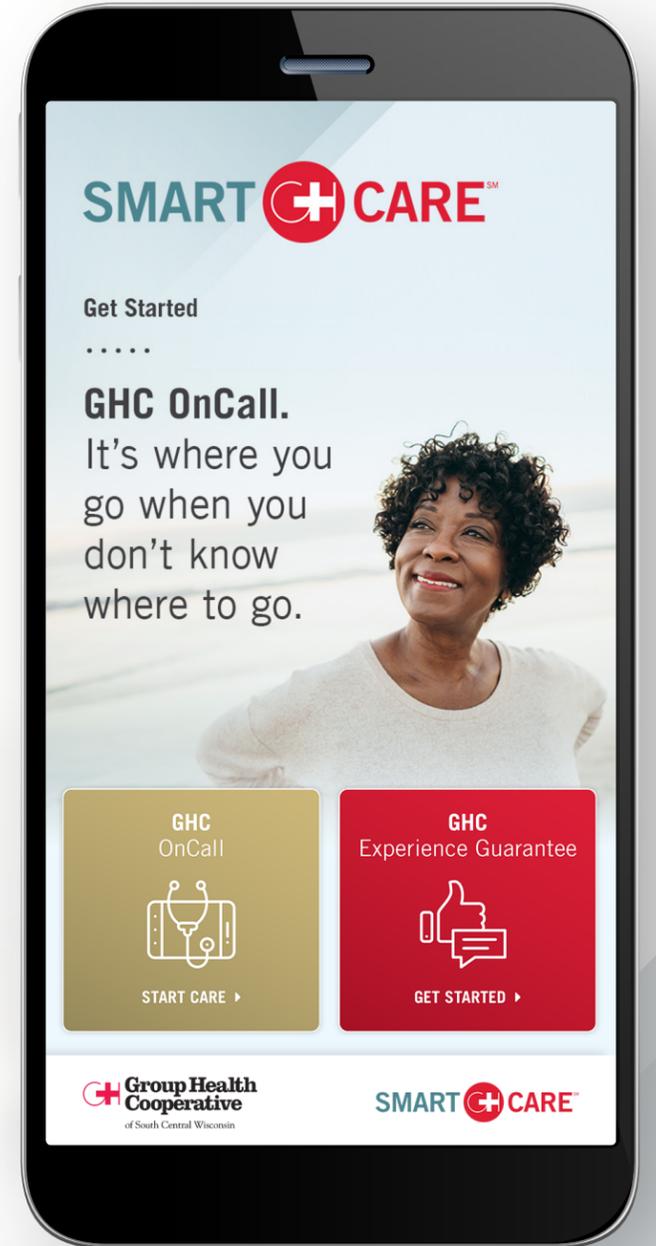
Introducing the All-New **GHC SmartCare App!**



The new GHC SmartCare app combines the power of a money-back guarantee with immediate access to the right care when you need it.

- ✓ **GHC Experience Guarantee** if your experience at a GHC Clinic didn't meet your expectations we'll refund some or all of the costs associated with your visit.
- ✓ **GHC OnCall** is where you go when you don't know where to go.
- ✓ **NurseConnect:** with the ability to call or add NurseConnect as a contact in your phone right from the app, getting answers to your health-related questions has never been easier. Local nurses are available 24/7 and this service is completely free.
- ✓ **virtuwell:** here to provide a diagnosis and even prescription from anywhere on any device. Access virtuwell's 24/7 online clinic for 60 common conditions.

Learn more at GHCSmartCare.com



In 2019, we focused on ways to address the health care needs of our members *and* our community.



We are a proud Adopt-a-School Community Partner of Thoreau Elementary. GHC volunteers assembled food bags for students as part of the Thoreau Weekend Food Bag Program. This program helps maintain food security for students over the weekend.



As sponsors of Project Home's Paint-a-thon, GHC employees volunteered at this year's event. Since 1989, when Paint-a-thon was founded, more than 530 houses of low-to-moderate income residents in Dane County have been painted by volunteers. Paint-a-thon recipients are often seniors, veterans, people with disabilities or health issues or single-parent families.



GHC employees volunteered at United Way of Dane County's "Seasons of Caring" kick-off event by pasting labels on food cans for local food banks.



GHC employees participated in one of Centro Hispano of Dane County's "Day of Service" events. At this event, volunteers helped accomplish a variety of tasks, ranging from updating computers, to cleaning and organizing and even planting and weeding.



GHC selected Project Home as the local charity to support through our partnership with The Madison Mallards. GHC donated \$100 for every Mallard's home run at The Duck Pond for the entire season, donating a total of \$8,000 to Project Home.

When you're a member-owner of GHC-SCW your voice matters! Annually you are able to vote for the Board of Directors, who will represent the interest of the membership. The 2019 Annual Meeting election results are:

2019 GHC-SCW Board of Directors Election Results



Rebecca Haymaker
Newly elected



Nanette Schiller
Re-elected



Henry Sanders
Re-elected



Allison Philips, APNP
Practitioner Class Director

2019 GHC-SCW Executive Committee



Ann Hoyt
Chair



Henry Sanders
Vice Chair



Bill Oemichen
Treasurer



Jason Hampton, MD
Secretary



To learn more about your Board of Directors please visit ghcscw.com and click on "About Us."

Notice of Privacy Practices

GHC-SCW is committed to protecting your privacy. We are required by law to remind you that our Notice of Privacy Practices (NPP) is available to you. The NPP explains how your protected health information (PHI) may be used and shared with others. It also explains your privacy rights regarding this kind of information. You may obtain a copy or view the NPP at any time in the following ways: it is posted at the entrance of each GHC-SCW clinic location; you may request a paper copy from any GHC-SCW employee; or it is posted on our website at ghcscw.com under "Privacy."

Our website provides additional information about your member rights and responsibilities, including information about the GHC-SCW Compliance Hotline. If you have any questions about the GHC-SCW NPP or if you have general privacy questions or concerns, please contact the GHC-SCW Privacy Officer at (608) 662-4899.

More Partnerships = Better Care



GHC-SCW has developed a new partnership with Upland Hills Health (UHH) and Mile Bluff Medical Center. How will this affect members? GHC members can now choose a Primary Care Provider (PCP) from one of the six UHH Primary Care Clinic locations or one of the five Mile Bluff Medical Center locations. Members also have access to Emergency Care, Urgent Care and Specialty Care Services at UHH – Dodgeville and Mile Bluff Medical Center.

But that's not all... **GHC-SCW has also developed a new partnership with Fort HealthCare.** GHC members can now choose a Primary Care Provider (PCP) from one of the six Fort HealthCare

locations in Jefferson County. Additionally, GHC members have access to Emergency Care, Urgent Care and Specialty Care Services at the Fort HealthCare locations, including Fort Memorial Hospital in Fort Atkinson. **With more locations and more providers, members will benefit from convenient and individualized care.** These exciting new changes have been reflected in our 2020 Regional Network Directory. We truly believe these partnerships will make us better together!

In short, members now have more care options in more locations, ensuring increased individual attention from providers and better care.

 For a complete list of clinic locations, please visit ghcscw.com and click on "Provider Directories" under the "Health Insurance" menu.

Dane County Health Council Receives \$1M Grant



Dr. Mark Huth
President &
Chief Executive Officer (CEO)



Ginger Francis
Director of Community Care
& Health Equity

GHC-SCW's own Dr. Mark Huth and Ginger Francis proudly participate on the Dane County Health Council (DCHC). The DCHC and partners were recently awarded the Wisconsin Partnership Program Community Impact grant to fund the "Improving Birth Outcomes for Black Families Through Community-Clinic Collaborations" initiative. The grant provides \$1M in funding from the Wisconsin Partnership Program at the University of Wisconsin School of Medicine and Public Health, and the funding will support the design of a county-wide coordinated care system that will serve to mitigate Black families' unmet social needs. GHC-SCW is honored to be involved in this impactful work.

Winter weather could affect your appointment!

Severe weather is always a possibility and can cause our clinics to close for the safety of our patients and staff. We post all clinic closing information to our website, to our social media pages and we also notify all local news stations to add this information to their closing lists.



New Providers Available

The following providers have joined GHC-SCW and are currently in the provider network:



Matthew Brown, MD, DPT
Family Medicine
GHC-SCW Madison College
Community Clinic



Annie Dutcher, PA-C
Family Medicine
GHC-SCW Hatchery Hill Clinic



Kathryn Ledford, DO
Family Medicine with Obstetrics
GHC-SCW Capitol Clinic



Kristin Millin, MD
Pediatrics
GHC-SCW Hatchery Hill Clinic



Brenda Nishizawa, DO, RD
Internal Medicine
GHC-SCW East Clinic

Providers Not Available

The following providers have left GHC-SCW and are no longer in the provider network:



Anne Abresch, APNP
Family Medicine
GHC-SCW East Clinic



Brian Blindt, PA
Family Medicine
GHC-SCW Capitol Clinic



Jon Bohman, PA-C
Family Medicine
GHC-SCW Hatchery Hill Clinic



Judy Chang, MD
Internal Medicine
GHC-SCW East Clinic



Mary Evenson PA-C,
Family Medicine
GHC-SCW East Clinic



Robert Matthew, MD
Family Medicine
GHC-SCW Capitol Clinic



Monica Vohmann, MD
Family Medicine
GHC-SCW Capitol Clinic



Patty Witte, MD
Family Medicine
GHC-SCW Capitol Clinic

Pharmacy Corner

The GHC-SCW Prescription Benefit

A list of covered drugs, called a Formulary, is always available at ghcscw.com.

You can initiate a request for coverage of a drug that requires prior authorization or is not on the Formulary by:

1. **Logging into your GHCMYChartSM account**, selecting "Messaging" and clicking on "Ask a Question." From there, click on "Ask the Pharmacy" to send a message.
2. **Accessing the Prior Authorization Request Form** on ghcscw.com and having your provider complete and submit it to: GHC-SCW Pharmacy Benefits, Fax: (608) 828-4810.

Recent Formulary changes can be found at ghcscw.com under the "Health Care" menu.

GHC Pharmacies Can Fill Prescriptions for Your Pets!

GHC pharmacies can fill prescriptions for your furry family members.

Often, veterinarians prescribe medications for our pets that are made for human use. GHC Pharmacies can fill these prescriptions for Fido or Fluffy. Contact a GHC Pharmacy to ask for a quote!

Limitations:

- Item must be normally stocked by our pharmacies.
- We can't order medications that are labeled "For Veterinary Use Only."

Find a list of GHC pharmacies at ghcsw.com.

