


# Member-Owner Rewards



MAXIMIZE your  
GHC-SCW MEMBERSHIP  
with this EXCLUSIVE  
package of rewards



# BETTER TOGETHER<sup>SM</sup>

## Member-Owner Rewards

Welcome to the GHC-SCW Member Owner Rewards (MOR) program, where we prioritize your well-being and empowerment. This program is crafted with convenience, flexibility and exclusive savings in mind.

Think of MOR as a way for you to customize your path to health and enhance your holistic health journey. With no extra sign-up hassles, your GHC-SCW membership card is all you need to take advantage of these services and benefits.

Beyond the tangible benefits, belonging to a cooperative offers something even more powerful: **a voice and a vote in how your health plan is managed.**

### Let's start with that foundation:

- **Quick-Access Virtual Care Options through GHC Care OnDemand:**

We know you're busy and don't want you to wait to get care. Beyond the traditional exam room, GHC-SCW gives Member-Owners fast and convenient options like:

- GHCMYChart<sup>SM</sup> Video Visits
- Virtual Urgent Care, *powered by KeyCare*
- Virtual Therapy, *powered by MDLIVE<sup>®</sup>*
- GHCNurseConnect

- **GHCMYChart<sup>SM</sup> and the Mobile GHCMYChart<sup>SM</sup> App:**

Wherever you go, your secure health information and direct access\* to GHC-SCW providers are right there with you.

- **Our Exclusive Experience Guarantee:**

You have a right to expect a great experience when you visit your GHC-SCW clinic. And if we fail to live up to that expectation, you shouldn't pay for that visit. Visit [ghcscw.com/experience-guarantee](http://ghcscw.com/experience-guarantee) to learn more about our money-back GHC Experience Guarantee<sup>TM</sup>!

- **ManageWell<sup>®</sup> Rewards<sup>\*\*</sup>:**

This online platform includes an entire suite of programs, activities and challenges. Complete healthy activities to earn rewards. Activities include your yearly physical, exercises, step tracking, participating in a Community Supported Agriculture (CSA) share, receiving your annual flu vaccine, creating and completing SMART goals and other ways to protect your health and wellness. Learn more at [ghcscw.com/managewell](http://ghcscw.com/managewell).

- **Discounts:**

**Massage Therapy and Acupuncture Discounts:** GHC-SCW members get a discount on certain massage therapy and acupuncture services with select partners.

**Eye Care Discounts:** Members also get a discount of 20% on retail eye care products such as frames, non-prescription sunglasses, reading glasses, solutions and drops. Members also receive 10% off of a 12-month supply of contacts!

- **Outstanding Member Services:**

As a Member-Owned, not-for-profit, health care cooperative, our mission, vision and values are built around providing our members with the best possible experience. Learn more on page 6.

## Virtual Care Options

GHC-SCW offers many ways for our members to receive care. We believe health care should be easy to use and there when you need it.



### Video Visit Using GHCMYChart<sup>SM</sup>

With GHCMYChart<sup>SM</sup> Video Visits, members can safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic.

Visits are set up using GHCMYChart<sup>SM</sup> and available for routine visits and select specialty visits.\*

Contact your clinic or log in to GHCMYChart<sup>SM</sup> to schedule.



### GHC NurseConnect

GHC-SCW nurses are here 24/7/365 to help you, guide you and get you on the path to better health fast. They can answer your questions, give you advice and help you plan your next steps.

Call (608) 661-7350 or toll-free at (855) 661-7350.



### Virtual Urgent Care powered by KeyCare

Access a provider from your home, office or on-the-go, 24/7/365. Licensed providers can visit with you by secure video to help treat non-emergency medical conditions. Visits are free for most members.\*\*

Go to [ghcscw.com/keycare](https://ghcscw.com/keycare).



### Virtual Therapy powered by MDLIVE<sup>®</sup>

Access a therapist from your home, office or on-the-go, 24/7/365. Licensed therapists and board-certified psychiatrists visit with you either by phone or secure video to help treat any non-emergency mental health condition. Visits are free for most members.\*\*

Go to [ghcscw.com/mdlive](https://ghcscw.com/mdlive).

\*For GHCMYChart<sup>SM</sup> Video Visits, members must be physically located within the state of Wisconsin during the entirety of the visit

\*\*Virtual care visits powered by KeyCare and MDLIVE are not available for Medicare Select, Badger-CarePlus or MMSP-Quartz patients. Plan conditions apply for members with HSA benefit plans

## The GHC Experience Guarantee<sup>SM</sup>

At GHC-SCW, we give you the power to decide if your experience was worth what you paid with Wisconsin's first and only money-back health care guarantee.

We want your experience at GHC-SCW to exceed your expectations every time. In order to continue to improve and provide high-quality service, we need your feedback - good and bad.

If your experience at a GHC-SCW clinic doesn't meet your expectations, tell us about it, and at your request, we'll refund some or all of the costs associated with your visit. We think that's just the right thing to do.

Visit [ghcscw.com/experience-guarantee](https://ghcscw.com/experience-guarantee)!

# ManageWell.® Be Well.

Healthy Lifestyle.  
Healthy Rewards.



## GHC-SCW WELLNESS REWARDS PROGRAM\*

GHC-SCW is committed to whole person care for our members. That means **HEALTH** and **WELLNESS**. We have teamed up with ManageWell® to give members access to an exciting platform to manage wellness.

- Earn points. Earn rewards.
- Free app and fully online.
- Fun, engaging activities and challenges.
- Customizable to you and your health goals.
- Access to Mayo Clinic's health information library.
- Points refreshed every quarter.

ManageWell®

Earn Points. Earn Rewards.

- Fitness
- Nutrition
- Activity Trackers
- Stress Reduction
- Weight Management
- Healthy Living
- Challenges



Learn more at [ghcscw.com/managewell](https://ghcscw.com/managewell).

Please check your member materials or call Member Services at (608) 828-4853 or (800) 605-4327 to verify eligibility.

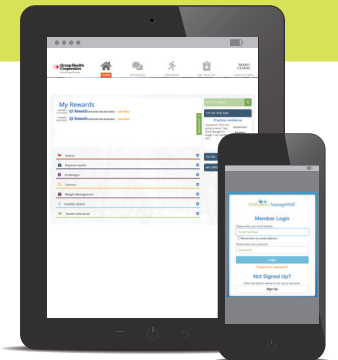


## ManageWell® Points

ACTIVITY	POINTS
<b>ACCESS</b>	
Health Assessment	20/one time per year
<b>PHYSICAL HEALTH</b>	
Exercise Tracker - 150 minutes per week	5/max 65 per quarter
Exercise Tracker - 180 minutes per week	1/max 13 per quarter
Exercise Tracker - 210 minutes per week	1/max 13 per quarter
Annual Physical/Medicare Physical/ Postpartum Visit	50/one time per year
Flu Shot	20/one time per year
Dental Cleaning	25/one time per year
<b>CHALLENGES</b>	
Stress Less	20/one time per year
Mini Challenges	5 per challenge/max 15 per quarter
Bingo	5 per completion/max 15 per quarter
<b>CONNECT</b>	
Register for GHCMYChart <sup>SM</sup>	5/once indefinitely
<b>WEIGHT MANAGEMENT</b>	
Weight Watchers (WW)	5 per month/max 15 per quarter
Noom	5 per month/max 15 per quarter
<b>HEALTHY HABITS</b>	
8,000 steps per day	1/max 91 per quarter
10,000 steps per day	1/max 91 per quarter
12,000 steps per day	1/max 91 per quarter
Create a S.M.A.R.T. goal	5/once per quarter
Complete a S.M.A.R.T. goal	10/once per quarter
Community Supported Agriculture (CSA)	100/one time per year
Sleep Tracker - 7 sleep hours/5 days a week	1/max 13 per quarter
<b>HEALTH EDUCATION</b>	
Health Education Visit	10 per visit/max 30 per quarter
News You Can Use	5 per activity/max 15 per quarter
<b>TOBACCO FREE</b>	
Be Tobacco Free Program	25/one time per year triggered by health assessment



Access ManageWell® by desktop, phone or tablet.



Points Earned/Quarter	Reward Tier	Payout/Quarter
100-199 points	Tier 1 payout	\$25 mailed check**
200+ points	Tier 2 payout	\$50 mailed check**



Download the ManageWell® 2.0 app and start earning rewards. Bring wellness wherever you go.

\*The reward program is not available to all members. ManageWell® is not available to those included in the State of Wisconsin Group Health Insurance Program and Federal (FEHB) members. Reward restrictions apply to BadgerCare Plus members.

\*\*BadgerCare Plus members will receive their payout in the form of a Walmart Gift Card. Members should use the gift card reward for healthy or health related purchases. The gift card reward may not be used towards the purchase of items such as alcohol, tobacco and firearms products.

## Eye Care & Wellness Member Discounts

**Studio Z Salon** | (608) 221-7888 | [studiosmadison.com](http://studiosmadison.com)

Studio Z Salon & Spa is an inviting full-service salon and spa established over 30 years ago. Their team is comprised of nearly 40 talented professionals whose goals are for every guest to leave feeling and looking happier than the moment they arrived.

➔ Current GHC-SCW members will receive \$20 off all 60 or 90 minute massage services.\*

**Inner Wisdom Acupuncture** | [innerwisdomacu.com](http://innerwisdomacu.com) | [innerwisdomacu.janeapp.com](http://innerwisdomacu.janeapp.com)

Inner Wisdom Acupuncture's deep-rooted passion for holistic health fuels their dedication to each patient. At their clinic, your well-being is their top priority, guiding them to craft individualized treatment plans that suit your unique needs.

➔ Current GHC-SCW members will receive \$10 off acupuncture (initial & follow-up services).\*

**GHC-SCW Eye Care Center** | (608) 257-7328 | [ghcscw.com/eye-care](http://ghcscw.com/eye-care)

Our expert staff at the GHC-SCW Eye Care Center take the time to help you and your family select the perfect frames and lenses to fit any lifestyle and budget.

➔ GHC-SCW members get a discount of 20% on retail eye care products such as frames, non-prescription sunglasses, reading glasses, solutions and drops. Members also receive 10% off of a 12-month supply of contacts!

\*GHC-SCW members will need to show their current GHC-SCW insurance card in order to receive their discount.



## Outstanding Member Services

GHC-SCW knows how important it is to be accessible to Member-Owners who need us.

As a Member-Owned, not-for-profit, health care cooperative, our mission, vision and values are built around providing our members with the best possible experience. That means making sure our members have access to the information and resources they need to navigate the complex world of health insurance and health care.

**Our Member Services department is always here to help!**

For questions, call (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

Our Values are a set of beliefs that we hold dear that help us identify priorities for the Cooperative as well as a guide for how we conduct our business.

- We are a not-for-profit Cooperative
- We are member-centered
- We are equitable and inclusive
- We are quality-driven
- We are innovative
- We are community involved