Healthy Lifestyle. Healthy Rewards.

5 Ways to Use Your Wellness Reimbursement Benefits This Summer

2019 GHC-SCW Annual Membership Meeting

Get to Know the Candidates

4 Tips to Help Breastfeeding Mothers Returning to Work or School
Call to Order & Quorum
Ann Hoyt, GHC-SCW Board President, welcomed members in attendance and formally called the meeting to order on Thursday, June 21st, 2018 at 6:30 p.m. Ms. Hoyt turned to meeting Parliamentary, Jed Roher, who verified adequate members were in attendance to constitute a quorum. Ms. Hoyt requested a motion to approve the 2017 Annual Meeting Minutes. Godwin Amegahsie moved to approve the minutes as presented. The motion was seconded by Ruth Brill and the motion passed with 86 for and 0 against. Ms. Hoyt also requested consideration and approval of an amendment to the current articles of incorporation and bylaws to reflect a proposed change in officer titles. Judy Ziewacz moved to amend the restated articles of incorporation and the restated bylaws of Group Health Cooperative of South Central Wisconsin (GHC-SCW) to change the GHC-SCW officer titles from the current titles of President, Vice-President and Chief Executive Officer to the proposed titles of Chair, Vice Chair and President and Chief Executive Officer. The motion was seconded by Nanette Schiller and the motion passed with 86 for and 0 against.

Board President Report
Ms. Hoyt provided an introduction of both Individual Class and Provider Class GHC-SCW Board Members and reviewed their length of service. Ms. Hoyt thanked them for their years of service on behalf of the members of GHC-SCW. Ms. Hoyt then provided reflections on 2017 activity including an update on restructured Board committees, reduced total Board budget, intensive organization wide strategic plan and Board Self-Evaluation.

Treasurer’s Report
Bill Oemichen, Board Treasurer, reported on the financial status of GHC-SCW. Mr. Oemichen provided a brief overview on profitability from a net loss of around $414,000 for 2016 and he was pleased to report a net gain of almost $7 million in 2017. This net gain was a result of substantial efforts directed to control personnel costs, improve provider contracts and to better manage health care costs for our members. Mr. Oemichen reported there has been a drop in membership between 2015 through 2017 due to a necessary change in strategy where we returned to more traditional pricing. Mr. Oemichen reviewed the net assets and surplus, which took a hit in 2013 and 2014, but he is happy to report we have been gradually increasing our surplus reserves to the level prior to the hits in 2013 and 2014. In conclusion, Mr. Oemichen assured members that the Board and staff have worked hard during the past year to return your Cooperative to a more balanced financial position and be assured your Board of Directors and staff are completely committed to improving the financial health of this Cooperative.

CEO Report
Dr. Mark Huth, President and Chief Executive Officer reported on current activity regarding the 2017 Strategic Plan including the areas of financial performance, growth, transformation, quality and culture and community. Dr. Huth reported on what brought us to the level of success that we enjoy now and what we need to do to remain focused on providing the best quality care to all of our members. Dr. Huth reported he was proud of the employees of GHC-SCW who pulled together this past year to make sure we remained one of the top-quality health care organizations in the area.

Senior Leadership Reports
Dr. Huth then introduced the three leadership team updates provided. Annette Fox, Chief Information Officer; Dr. Alison Craig, Chief of Staff and Jim Van Den Brandt, Director, Behavioral Health and Medical Specialty Services. They each provided updates of current activities and areas to watch within their divisions.

Board Members Announcement
Ed Resch, Nominations Committee Chair, announced the following candidates were elected to serve three-year terms on the GHC-SCW Board. Ms. Hoyt, Mr. Oemichen and Ms. Ziewacz, Mr. Reisch thanked all candidates who ran for their dedication to GHC-SCW.

2018-2019 Nominations Committee
Ken MacPhan called for nominations for the 2018-2019 Nominations Committee. Mr. Reisch, Annya Finzel and Ms. Brill were nominated. The motion was made by Fazel Hayati and seconded by Mr. Oemichen to approve the 2019 Nominations Committee as presented. The motion carried 86 for and 0 against.

Adjournment
Ms. Hoyt called for a motion to adjourn, which was moved and seconded. The motion passed unanimously.

Respectfully submitted,
Donna Twining
GHC-SCW Board Secretary

Your Cooperative holds an Annual Membership Meeting so your voice can be heard. Come and hear from our leaders and vote for Board Member Candidates.

When:
Thursday, June 20, 2019
5:30–6:30 p.m.
Registration and Candidate Corner
Voting for Board Member Candidates happens between 5:30–6:30 p.m.; ballots are not handed out after 6:30 p.m.
6:30–7:30 p.m.
Annual Membership Meeting

Where:
Sheraton Hotel Destination Room, 2nd Floor
706 John Nolen Dr., Madison, WI 53713
Public parking is available.

2019 Board Member Candidates:
Mark Frankel
Brent Pahnke
Rebecca Haymaker
Henry Earl Sanders, Jr.
Joseph M. Marsik
Nanette Schiller

Learn more about each candidate on page 4.

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. Voting takes place at the Annual Membership Meeting or by absentee ballot online.

2019 Annual Membership Meeting
With collaboration and guidance from members like you, we are \textbf{BETTER TOGETHER}®.

\textbf{2019 Board Member Candidate Profiles}

This year, there are six candidates running to fill three open positions on the GHC-SCW Board of Directors. Read their profiles to get to know your 2019 candidates!

\textbf{For the candidates’ full application responses and statements, visit: ghcscw.com/vote.}

\begin{itemize}
\item \textbf{Mark Frankel}
\begin{itemize}
\item \textbf{Candidate Statement:}\nI have served on the GHC-SCW Board for three years and am currently head of the Board Development Committee. I also sit on the Finance and Audit Committee and the Business Development Committee. I have been a lawyer in Madison for 43 years and was an elected Dane County Circuit Court Judge for 20 years. I was involved in medical malpractice litigation as both a lawyer and a judge. I am a long-time, enthusiastic GHC-SCW member. I also have had significant volunteer community involvement.
I believe GHC-SCW serves a very important role in our community, as both a long-time cooperative organization, as a top quality primary health care provider and as one of only two 5-star rated health insurance plans in the country. I want to see GHC-SCW thrive in a competitive local health care market and, if possible, to extend its reach.
\end{itemize}
\item \textbf{Joseph M. Marsik}
\begin{itemize}
\item \textbf{Candidate Statement:}\nI attended Loyola University, majoring in biology with a chemistry minor. My studies continued with a DDS degree from their School of Dentistry, followed by a residency at Cook County Hospital in oral and maxillofacial surgery. I obtained my board certification in 1987. While an attending surgeon, I had private practices in Racine, WI and Park Ridge, IL until I retired in 1994.
After moving to the Columbus area, I became involved with the local government in the Town of Elba. I was appointed Chair of the Zoning Appeals Board followed by Chair of the Plan Commission, a position I still hold. In 1998, I was appointed to the Dodge County Board of Adjustment where I remained, eventually as Chair, until 2012 when I was elected Supervisor. I am now serving my fourth term on the Dodge County Board. Presently, I am 2nd Vice Chair of the County Board, Chair of the Human Resources and Labor Negotiations Committee (since 2014), on the Executive Committee (since 2014), Secretary of the Land, Resources and Parks Committee, on the External Audit Review Committee and on the Waste Management Siting and Standing Committee.
I appreciate that GHC-SCW remains cutting edge with the services and technology offered to their members. I am impressed by the quality of care given to patients and their families. By serving on the board, I would strive to help GHC-SCW maintain their status as a local and national health care leader.
\end{itemize}
\item \textbf{Rebecca Haymaker}
\begin{itemize}
\item \textbf{Candidate Statement:}\nOver the past 16 years, I’ve worked with health care organizations locally and across the country through my work in health care IT and operations. I believe these years of experience working in health care would allow me to have an immediate and positive impact on the GHC-SCW Board of Directors.
A GHC-SCW member since 2002, I remain committed to the organization and the overall cooperative mission. My experiences have given me great insight into the organization and the different services provided. As a voting member, I also greatly appreciate the care and treatment options given to members of the cooperative.
I appreciate that GHC-SCW remains cutting edge with the services and technology offered to their members. I am impressed by the quality of care given to patients and their families. By serving on the board, I would strive to help GHC-SCW maintain their status as a local and national health care leader.
\end{itemize}
\end{itemize}
Board Member Candidate Profiles

Brent Pahnke

Candidate Statement:
I am president and founder of Retirement Solutions, LLC in Middleton. I have a BS in Finance and Marketing from UW-Madison, 1991. I have been a small agent for GHC-SCW for several years. I am very interested in the board and joining organizations that give back to the community. I am a past board member of TDS-Waunakee. I have been a member of the Madison Area Crime Stoppers Board for about 15 years and currently serve as board president. I am also a member of Madison’s Clean Lakes Alliance.

I have been a GHC-SCW member for over 38 years and have watched the organization continue to grow. As a long-term member, I have been an advocate for GHC-SCW for years and have never even considered using another health provider. As a local business owner, I strive to give back to our community and believe GHC-SCW does that as well.

Henry Earl Sanders, Jr.

Candidate Statement:
For nearly twenty years, I have been a force for community development, economic development and entrepreneurship in Madison, Wisconsin and throughout the Midwest.

I worked for the City of Madison and then-Congresswoman Tammy Baldwin before joining the Greater Madison Chamber of Commerce as vice president. In that capacity, I started the Small Business Advisory Council, Latino Chamber of Commerce and the African American Black Business Association. I am the founder of Madison Area Growth Network (MAGNET), Madison Network of Black Professionals and Capacity 360, a government relations firm that brought more than $15 million to Wisconsin businesses. I ran a statewide campaign for Lieutenant Governor in 2010, and in 2011 joined the Obama administration as the Small Business Administration’s Region V Advocate. In 2015, Madison365 was created to keep Greater Madison’s communities of color informed, to report news from their perspective and to create opportunities to help prepare more people of color to enter the profession of journalism. I am also the founder and CEO of Selfless Ambition.

I have served on the Board of Directors of GHC-SCW since 2013, and chair its Member Advisory Council. I became a member of GHC-SCW 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 solving problems and helping address the business and economic needs of our communities and would like to focus these skills to position GHC-SCW for the future. I believe in the cooperative model and want to make sure all members have a voice in how GHC-SCW serves their needs.

Nanette Schiller

Candidate Statement:
I have been a GHC-SCW member for over 20 years and also have had the privilege to serve on GHC-SCW’s Board of Directors for the last three years. I have led the Development Committee and participated on the Finance Committee.

In my 30 years with American Family Insurance, I have worked in accounting, financial analysis and claims. My current role as product advisor includes data analysis and providing insight to support the casualty line of business.

I have a Master of Science in Management Accounting and a Bachelor of Science in Mathematics and Economics. I am a licensed Certified Public Accountant and a member of the Wisconsin Institute of Certified Public Accountants. I hold certificates including Chartered Property & Casualty Underwriter, Associate in Insurance Accounting & Finance, Associate in Reinsurance and Financial Planning & Analysis.

I respectfully request your vote for a second term on the Board. I fully believe in GHC-SCW’s values of innovation, quality, patient focus, community involvement and not-for-profit cooperative status. Given our competitive market and changing political climate, during a second term, I would continue to support our cooperative with our driving strategies and building financial reserves to ensure future financial stability. I also fully support our organization’s commitment to inclusion and diversity, best-in-class patient care and Lean methodology. I am committed to the fiduciary responsibilities of oversight of safeguarding the organization’s assets and ensuring effective governance and controls.

I bring my insurance, financial, project management, and Lean experience to GHC-SCW’s Board of Directors. I also bring my member’s perspective as a mother, partner and employee. Your consideration is greatly appreciated.

Online Voting - Absentee Ballot*

All eligible GHC-SCW voting members who cannot attend the Annual Membership Meeting in person may now vote absentee online. Visit ghcschw.com/vote to cast your electronic absentee ballot. Electronic absentee voting begins on May 13, 2019 and closes on June 18, 2019 at 11:59 p.m.

All you need to cast an electronic absentee ballot is your GHC-SCW member number, found on your member ID card, and your home zip code.

You may still request a paper absentee ballot to vote before the Annual Membership Meeting. Requests for a paper absentee 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 absentee ballots must be received no later than June 19, 2019 in a sealed envelope bearing the signature of the member on the outside of the envelope.
Dear Valued Members,

Spring is my favorite season at GHC-SCW. It’s a time for us to welcome new members and reflect on the achievements of the last year. Spring is marked by our Annual Membership Meeting and the preparations needed to make that event possible.

As Dane County’s first and only member-owned, non-profit, health care cooperative, this event is the catalyst to our growth and development.

As a member of GHC-SCW, you are actually at the very top of our organizational chart – above the Board of Directors, above the CEO and above the Senior Leadership Team. You’re the driving force within our organization and at the Annual Membership Meeting, your voice can be heard loud and clear. You’ll have the opportunity to share your thoughts and views directly with GHC-SCW leaders and you’ll be able to vote for our Board of Directors.

We look forward to this opportunity to connect with you, to learn from you and to celebrate our successes together. In fact, this year you helped us achieve a big win – one that we’re pretty thrilled about.

In 2018, we learned that GHC-SCW is the first and only commercial health plan in Wisconsin to receive a rating of 5 out of 5 in NCQA’s Private Health Insurance Plan Ratings 2018-2019. We’re actually one of just two commercial health plans in the entire nation to receive a rating of 5 out of 5. You push us to be better every day and you helped make this possible. As a member-owner of GHC-SCW you can now say you have the very best care and the very best team in the entire country.

Thank you for helping us keep the cooperative spirit alive and well this Spring.

Mark Huth, MD
GHC-SCW President & Chief Executive Officer (CEO)
GHC-SCW is excited to announce Carrie O’Dell as our new Chief Human Resources Officer (CHRO) and Kristin Lueschow, RN, MSN as Chief Nursing Officer (CNO).

Carrie has worked at GHC-SCW for over 10 years, first as a Human Resources Generalist and then as a Human Resources Manager and she has more than 17 years of experience as a human resources professional.

“Over the past decade here at GHC-SCW, Carrie has consistently performed with great skill and dedication and has rightfully earned the respect of her coworkers,” commented Dr. Mark Huth, GHC-SCW President and Chief Executive Officer.

“It is gratifying and fulfilling, not only from a professional perspective, but also a personal one, to play a part in our mission to providing the best care possible to our patients,” said Carrie.

Kristin has more than 20 years of experience in the health care field and previously served as GHC-SCW Director of Clinical Operations. As CNO, Kristin will lead nursing and reception teams, as well as work closely with fellow senior leaders, to maintain the high quality of care GHC-SCW patients have come to expect.

“Kristin is very experienced and knowledgeable and has a passion for patient care,” commented Dr. Huth. “I am thrilled to have Kristin on our senior leadership team. She has done, and will continue to do, a great job for our organization.”

In late 2018, GHC-SCW also named Ginger Francis the first ever Director of Community Care and Health Equity.

Ginger has served as the GHC-SCW Community Care and Health Equity Manager since 2016. In her new role, Ginger will continue to lead GHC-SCW’s Community Care Department and Health Equity initiatives, advancing community involvement, diversity, inclusion and equity at GHC-SCW – both as an employer and a health care organization.

“GHC-SCW is deeply committed to making health equity a strategic priority at all levels of the organization, and in doing so, is prepared to make fundamental changes to a system that contributes to producing inequitable results,” said Ginger.

“One of the most vital components of this work is actively and authentically engaging with communities most impacted by systems of inequity and centralizing their voices and lived experiences in the change process.”

Understanding Your Benefits and Coverage

WHAT IS... the difference between a preventive physical and an office visit?

At first glance, a physical and an office visit may seem like the same thing. However, there is a difference and it is important to understand how it may impact your out-of-pocket costs.

During a preventive physical, your provider will:
- Complete a physical exam and thorough review of your general health and well-being.
- Make recommendations regarding your general health that usually focus around diet, exercise or disease screenings and well-being.

Typically, GHC-SCW covers preventive physicals at no charge but any labs or other tests ordered at your physical may incur a charge. Refer to your Benefit Summary for exact benefits coverage or call Member Services at (608) 828-4853 or toll-free (800) 605-4327.

During an office visit, your provider may:
- Discuss specific, new or existing health problems.
- Prescribe medication, order additional tests like lab work or X-rays, refer you to a specialist or discuss other treatment options.

Depending on your benefits, an office visit usually results in additional costs to you.

On occasion, one appointment can be considered both a physical and an office visit. If this is the case, your provider will submit a charge for both a preventive physical and office visit. If your preventive physical includes consultation or treatment for a specific condition, your provider is legally required to report additional medical services on your bill. For example, if you twisted your ankle and get it checked out at your preventive physical, your provider may recommend treatment, testing or referrals, which could incur cost at the visit.
**Pharmacy Corner**

**The GHC-SCW Prescription Benefit**
A list of covered drugs, called a Formulary, is always available at ghcscw.com. There are several versions; 3 Tier, 4 Tier and Metal. All comprehensive Formularies contain at least three categories of drugs. Tier 1, Tier 2 and specialty. The Formulaires (Tier 4 and Metal, formerly Marketplace) contain four categories of drugs. If you are unsure which Formulary applies to you, contact GHC-SCW Pharmacy Administration and they will assist you. Formularies maybe be revised monthly to include new drugs, remove older or non-preferred drugs or change the tier a drug is assigned to. 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, are extraordinarily expensive. These drugs are typically prescribed by specialty physicians, often require special monitoring 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 these drugs must be supported by information obtained from your prescriber.

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 GHCMyChart account, selecting “Meds & Orders” and clicking on “Drug Formulary.” From there, click on “Ask the Pharmacy” to send a message identifying the drug desired, the reasons and your Primary Care Provider (PCP). We will contact your PCP for any necessary medical documentation to support the request.
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 https://ghcscw.com/SiteCollectionDocuments/Formulary_Changes.pdf.

**Sauk Trails Clinic Update**

Last August, our Sauk Trails Clinic sustained major damage in a “100-year flood.” Flood waters filled the entire lower level of the clinic and damaged much of the first level as well. In the days following, our care teams were redistributed to other clinics so that members could continue to receive exceptional care and services without interruption. We simultaneously addressed some of the immediate needs of our members residing or working on the west side of Madison by opening a temporary clinic site on Tokay Blvd.

Over the past six months, our GHC-SCW leadership team has been working to prepare the Sauk Trails Clinic for reopening. We have been working closely with the Federal Emergency Management Agency (FEMA), who has determined that GHC-SCW is qualified for significant financial assistance through the Federal Disaster Assistance Program. Taking the time to research, assess and plan for our future has allowed us to finalise plans for the reconstruction of our Sauk Trails Clinic, while being fiscally responsible as a non-profit organization.

At this time, the goal is to reopen the Sauk Trail Clinic doors in late summer of 2019. In addition to returning the building to its original form, it will be a better facility with new and improved access to laboratory and radiology services, which will be enhanced in the next phase of the reconstruction. We’re extremely grateful for your patience and understanding throughout this process.

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**News & Notes**

**Transition to Adult Primary Care**

GHC-SCW recommends members who are between the ages of 18-22 and are still under the care of a pediatrician to contact Member Services for assistance in transitioning from pediatric to an adult Primary Care Provider (PCP). Member Services may be reached Monday – Friday from 8 a.m. – 5 p.m. at (608) 828-4853 or toll-free (800) 605-4327. They will help you select a new PCP who treats adults.

**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 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 external 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.
- Members of our directories, please call to speak with a Member Services Representative at (608) 828-4853 or toll-free (800) 605-4327.

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**Quality Improvement in 2018**

The purpose of the GHC-SCW Quality Improvement (QI) Program is to continuously improve the quality and safety of medical and behavioral health care and the quality of services provided to our members. Each year, we refine goals and priorities based on how performance measures compare against national benchmarks, best practices, internal benchmarks and members’ and providers’ needs. We use industry tools like Healthcare Effectiveness Data and Information Set (HEDIS®) measures, which evaluate GHC-SCW on how well we deliver health care and services. These measures also allow us to better understand how we are doing compared to other local health care organizations and help us set internal goals to achieve our goals.

**Providers 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 2019 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.
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.

GHC-SCW Member Rights & Responsibilities

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:

5 Ways to Use Your Wellness Reimbursement Benefits This Summer

Healthy lifestyle. Healthy rewards.

This summer, get active, get involved and get rewarded with GHC-SCW wellness reimbursements. You can get up to $100 each calendar year for anything from sneakers to doula services to weight management programs and more!

So, what are you waiting for? Make the most of your summer months, meet your fitness goals and put a few more dollars back in your wallet with GHC-SCW wellness reimbursements.

Here are 5 ways you can get paid to be well this summer:

- **Participate in a Community Event**
  Take part in any race, ride or walk for the community!

- **Sign-up for a Community Supported Agriculture (CSA)**
  Purchase a share of fruit or vegetable crops directly from a local farmer.

- **Workout at Your Gym**
  Complete 120 or more workouts during the calendar year at a fitness club where you have a paid membership.

- **Buy New Athletic Shoes**
  Receive a $25 reimbursement for athletic shoes purchased at Berkeley Running Company, Endurance House, Fleet Feet Sports, Morgan’s Shoes, Movin’ Shoes or The Shoe Box/The Bargain Box and enjoy in-store athletic shoe discounts for GHC-SCW members.

- **Sign-up for a Community Class**
  Take a GHC-SCW class, a community class or participate in a sports league (ex: frisbee, golf, etc.).

*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.*
For many new moms, it can be challenging to return to work or school. If you’re still breastfeeding your baby, it can make the transition seem even more daunting. At GHC-SCW, we want to set you and your baby up for success by providing the support and resources you need to tackle these changes.

Here are a few tips to get you started:

1. **Do a “test run” a week before you return to work or school.** Try leaving your baby with your caregiver for an extended period of time and then visit your work or school to identify a comfortable place you can pump.

2. **Establish a good milk supply** so that you have at least 16 ounces stored in your freezer. Keep the milk in 2-3-ounce portions.

3. **Establish your new routine.** Get up 20 minutes earlier and nurse before you leave if possible. Then try to pump mid-morning, at lunch, and mid-afternoon. When you get home, nurse your baby as soon as possible.

4. **Eat a good breakfast and dinner.** It’s important to get the nutrients you need in order to provide for your baby.

Join us for our wellness class, **Returning to Work or School While Breastfeeding**, July 16 from 6:30 – 8 p.m. for more tips and practical advice that will help you plan your return, select a pump, introduce bottles and more. The class is free and open to all mothers, pregnant women, support persons and breastfeeding babies.

To learn more, visit [ghcscw.com](http://ghcscw.com) and select “Wellness” and “Sign Up for Classes.”