

Group Health Cooperative of South Central Wisconsin

HouseCall

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

 **Group Health
Cooperative**
of South Central Wisconsin

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- 2 2018 Annual Membership Meeting Minutes
- 3 2019 Annual Membership Meeting
- 4 Get Involved!
2019 Board Member Candidate Profiles
- 8 From the Desk of Dr. Mark Huth
- 9 Welcome New Members!
- 10 Exciting GHC-SCW Leadership Changes In 2019
- 11 Understanding Your Benefits and Coverage
- 12 Women's Health and Cancer Rights Act of 1998
Pharmacy Corner
Sauk Trails Clinic Update
- 13 News & Notes
- 14 5 Ways to Use Your Wellness Reimbursement Benefits This Summer
- 15 GHC-SCW Member Rights & Responsibilities
- 16 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 Parliamentarian, 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 Amegashie 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 \$20 million during 2014 to a net gain

of \$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 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 Reisch, 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 Machtan called for nominations for the 2018-2019 Nominations Committee. Mr. Reisch, Anya Firszt and Ms. Brill were nominated. The motion was made by Fazel Hayati and seconded by Mr. Oemichen to approve the 2019 Nomination 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

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.

Get Involved!

Take part in your Cooperative and help us work toward a brighter future.



RUN for the Board of Directors.



ATTEND the Annual Membership Meeting.



ELECT the Board of Directors.



JOIN the Member Advisory Council.

With collaboration and guidance from members like you, we are **BETTER TOGETHERSM**.

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!

For the candidates' full application responses and statements, visit: ghcscw.com/vote.



Mark Frankel



2019 GHC-SCW Board Member Candidate

Candidate Statement:

I 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 I 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.

Rebecca Haymaker



2019 GHC-SCW Board Member Candidate

Candidate Statement:

Over 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 working mother, 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.

The health care landscape is changing—the population is aging, reimbursement continues to shrink, patients owe more out-of-pocket for health care, health systems continue to merge and additional pressures continue to be placed on physicians and other health care providers. Future success requires health care providers to partner with their patients on both their clinical and financial care, proactively support patients with complex health needs, focus on preventive care and wellness activities and educate patients about their benefits and the ever-changing health care landscape. It also requires organizations to support clinicians by making it easier to complete administrative tasks, thereby increasing time with patients and the joy of practice. Lastly, organizations need to leverage the power of their clinical data through analytics and operational improvements, reduce expenses and maximize revenue opportunities.

I would love the opportunity to leverage my health care experience, as well as my perspective as a working mother with a young family, to support the growth and strategic goals of GHC-SCW.

Joseph M. Marsik



2019 GHC-SCW Board Member Candidate

Candidate Statement:

I 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, on the Resources and Parks Committee, on the External Audit Review Committee and on the Waste Management Siting and Standing Committee.

Creating policy that can solve or mitigate current or future issues is of great interest to me. I have been on several sides of the health care industry; as a provider of health care, as a recipient of health care and as a negotiator of health care services for Dodge County employees. As Chair of the HR Committee, I have been involved with the health care planning for the county, most recently with the transition away from the Wisconsin ETF plan.

I would like to be a part of maintaining and improving that level of service through policy decisions that meet the demands of our changing health care system. I believe my private and public service experience would be a benefit to the GHC-SCW Board.

Your Guide to Getting Care at GHC-SCW

Thank you for choosing GHC-SCW for your health care and insurance needs. We strive every day to provide our members with exceptional care and impeccable service.



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

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. We hope you'll join us at the Annual Membership Meeting.

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

As a GHC-SCW member, there are a number of ways for you to get the care you need, when you need it.

- ➔ **Call GHC NurseConnect**
If you're feeling under the weather, the first step is to contact GHC NurseConnect, our 24/7 nurse advice line. It's staffed exclusively by registered nurses licensed in the state of Wisconsin – GHC-SCW nurses you already know and trust – and they're all right here in Dane County. They can give you answers to your health-related questions, pull up your medical records and even schedule a time for you to see your provider. **Call (608) 661-7350 or toll-free at (855) 661-7350.**
- ➔ **Schedule a Same-Day Urgent Care Appointment**
If you're unable to schedule a same-day appointment with your PCP and your health concern is urgent, you can make a same-day appointment at our Urgent Care Clinic. Our urgent care services are by appointment only so you can rest in the comfort of your own home right up until your scheduled appointment time. For a listing of common urgent care illnesses and ailments, please visit our website at ghcscw.com and click "Quick Care" in the top left corner of your screen. **Call (608) 442-8100.**
- ➔ **Contact your Primary Care Provider (PCP)**
If you'd like to speak directly with your PCP, call the clinic phone number listed next to your member number on your GHC-SCW Member ID Card. You may be able to be seen the same day by your PCP or by a member of your care team. **Check your Member ID Card.**
- ➔ **If you require emergency care, please go to your designated hospital emergency room or call 911 for treatment.** If it is not possible to go to your designated hospital, go to the nearest emergency room or call 911. Emergency care is medical care for a life-threatening medical condition that includes severe symptoms that could cause serious jeopardy to a person's health. Please visit our website at ghcscw.com and click "Quick Care" in the top left corner of your screen to see a listing of emergency conditions and where to receive emergency care. **Visit ghcscw.com or call 911.**
- ➔ **Have a Virtual Visit with virtuwell**
Get care anytime, anywhere with our 24/7 online clinic, virtuwell. You can use virtuwell to get a diagnosis, treatment plan and prescription for over 60 common conditions without ever leaving home. And as a GHC-SCW member, you get three free visits to virtuwell per member, per plan year.* **Visit ghcscw.com/virtuwell.**

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*Members with high deductible health plans may incur costs for using virtuwell prior to reaching the plan's deductible.

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 O'Dell
Chief Human Resources Officer (CHRO)



Kristin Lueschow, RN, MSN
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 has an open, transparent communication style and an ability to help others succeed and thrive in the work they do for our Cooperative,” 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.”



Ginger Francis
Director of Community Care and Health Equity

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 Formularies (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 may 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 those 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 GHCMYChartSM 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 medical 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.

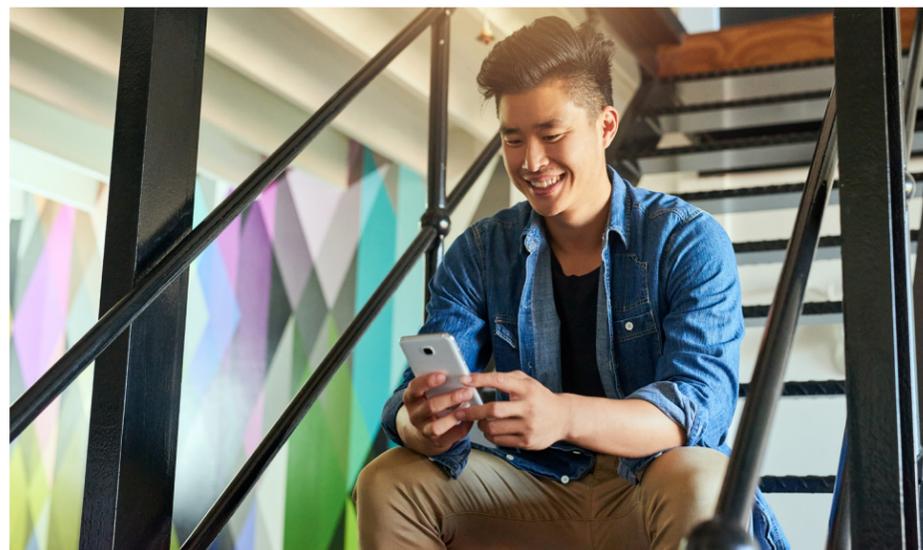
Over the past six months, our GHC-SCW leadership team has been working to prepare the Sauk Trails Clinic for reopening. We have been working closely with the Federal Emergency Management Agency (FEMA), who has determined that GHC-SCW is qualified for significant financial assistance through the Federal Disaster Assistance Program. Taking the time to research, assess and plan for our future has allowed us to finalize 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.**

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

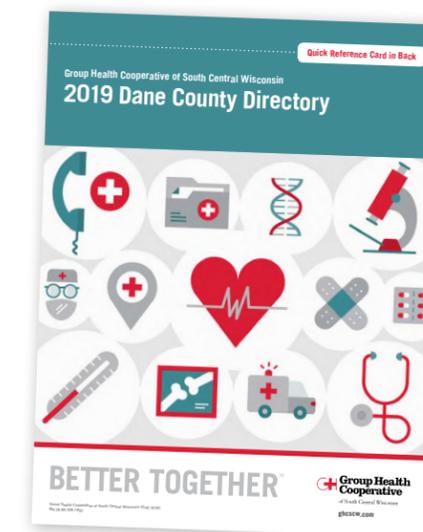
GHC-SCW will notify the member of his or her right to an external review or review of the appeal and outline the process for filing a request for external review. A member is eligible for an external review or review of their appeal when they have completed the GHC-SCW internal grievance process, and 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 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.

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 improvement goals. Complete details on our Quality Improvement Annual Report and Work Plan can be found online at ghcscw.com when you search “Quality.”



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 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.

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:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prosthesis 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.

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!*



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.).

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.

For a complete list of GHC-SCW Wellness Reimbursement Program activities and requirements, visit ghcscw.com and select "Wellness" and then "Wellness Reimbursement."



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

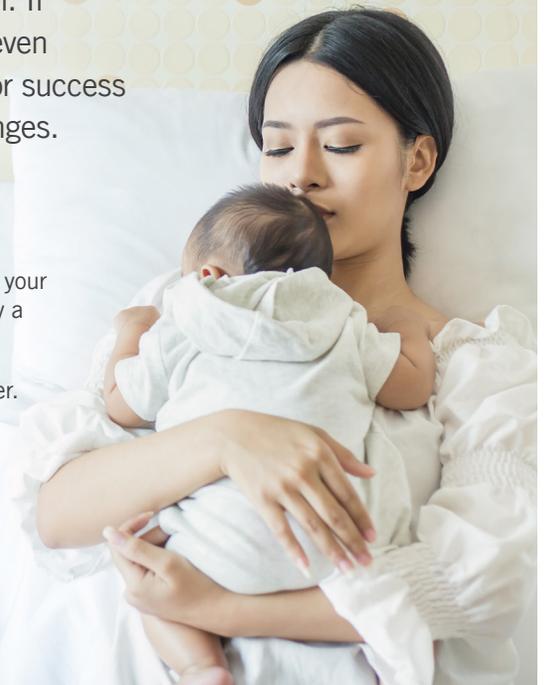
1. **Be considerate of others**, observe safety and smoking regulations in all GHC-SCW facilities and treat GHC-SCW personnel with consideration and respect.
2. **Provide accurate and complete health information** needed to care for you properly.
3. **Use facilities and equipment appropriately.**
4. **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.

4 Tips to Help Breastfeeding Mothers Returning to Work or School

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 ghcsw.com and select “Wellness” and “Sign Up for Classes.”