

Group Health Cooperative of South Central Wisconsin

# 2024 State of Wisconsin Group Health Insurance

GHC-SCW Dane Choice Network

**BETTER TOGETHER**<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK23-79-0(6.23)O - Updated August 2023



of South Central Wisconsin

[ghcscw.com](https://ghcscw.com)

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### About This Provider Directory

This Provider Directory is accurate at the time of printing. Find the most current information about our wide selection of care providers online.

- 1) Visit [ghcscw.com](https://ghcscw.com).
- 2) Select the "Find a Provider" button.
- 3) Select your network from the drop-down menu.
- 4) Select either "Search for a Provider" or "Search for a Clinic."

**Need help selecting a Primary Care Provider (PCP)?**  
Call (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

For complete details about what is covered under your GHC-SCW Plan, please refer to your Member Benefits Summary, Member Certificate and Plan Amendments, contact your employer or call Member Services.

### Interpreter Services

Interpreter services are provided at no charge to you. GHC-SCW does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material interpreted, in an alternative format or need assistance in using any of our services, please contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

#### ESPAÑOL

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono (608) 828-4853 o, sin cargo, al (800) 605-4327, y solicite hablar con el Departamento de Servicios Miembros.

#### HMOOB

Kev Pab Cuam Txhais Lusyuav muaj pab pub dawb rau koj. Xav tau phau txhais ua lwm hom lus los sis kom nkag siab no, thov hu (608) 663-2940.

GHC-SCW complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. If you need this printed material interpreted or in an alternative format, or need assistance in using any of our services, contact GHC-SCW Member Services at (608) 828-4853; TDD (608) 828-4815.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al, (608) 828-4853; TDD (608) 828-4815.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (608) 828-4853; TDD (608) 828-4815.

## Welcome New Members!

Thank you for choosing Group Health Cooperative of South Central Wisconsin (GHC-SCW)! We pride ourselves on meeting your health care and health insurance needs. **To get the best care possible, we encourage you to take these quick steps!**

1

**Activate your online GHCMYChart<sup>SM</sup> account.** Schedule appointments, refill your prescriptions, view select test results and more!

Visit [ghcscw.com/ghcmymychart](http://ghcscw.com/ghcmymychart) and select “Sign up now” to get started.

Learn more on page 5.

2

### Transition your care.

If you’re coming to us from a different health care organization, we want to help make your transition as seamless as possible. You’ll want to:

- Transfer existing medical records so we can better understand your medical history.
- Transfer existing specialty care treatment so we can help provide continuity of your care.
- Transfer existing medications so we can help you avoid gaps in your medication regimen.
- Complete a Transition of Care form.

3

### Choose your Primary Care Provider (PCP).

PCPs are listed in this Provider Directory. You have the right to choose any PCP who is available to accept you or your family members.

See page 7 for details about choosing a PCP.

4

### Schedule an appointment.

After choosing a PCP, you may want to schedule an introductory visit. You don’t need to be sick to schedule an introduction — we look forward to meeting you!


An out-of-pocket expense may apply to your visit depending on your insurance plan.


Visit [ghcscw.com](http://ghcscw.com) and select the “Find a Provider” button for a complete and current listing of providers.

## Connect With Us

### Member Services — We Are Your Resource


- Get answers to your insurance benefit questions.
- Learn about what health care services are covered with your insurance plan.
- Order or replace your GHC-SCW ID cards.


 **Call:** (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

 **Click:** Visit [ghcscw.com/contact](http://ghcscw.com/contact).

### Primary Care Clinic — A Starting Point for Your Care

- Receive routine care from a PCP.
- Have your specialty needs coordinated by a team of experts.
- Receive support to manage an ongoing illness or injury.

 **Call:** For a complete list of primary care clinic phone numbers, see the Reference Card in the back.

 **Click:** Log in to your GHCMYChart<sup>SM</sup> account, click “Messages,” and select “Send a message” to send a message to your Care Team.

See Page 8 for a list of GHC-SCW Virtual Care Services.



GHC-SCW member-owners, the power of being part of south central Wisconsin's only non-profit health care Cooperative just got better. Now, you automatically qualify for our **Member Owner Rewards**.

### Member Owner Rewards Include:



#### GHC EXPERIENCE GUARANTEE™

We give you the power to decide if your experience was worth what you paid. Wisconsin's first and only money-back health care guarantee. 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. **Visit [ghcscw.com/experience-guarantee](https://ghcscw.com/experience-guarantee) to get started!**



#### GHCMYCHART™ & MOBILE APP

The power of all your health information in one place. Easy, convenient and safe. **Visit [ghcscw.com/ghcmychart](https://ghcscw.com/ghcmychart) to get started!**

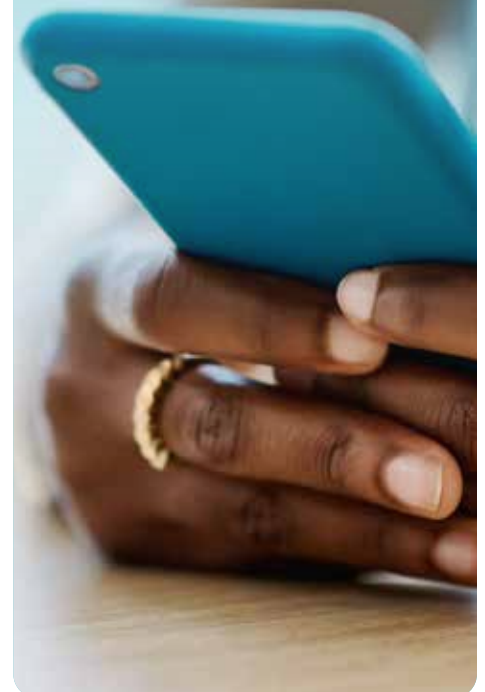


#### VIRTUAL CARE

When you have a GHC-SCW card in your wallet, you can take care, anywhere.

- GHC NurseConnect
- GHCMYCHART™ Video Visits
- Virtual Urgent Care Visits *powered by Keycare*
- Virtual Therapy Visits *powered by MDLIVE®*

**Visit [ghcscw.com/virtual-care](https://ghcscw.com/virtual-care) to get started!**



GHCMYChart<sup>SM</sup>

# Manage your health online, 365 days a year!



At GHC-SCW, we believe that you and your provider should collaborate on your health care... before, during and after your visit.

With a GHCMYChart<sup>SM</sup> account, you and your provider can manage your health online, 365 days a year.

## GHCMYChart<sup>SM</sup> Features<sup>1</sup>



**Message** your provider.



**Schedule** appointments online.



**View** select test results, immunization records and health summaries.



**Video Visits** with GHC-SCW Providers.



**Refill** medications.



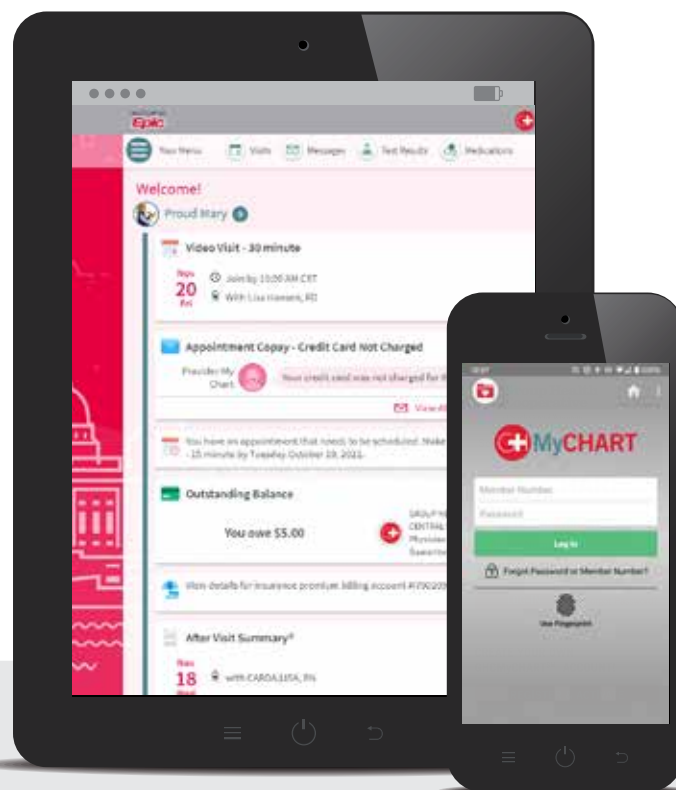
**View and pay** your bill.



**Connect** to your children's medical and insurance information with GHCFamilyChart.



**And much more!**



## Activate your Account

- ① Visit [ghcscw.com/ghcmymychart](http://ghcscw.com/ghcmymychart) and select "Sign Up Now."
- ② Enter your Activation Code – or if you don't have one, select "Request a Code Now" to receive an activation code via email.
- ③ Complete the form and follow the prompts.

## Get the App

View appointments, message your provider, get test results and more — all from your smartphone. Just search and download the **MyChart** app at no cost to you.



To use the MyChart app on your smartphone, you must first create your online GHCMYChart<sup>SM</sup> account. Standard data rates from your phone provider apply.

MyChart is a registered trademark of Epic System Corporation. GHCMYChart is a registered service mark of GHC-SCW. WebMD is a registered trademark of WebMD Health Services Group. Apple and iPhone are registered trademarks of Apple Inc.

<sup>1</sup> Features listed are available to members who receive care at Capitol, East, Hatchery Hill, Madison College Community and Sauk Trails Clinics. Members who receive care at other clinics may have fewer features available. Members must be at least 18 years old to create an account.

Visit [ghcscw.com](http://ghcscw.com) and select the "Find a Provider" button for a complete and current listing of providers.

GET CARE

# Primary Care

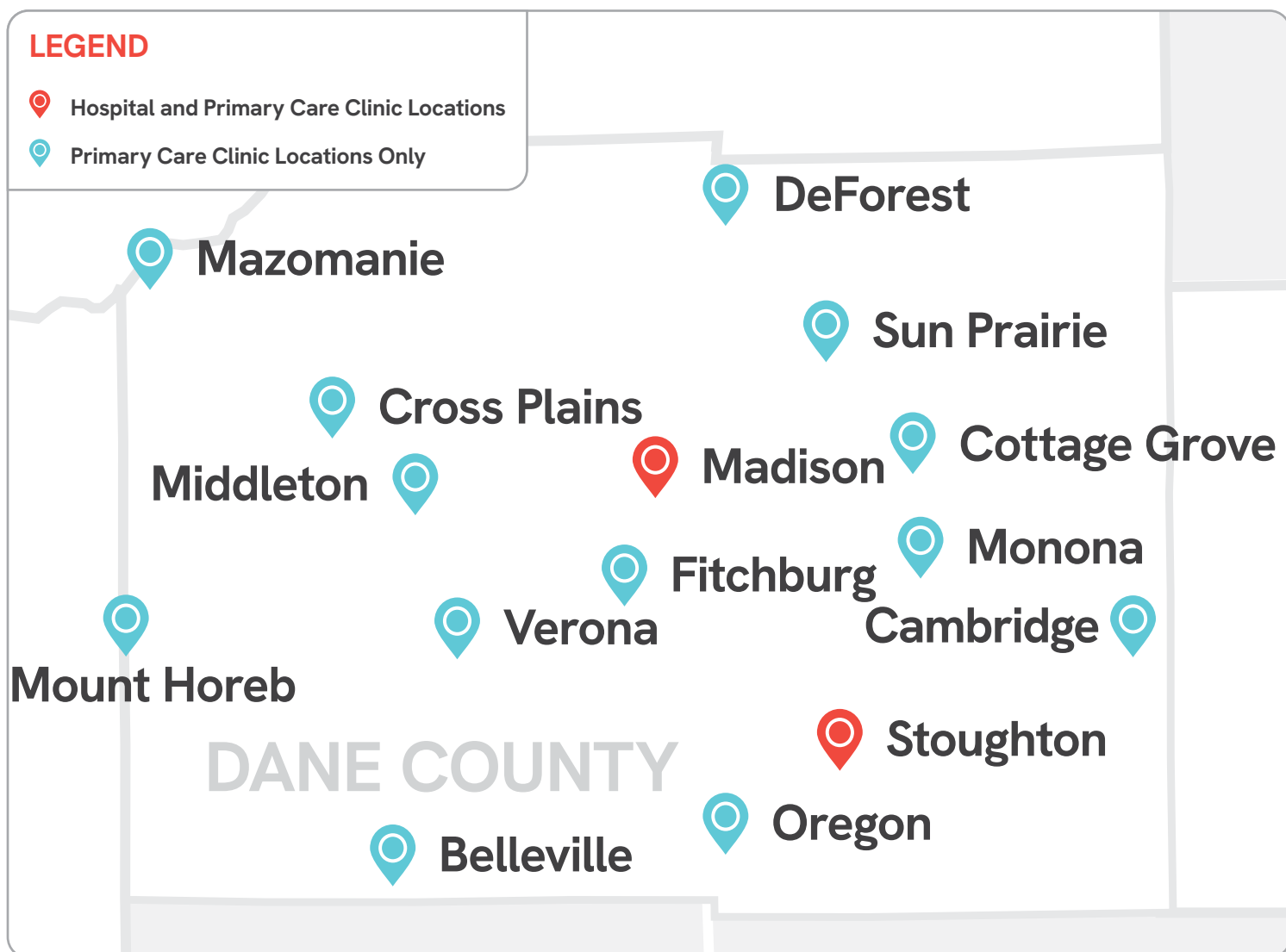
The key to optimal health is forming a partnership with a Primary Care Provider (PCP). By understanding your needs and medical history, your PCP can best care for you.

## Your PCP can:

- Treat a wide variety of health care needs and provide preventive care.
- Help you manage an illness or injury.
- Coordinate your care with Specialty Care Providers.



Find exceptional PCPs in primary care clinics throughout Dane County:



## GET CARE

## Primary Care

### Tips for choosing a Primary Care Provider (PCP)

It's important to choose a PCP who meets your needs and can be a source of trust.

#### Here are some tips:

- Think about your health goals.
- Think about your preferences for your PCP's gender, location and their medical interests.
- Learn more about your PCP options on pages 16-21 in this Provider Directory and online at [ghcscw.com](http://ghcscw.com) when you select the **"Find a Provider"** button.
- Your PCP determines your network for care. See pages 12-13 for details.
- You may change your PCP and primary clinic location within your network at any time.

Visit [ghcscw.com](http://ghcscw.com) to view details about PCPs online, including their medical background, education, languages spoken and more.



#### Provider Race & Ethnicity

GHC-SCW seeks to collect race and ethnicity information from our network providers. You can obtain a provider's race and ethnicity information by contacting the Member Services team by phone, weekdays from 8 a.m. – 5 p.m., at **(608) 828-4853** or toll-free at **(800) 605-4327** and request Member Services. Provision of the information by network providers is voluntary and GHC-SCW may not have information for all providers.

### Areas of Practice

PCPs generally focus on different medical areas of practice for different life stages:

- **Family Medicine** focuses on health care for the entire family, with an emphasis on care for all ages.
- **Family Medicine with Obstetrics** focuses on health care for the entire family, with an emphasis on delivering babies.
- **Internal Medicine** focuses on adult medicine and complex health care. Older adults may prefer Internal Medicine because of its focus on the interrelated systems of the body and how they are affected by illness.
- **Pediatrics** focuses on childhood and adolescent medicine, including preventative health care. A pediatric PCP may be ideal for children and youth ages 19 or younger with special health care needs. Most Family Medicine PCPs also have extensive pediatric experience.

### To Select a PCP



#### Log in to your GHCMYChart<sup>SM</sup>

account and click **"Messages."** Click **"Send a message"** and select **"Ask a customer service question."** From the list of questions, select **"Change Primary Care Provider."**



#### Call your primary care clinic

to discuss your options and to select a PCP.

Visit [ghcscw.com](http://ghcscw.com) and select the **"Find a Provider"** button for a complete and current listing of providers.





### Your Primary Care Clinic

Your primary care clinic is your first point of contact for all your health care needs. Anytime you need medical care (except for emergencies), call your primary care clinic for an appointment or to speak with your PCP's nursing staff. Find the clinic phone number listed next to your member number on your GHC-SCW Member ID card.



[ghcscw.com/virtual-care](https://ghcscw.com/virtual-care)



### GHC NurseConnect

Registered nurses are here 24/7/365 to 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.



### GHCMyChart<sup>SM</sup> Video Visits

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 (PT/OT, Dermatology and Behavioral Health).<sup>\*</sup> **Contact your clinic or log in to GHCMyChart<sup>SM</sup> to schedule.**



### Virtual Urgent Care Visits *powered by KeyCare*

Receive 24/7, 365 non-emergency medical care from a licensed provider without an in-person office visit. You can be at home, the office or anywhere else and receive virtual care using a computer, tablet or smartphone.<sup>\*\*</sup>

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



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

You can access a licensed therapist or psychiatrist from your home, office or on-the-go, 24/7, 365 by phone or secure video to help treat any non-emergency behavioral health medical condition.<sup>\*\*</sup> **Go to [ghcscw.com/mdlive](https://ghcscw.com/mdlive).**

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

<sup>\*\*</sup>Virtual care visits powered by KeyCare and MDLIVE<sup>®</sup> are not available for Medicare Select, BadgerCarePlus or MMSD-Quartz patients. Plan conditions apply for members with HSA benefit plans.





## GET CARE

## Pharmacy

- Check your GHC-SCW Benefits Summary to see if prescription drugs are a covered benefit under your health insurance plan.
- Always present your GHC-SCW member ID card to your pharmacy.
- Navitus Health Solutions administers the pharmacy benefit for participants covered under the State of Wisconsin Group Health Insurance Program. GHC-SCW clinic pharmacies are approved Navitus providers and may be used for your prescription needs. For more information, contact Navitus at **(866) 333-2757** or visit **navitus.com**.

## Fill Your Prescription

**Call Your Pharmacy**

See right for GHC-SCW pharmacy phone numbers and hours.

**Online**

Log in to your GHCMYChart<sup>SM</sup> account and select, **"Refill Medications"** under **"Quick Links"** to order through GHC-SCW pharmacies.

**Learn More**

Visit **navitus.com** and select **"Portal Login"** and next to **"Member Portal"** click **"Login"** to visit the portal and view the Formulary.

## New Member Prescription Transfer to a GHC-SCW

Existing prescriptions may be transferred to a GHC-SCW Pharmacy.

- Bring your prescription bottle to any GHC-SCW pharmacy and someone will contact your existing pharmacy to transfer the prescription.
- For first-time appointments, simply bring a medication list or existing medications to your GHC-SCW appointment.

*Prescription drugs administered during a GHC-SCW-approved hospitalization: coverage will be subject to your plan's Benefits for Inpatient/Outpatient Hospital Services. Please refer to your GHC-SCW Benefits Summary and Member Certificate for details.*

## GHC-SCW Pharmacies

**Capitol Clinic**  
**(608) 257-9732**

675 W. Washington Ave.  
Madison, WI 53703

Mon – Fri: 8 a.m. – 6 p.m.

Sat: 9 a.m. – 5 p.m.

Sun: 9 a.m. – 5 p.m.

**Hatchery Hill Clinic**  
**(608) 661-7242**

3051 Cahill Main  
Fitchburg, WI 53711

Mon – Fri: 9 a.m. – 5:30 p.m.

**Sauk Trails Clinic**  
**(608) 257-4869**

8202 Excelsior Dr.  
Madison, WI 53717

Mon – Fri: 8 a.m. – 5:30 p.m.

**Meds On Cue**

Meds On Cue is a paperless pharmacy service that uses QR code technology to offer patient-friendly, prescription-specific medication education on demand. Written medication information and educational videos explain usage, benefits, and potential side effects. Meds On Cue ensures patients understand their medications and limit avoidable reactions, and helps GHC-SCW take steps to go green. Visit **ghcscw.com** for more information.

Visit **ghcscw.com** and select the **"Find a Provider"** button for a complete and current listing of providers.

## CARE TEAMS AT GHC-SCW

# Care Teams Work Together for a Better You

When you're a member at a GHC-SCW primary care clinic, you're part of a whole team — a care team of expert doctors, nurses and others who spend time connecting with you. Each person on the care team helps coordinate your care so you get the right care, in the right place and at the right time.

## Care Team in Action

To ensure your needs are met in a timely manner, even if your Primary Care Provider (PCP) is unavailable, others on your care team will:

- Respond to phone and GHCMYChart<sup>SM</sup> messages.
- Respond to lab test results, medication refills and change requests.
- Guide you through the pros and cons of medical treatments and procedures.

See our PCPs  
and their care  
teams listed  
on page 16.

	Description	Role	Includes
<b>You</b>	The key decision-maker for your health.	<ul style="list-style-type: none"> <li>▪ Make important and informed health choices.</li> <li>▪ Inform the care team about your health care needs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ You</li> </ul>
<b>Primary Care Provider (PCP)</b>	An expert advocate who cares about you.	<ul style="list-style-type: none"> <li>▪ Point-person for all of your care.</li> <li>▪ Provides a range of primary care services.</li> <li>▪ Connects you to specialty care.</li> <li>▪ Helps educate and empower you for better health.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Physician (MD/DO)</li> <li>▪ Certified Physician Assistant (PA-C)</li> <li>▪ Advanced Practice Nurse Prescriber (APNP)</li> </ul>
<b>Registered Nurse (RN) Coordinator</b>	A professional guide for your health care	<ul style="list-style-type: none"> <li>▪ Answers ongoing health-related questions.</li> <li>▪ Provides health education.</li> <li>▪ Guides you through the health care system (hospitals, specialty clinics, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Registered Nurse (RN)</li> </ul>
<b>Complex Case Manager</b>	A helping hand during complex times of need.	<ul style="list-style-type: none"> <li>▪ Provides education related to your health condition, treatment options, medications and self-care.</li> <li>▪ Connects you to community resources to assist with food, housing, finances, transportation and support programs.</li> <li>▪ Helps you understand changes in your care and available related options.</li> <li>▪ Helps communicate your needs and questions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Registered Nurse (RN)</li> <li>▪ Clinical Social Worker (CSW)</li> </ul>
<b>Care Team Specialist (CTS) and Patient Care Technician (PCT)</b>	A trained, caring professional to serve your needs.	<ul style="list-style-type: none"> <li>▪ Assists with member communication.</li> <li>▪ Gathers information about your health.</li> <li>▪ Supports the PCP during a visit.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Licensed Practical Nurse (LPN)</li> <li>▪ Certified Medical Assistant (CMA)</li> <li>▪ Emergency Medical Technician (EMT)</li> <li>▪ Paramedic</li> <li>▪ Certified Nursing Assistant (CNA)</li> </ul>

	Description	Role	Includes
<b>Behavioral Health Consultant</b>	A collaborative partner helping your body, mind and behavior.	<ul style="list-style-type: none"> <li>Improves coping with physical illness and stress.</li> <li>Helps with anxiety and depression.</li> <li>Provides support with health behaviors.</li> <li>Promotes overall health.</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Social Worker (LCSW)</li> <li>Psychologist (PhD/PsyD)</li> </ul>
<b>Pharmacist</b>	A knowledgeable professional for your medication needs.	<ul style="list-style-type: none"> <li>Provides medication consultations.</li> <li>Explains medication information.</li> <li>Collaborates with care team to provide medication therapy reviews.</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacists</li> </ul>



## LGBTQIA+ Primary Care Services

GHC-SCW understands and values the importance of care in an environment that is both safe and welcoming. We are committed to providing patient-centered primary care to our LGBTQIA+ members.

At GHC-SCW, you have the right to:

- Individualized and family-oriented care without discrimination based on sexual orientation and gender identity or expression.
- Include your partner or child in your care, regardless of legal recognition.
- Designate your preferred name, your gender identity and pronouns within your medical record.

To learn more, visit [ghcscw.com/for-members/lgbtqia-members/](https://ghcscw.com/for-members/lgbtqia-members/)



### Find Your Primary Care Clinic

### Specialty and Ancillary Services at GHC-SCW

Follow the colored line from your primary care clinic to see where to go for health services.

#### GHC-SCW Clinics (GHC)

Capitol Clinic, East Clinic, Hatchery Hill Clinic, Madison College Community Clinic, Sauk Trails Clinic

#### Access Community Health Center & Clinics (ACHC)

Joyce and Marshall Erdman Clinic  
William T. Evjue Clinic  
Wingra Family Medical Center

#### UW Health Clinics

1102 S. Park St Clinic, 20 S. Park Clinic, Belleville Clinic, Cottage Grove Clinic, Cross Plains Clinic, DeForest-Windsor Clinic, E Terrace Dr Medical Center, Fitchburg Clinic, Junction Rd Medical Center, Mt. Horeb Clinic, Northport Dr Clinic, Odana Rd Clinic, Oregon Clinic, Sun Prairie Clinic, Union Corners Clinic, Verona Clinic, Yahara Clinic

#### UnityPoint-Meriter Clinics

DeForest-Windsor Clinic, Fitchburg Clinic, McKee Clinic, Middleton Clinic, Monona Clinic, Stoughton Clinic, West Washington Clinic

#### UW Health Stoughton Clinic (UWS)

The following specialty and ancillary services should be received at GHC-SCW-owned clinics regardless of your primary care clinic location: chiropractic, dermatology, genetic counseling, eye care, physical and occupational therapy, advanced imaging – ultrasound, CT scans, Mammograms (3D with Tomosynthesis). Services vary by clinic location and not all services are offered at each location.

#### GHC-SCW Capitol Clinic

(608) 257-9700

675 W. Washington Ave., Madison, WI 53703

#### Capitol Regent Behavioral Health Clinic

(608) 257-9700

700 Regent St., Suite 302, Madison, WI 53703

#### GHC-SCW East Clinic

(608) 257-9700

5249 E. Terrace Dr., Madison, WI 53718

#### GHC-SCW Hatchery Hill Clinic

(608) 257-9700

3051 Cahill Main, Fitchburg, WI 53711

#### GHC-SCW Madison College Community Clinic

(608) 441-3220

Madison College Health Education Center - Truax Campus  
1705 Hoffman St., Madison, WI 53704

#### Princeton Club West PT/OT Clinic

(608) 662-5060

Princeton Club West  
8054 Watts Rd., Madison, WI 53719

#### GHC-SCW Sauk Trails Clinic

(608) 257-9700

8202 Excelsior Dr., Madison, WI 53717

## Specialty Care Outside of GHC-SCW Clinics

## Urgent Care

## Emergency Care & Inpatient Care

Inpatient labor and delivery care must  
be received at UnityPoint Health -  
Meriter Hospital.

Specialty care outside of  
GHC-SCW Clinics must be  
provided by contracted  
providers at UW Health  
Hospitals and Clinics or  
UnityPoint Health Hospital  
and Clinics. This excludes  
Behavioral Health.

**GHC-SCW Urgent Care Clinic**  
(608) 257-9700  
675 W. Washington Ave.  
Madison, WI 53703

**GHC-SCW Urgent Care Clinic**  
(608) 257-9700  
675 W. Washington Ave.  
Madison, WI 53703

**Stoughton Health - Urgent Care**  
(608) 873-6611  
900 Ridge St.  
Stoughton, WI 53589

**Stoughton Health - Urgent Care**  
(608) 835-5373  
900 Janesville St.  
Oregon, WI 53575

**Stoughton Health - Urgent Care**  
(608) 838-8242  
5614 US HWY 51  
McFarland, WI 53558

**University Hospital and Clinics**  
(608) 263-6400  
600 Highland Ave.  
Madison, WI 53792

**UW Health - East Madison Hospital**  
(608) 440-6400  
4602 Eastpark Blvd.  
Madison, WI 53718

**UnityPoint Health - Meriter Hospital**  
(608) 417-6000  
202 S. Park St.  
Madison, WI 53715

**UnityPoint Health - Meriter Hospital  
Inpatient Labor & Delivery**  
(608) 417-6000  
202 S. Park St.  
Madison, WI 53715

**Stoughton Hospital**  
(608) 873-6611  
900 Ridge St.  
Stoughton, WI 53589

**University Hospital and Clinics**  
(608) 263-6400  
600 Highland Ave.  
Madison, WI 53792

**UW Health - East Madison  
Hospital**  
(608) 440-6400  
4602 Eastpark Blvd.  
Madison, WI 53718

**UnityPoint Health - Meriter  
Hospital**  
(608) 417-6000  
202 S. Park St.  
Madison, WI 53715

WHERE TO GO FOR CARE...

## GHC-SCW Primary Care Clinics

<b>Primary Care</b>	Primary care services, including lab and radiology, must be received at Capitol Clinic, East Clinic, Hatchery Hill Clinic, Madison College Community Clinic or Sauk Trails Clinic.
<b>Specialty and Ancillary Services at GHC-SCW Clinics</b>	Services should be received at GHC-SCW-owned clinics for: chiropractic services, clinical health education, dermatology, eye care, occupational therapy, physical therapy and sports medicine.
<b>Specialty Care Outside of GHC-SCW Clinics</b>	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.
<b>Urgent and Emergency Care</b>	See page 27.
<b>Inpatient Care</b>	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital.
<b>Inpatient Labor &amp; Delivery Care</b>	Care must be received at UnityPoint Health - Meriter Hospital.

## Access Community Health Center & Primary Care Clinics

<b>Primary Care</b>	Primary care services, including lab and radiology, must be received at Joyce and Marshall Erdman Clinic, William T. Evjue Clinic or Wingra Family Medical Center.
<b>Specialty and Ancillary Services at GHC-SCW Clinics</b>	Services should be received at GHC-SCW-owned clinics for: chiropractic, dermatology, genetic counseling, optometry, physical and occupational therapy, advanced imaging - ultrasound, CT scans, Mammograms (3D with Tomosynthesis).
<b>Specialty Care Outside of GHC-SCW Clinics</b>	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.
<b>Urgent and Emergency Care</b>	See page 27.
<b>Inpatient Care</b>	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital.
<b>Inpatient Labor &amp; Delivery Care</b>	Care must be received at UnityPoint Health - Meriter Hospital.

## Unity-Point Meriter Primary Care Clinics

<b>Primary Care</b>	Primary care services, including lab and radiology, must be received at DeForest-Windsor Clinic, Fitchburg Clinic, McKee Clinic, Middleton Clinic, Monona Clinic, Stoughton Clinic or West Washington Clinic.
<b>Specialty and Ancillary Services at GHC-SCW Clinics</b>	Services should be received at GHC-SCW-owned clinics for: chiropractic, dermatology, genetic counseling, optometry, physical and occupational therapy, advanced imaging - ultrasound, CT scans, Mammograms (3D with Tomosynthesis).
<b>Specialty Care Outside of GHC-SCW Clinics</b>	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.

## Unity-Point Meriter Primary Care Clinics (Continued)

<b>Urgent and Emergency Care</b>	See page 27.
<b>Inpatient Care</b>	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital (special cases only).
<b>Inpatient Labor &amp; Delivery Care</b>	Care must be received at UnityPoint Health - Meriter Hospital.

## UW Health Primary Care Clinics

<b>Primary Care</b>	Primary care services, including lab and radiology, must be received at 1102 S. Park St. Clinic, 20 S. Park Clinic, Belleville Clinic, Cottage Grove Clinic, Cross Plains Clinic, DeForest-Windsor Clinic, E. Terrace Dr Medical Center, Fitchburg Clinic, Junction Rd. Medical Center, Mt. Horeb Clinic, Northport Dr. Clinic, Odana Rd. Clinic, Oregon Clinic, Sun Prairie Clinic, Union Corners Clinic, Verona Clinic or Yahara Clinic.
<b>Specialty and Ancillary Services at GHC-SCW Clinics</b>	Services should be received at GHC-SCW-owned clinics for: chiropractic, dermatology, genetic counseling, optometry, physical and occupational therapy, advanced imaging – ultrasound, CT scans, Mammograms (3D with Tomosynthesis).
<b>Specialty Care Outside of GHC-SCW Clinics</b>	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.
<b>Urgent and Emergency Care</b>	See page 27.
<b>Inpatient Care</b>	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital (special cases only).
<b>Inpatient Labor &amp; Delivery Care</b>	Care must be received at UnityPoint Health - Meriter Hospital.

## UW Health Stoughton Primary Care Clinic

<b>Primary Care</b>	Primary care services, including lab and radiology, must be received at UW Health - Stoughton Clinic.
<b>Specialty and Ancillary Services at GHC-SCW Clinics</b>	Services should be received at GHC-SCW-owned clinics for: chiropractic services, clinical health education, eye care, occupational therapy and physical therapy. If available, you may receive care for these services from your assigned primary care clinic.
<b>Specialty Care Outside of GHC-SCW Clinics</b>	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics or UW Health Clinics. This excludes Behavioral Health care.
<b>Urgent and Emergency Care</b>	See page 27.
<b>Inpatient Care</b>	Care must be received at Stoughton Hospital, University Hospital and Clinics or UnityPoint Health - Meriter Hospital (special cases only).
<b>Inpatient Labor &amp; Delivery Care</b>	Care must be received at UnityPoint Health - Meriter Hospital.



### DANE

#### Fitchburg

##### GHC-SCW Hatchery Hill Clinic

3051 Cahill Main  
Fitchburg, WI 53711  
(608) 257-9700

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

##### Family Medicine

- Steve Almasi, MD
- Carol Ballweg, APNP
- Amy Brinza, APNP
- Annie Dutcher, PA-C
- Donna Harrison, APNP
- Nathan Hayes, DO
- Lavanya Rajagopalan, MD
- Renee Schutte, PA-C
- Avery Spencer, APNP, DNP
- Kathryn True, NP

##### Family Medicine with Obstetrics

- Eric Hilquist, MD

##### Internal Medicine

- Rachael Ziska, DO

##### Pediatrics

- Stephen Lo, MD
- Kristin Millin, MD

#### Madison

##### GHC-SCW Capitol Clinic

675 W Washington Ave.  
Madison, WI 53703  
(608) 257-9700

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

##### Family Medicine

- Kyoko Felland, PA-C
- Kathryn Ledford, DO
- TJ Lewin, PA-C
- George Leydon, DO

- Elizabeth Lucht, PA-C, LCSW, CAQ-Psychiatry
- John Perry, PA-C
- Julie Sager, MD
- Holly Schmidt, APNP
- Clare Shinnors, PA-C
- Sarah Spolum, PA-C
- David Vogt, DNP

##### Family Medicine with Obstetrics

- Stefen McVoy, MD
- Katherine Porter, DO
- Elizabeth Schaefer, MD
- Stephanie Skladzien, MD

##### Internal Medicine

- Deborah Williams, MD

##### Pediatrics

- Alison Craig-Shashko, MD
- Francesca Jeffries Vash, APNP
- Ashley Przybilla, MD
- Carolyn Rank, MD

##### GHC-SCW East Clinic

5249 E Terrace Dr.  
Madison, WI 53718  
(608) 257-9700

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

##### Family Medicine

- Amanda Bartholomew, MD
- Tsetan Dolqar, APNP
- Robert Edwards, MD
- Allison Philipps, APNP
- Lauren Schmick, APNP
- Ira Segal, MD
- Julie Vander Werff, PA-C

##### Family Medicine with Obstetrics

- Amy Kaleka, MD

##### Internal Medicine

- Brenda Nishizawa, DO, RD

##### Pediatrics

- Andrew Lewandowski, DO
- Kristin Millin, MD

##### GHC-SCW Madison College Community Clinic

1705 Hoffman St.  
Madison, WI 53704  
(608) 441-3220

**Hours:** Mon-Fri 7:30 a.m. - 5 p.m.

##### Family Medicine

- Matthew Brown, MD
- Trenell Darby, APNP
- Donna Harrison, APNP
- Holly Schmidt, APNP
- Sarah Straka, MD

##### GHC-SCW Sauk Trails Clinic

8202 Excelsior Dr.  
Madison, WI 53717  
(608) 257-9700

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

##### Family Medicine

- Marcia Bolles, PA-C
- Bryan Geigler, PA
- Emily Lee, PA-C
- Brittany Paramore, APNP
- Avery Spencer, APNP, DNP
- Erin Trost, MD
- Mary Anne Urtes, MD

##### Family Medicine with Obstetrics

- Robert Luchsinger, DO

##### Internal Medicine

- Claudiu Gherlan, MD

##### Pediatrics

- Kari Gordon, MD

## Belleville

### UW Health - Belleville Clinic

1121 BellWest Blvd.  
Belleville, WI 53508

**(608) 424-3384**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Brittany Alioto, PA
- Valerie Gilchrist, MD
- Julia Lubsen, MD

#### *Family Medicine with Obstetrics*

- Jensena Carlson, MD
- Bethany Howlett, MD
- Jillian Landeck, MD
- Jennifer Lochner, MD
- William Michael, MD

## Cottage Grove

### UW Health - Cottage Grove Clinic

4590 County Rd. N  
Cottage Grove, WI 53527

**(608) 839-3104**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Louis Falligant, PA
- Elizabeth Fleming, MD
- Emily Metzger, MD
- Christa Pittner-Smith, MD

#### *Family Medicine with Obstetrics*

- Anne Niebler, MD

## Cross Plains

### UW Health - Cross Plains Clinic

2418 Brewery Rd.  
Cross Plains, WI 53528

**(608) 798-3344**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Diane Bussan, MD
- Katelyn Erickson, NP
- Amy Grelle, MD
- Shelley Parrell, NP

## DeForest

### UnityPoint Health - Meriter - DeForest-Windsor Clinic

4200 Savannah Dr.  
DeForest, WI 53532

**(608) 417-3300**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Farah Khan, MD
- Catrina Shookman, APNP
- Mon Yee, MD

## Fitchburg

### UW Health - Fitchburg Clinic

5543 E. Cheryl Pkwy.  
Fitchburg, WI 53711

**(608) 274-5300**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Robert Freidel, MD
- Mark McCabe, MD
- Katherine McCreary, MD
- Elizabeth Perry, MD
- Tessa Semlek, PA
- Nicole Weathers, MD

#### *Geriatrics*

- Ann Braus, MD
- Alexis Eastman, MD

- Rebecca Koslov, NP
- Maira Luettinger, NP
- Robert Przybelski, MD, MS
- Krista Vandenberg, NP

## Madison

### Access Community Health Centers - Wingra Family Medical Center

1102 S. Park St.  
Madison, WI 53715

**(608) 263-3111**

**Hours:** Mon-Fri 8:30 a.m. - 5 p.m.

#### *Family Medicine*

- Alyssa Bruehlman, MD
- Tana Chongsuwat, MD
- Carey Dachik, PA
- Kellene Eagen, MD
- Anne Eglash, MD
- Paige Fricke, PA-C
- Joel Hill, PA-C
- Parker Hoerz, MD
- Paul Hunter, MD
- William Kinsey, MD
- Jonas Lee, MD
- Stacy Leidel, APNP
- Kenneth Loving, MD
- Angela Marchant, MD
- Andrea Martonffy, MD
- Evan Nolander, DO
- Elizabeth Poi, MD
- Laurel Rabson, MD
- David Rakel, MD
- Caitlin Regner, MD
- Elizabeth Salisbury-Afshar, MD
- Jonathan Temte, PHD, MD
- Jennifer Terasa, PA-C

#### *Family Medicine with Obstetrics*

- Kirsten Rindfleisch, MD
- Patricia Tellez-Giron, MD

## Primary Care Providers & Clinics

### **Access Community Health Centers - Joyce & Marshall Erdman Clinic**

2202 S Park St.

Madison, WI 53713

**(608) 443-5480**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Shannon Anderson, NP
- Mary Coleman, APNP
- Jody Epstein, MD
- Kevin Fehr, MD
- Jonathan Fricke, MD
- Paige Fricke, PA-C
- Kelsey Henriquez, MD
- Parker Hoerz, MD
- Kenneth Loving, MD
- Angela Marchant, MD
- Evan Nolander, DO
- Caitlin Regner, MD
- Misty Romero Rivera, APNP
- Sarah Rowe, NP

#### *Internal Medicine*

- Elizabeth Doherty, MD

#### *Pediatrics*

- Gregory DeMuri, MD

### **Access Community Health Centers - William T. Evjue Medical Clinic**

3434 E Washington Ave.

Madison, WI 53704

**(608) 443-5480**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Shannon Anderson, NP
- Mary Coleman, APNP
- Carey Dachik, PA
- Jody Epstein, MD
- Kevin Fehr, MD
- Jonathan Fricke, MD
- Kelsey Henriquez, MD
- Parker Hoerz, MD

- Angela Marchant, MD
- Evan Nolander, DO
- Elizabeth Poi, MD
- Caitlin Regner, MD
- Misty Romero Rivera, APNP
- Walker Shapiro, MD
- Julia Weiser, MD

#### *Internal Medicine*

- Elizabeth Doherty, MD

#### *Pediatrics*

- James Omohundro, MD

### **UnityPoint Health - Meriter - Fitchburg Clinic**

2690 Research Park Dr.

Madison, WI 53711

**(608) 417-8585**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Janelle Koenen, PA-C
- Cheryl Martin-Foster, MD
- James Shropshire, MD

### **UnityPoint Health - Meriter - McKee Clinic**

3102 Meriter Way

Madison, WI 53719

**(608) 417-8800**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Kimberly Curran, APNP
- Robert Golden, MD
- Rachel Kelly, PA-C
- Karen Reed, MD
- Shannon Reed, DO
- Madeline Yeiser, DO

#### *Internal Medicine*

- N. Casper, MD
- Wendy Mortimore, MD

#### *Pediatrics*

- Dana Johnson, MD

### **UnityPoint Health - Meriter - West Washington Clinic**

345 W Washington Ave.

Madison, WI 53703

**(608) 417-8300**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Family Medicine*

- Megan Foss, NP
- Sean Miran, DO

#### *Internal Medicine*

- Kenneth Ligaray, MD
- Christine Sharkey, MD
- Deborah Wubben, MD

### **UW Health - 20 S Park Clinic**

20 S. Park St.

Madison, WI 53715

**(608) 287-2832**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### *Internal Medicine*

- Sarah Benedict, NP
- Tony Chang, MD
- Jason Dambach, MD
- Grace Devadas, MD
- Elizabeth George, MD
- Randy HeideI, MD
- Lauren Knoche, PA
- Kathryn Miller, MD
- Angela Morgan, PA
- Richard Reich, MD
- Larissa Reinen, NP
- Joanna Ruchala, MD
- Elizabeth Trowbridge, MD
- Philip Zimmermann, MD

#### *Pediatrics*

- Brittany Allen, MD
- Jessica Babal, MD
- Cristina Delgadillo, MD
- Lalitha Iyer, MD
- Mala Mathur, MD, MPH
- Emily Ruedinger, MD

**UW Health - Junction Rd Medical Center**

451 Junction Rd.  
Madison, WI 53717

**(608) 265-7700****Hours:** Mon-Fri 7 a.m. - 5:30 p.m.*Internal Medicine*

- Erik Bartholomew, MD
- Lorna Belsky, MD
- Shobhina Chheda, MPH, MD
- Daniela Constantinescu, MD
- Erin Fouch, MD
- Lauren Gilbertson, NP
- Kelly Herold, MD
- Kristin Lewicki, MD, FACP
- Amanda Moe, NP
- Christopher Nestleroad, MD
- Peter Newcomer, MD
- Mariah Quinn, MPH, MD
- Laurel Romer, MD
- Pamela Ryan, MD
- Mara Terras, MD
- Cassandra Valmadrid, MD, MHS
- Lindsay Voss, MD

*Pediatrics*

- Karen Hillery, MD
- Laura Holt, MD
- Sanjeev Jain, MD, FAAP
- Allison Lindell, MD
- Kristen Marten, DO
- Meriel Rongstad, MD
- Alexandra Schultz, MD
- Robin Wright, MD
- Christine Zimmerman, MD

**UW Health - Odana Rd Clinic**

5618 Odana Rd.  
Madison, WI 53719

**(608) 274-1100****Hours:** Mon-Fri 8 a.m. - 5 p.m.*Family Medicine*

- Gina Arnold, MD
- James Bigham, MD, MPH
- Derek Hubbard, MD

- Jeffrey Huebner, MD
- Anne Kolan, MD
- David Kunstman, MD
- Abigail McGuire, PA
- Abigael Murphy, PA
- Sarah Redemann, NP
- Jonathan Takahashi, MD, MPH
- Mary Thompson, MD

*Family Medicine**with Obstetrics*

- Claire Gervais, MD
- Michael Leasure, MD
- Michele Malloy, MD
- Preston Stephens, MD

*Internal Medicine*

- Anne Bachhuber, NP
- Robert Boyle, MD
- Lisa Grant, DO
- James Haine, MD
- Paul John Hayner, MD
- Hajnal Kinda, MD
- Ernest Lee, PHARMD, MD
- Kerry Rees, MD
- Brittany Simpson, NP

**UW Health - Union Corners Clinic**

2402 Winnebago St.  
Madison, WI 53704

**(608) 242-6855****Hours:** Mon-Fri 8 a.m. - 5 p.m.*Family Medicine*

- Alarise Clay, PA
- Emily Fontaine, MD

*Internal Medicine*

- Jonathan Anderson, MD
- Meredith Arevalo, NP
- Briana Jelenc, MD
- Peter Kleinschmidt, MD
- Robyn Knudtson-Manske, NP
- Kelly Lavin, MD
- Marty Mozena, DO
- Sara O'Donnell, NP
- Johanna Streyle, MD

*Pediatrics*

- Deirdre Burns, MD
- Patricia Deffner-Valley, MD
- Andrea Jones, MD
- Katherine Lemon, MD
- Megan Neuman, MD
- Jeffrey Sleeth, MD
- Jessica Vaughan, MD
- Megan Yanny, MD

**UW Health - 1102 S Park St Clinic**

1102 S. Park St.  
Madison, WI 53715

**(608) 287-5899****Hours:** Mon-Fri 8 a.m. - 5 p.m.*Internal Medicine*

- Vidhya Abraham, MD
- Brittany Galusha, MD
- Sarah Holum, NP
- Lisa Kaufman, MD
- Andrea Schnell, MD
- Thomas Shiffler, MD
- Jeremy Smith, FACP, MD
- Rachel Wilson, DO

**UW Health - E Terrace Dr Medical Center**

5249 E. Terrace Dr.  
Madison, WI 53718

**(608) 263-6420****Hours:** Mon-Fri 7 a.m - 5:45 p.m.*Geriatrics*

- Jillian Bodden Hoenisch, NP
- Maira Luettinger, NP
- Gerald Pankratz, MD
- Krista Vandenberg, NP

*Internal Medicine*

- Victoria Cheung, MD
- Maryam Famouri, MD
- Susan Marten, NP
- Mark Micek, MD
- Megan Mirkes, MD
- Kristen Panther, NP

## Primary Care Providers & Clinics

- Christine Seibert, MD, FACP
- Siobhan Wilson, PHD, MD
- Laura Zakowski, MD

### *Pediatrics*

- Laura Houser, MD
- Amanda Jackson, MD
- Troy Kleist, MD
- Gwenevere McIntosh, MPH, MD
- Amy Plumb, MD

### **UW Health - Northport Dr Clinic**

3209 Dryden Dr.  
Madison, WI 53704

**(608) 241-9020**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

### *Family Medicine*

- Bonnie Brown, MD
- Jared Dubey, DO
- Kathryn Enzler, PA
- Russell Lemmon, DO
- Sarah McNiel, PA
- Anne Schmitz, NP
- William Schwab, MD
- Joan Uminski, PA

### *Family Medicine with Obstetrics*

- Jennifer Edgoose, MD, MPH
- Adrienne Hampton, MD
- Ronni Hayon, MD
- Sarina Schrager, MD

## Middleton

### **UnityPoint Health - Meriter - Middleton Clinic**

7780 Elmwood Ave.  
Middleton, WI 53562

**(608) 417-3434**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

### *Family Medicine*

- Suzanne Gomez-Goldman, MD
- Ioana Huibregtse, APNP

### *Internal Medicine*

- Kenneth Felz, MD
- Gerhard Kraske, MD
- Arpad Olajos, MD

## Monona

### **UnityPoint Health - Meriter - Monona Clinic**

6408 Copps Ave.  
Monona, WI 53716

**(608) 417-3000**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

### *Family Medicine*

- Sara Marshall, APNP
- Bridget Pribbenow, MD
- Diane Wendland, MD

### *Internal Medicine*

- Abbie Treiber, NP
- Sanford Carimi, MD
- Derek Clevidence, MD
- Melissa Grimm, MD
- Justin Levinson, MD

### *Pediatrics*

- Kathleen Green, NP
- Carleen Hanson, MD

### **UW Health - Yahara Clinic**

1050 E. Broadway  
Monona, WI 53716

**(608) 222-8779**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

### *Family Medicine*

- Mark Anderson, MD
- Amy Bauman, DO
- Seton Christenson-Houg, PA
- Caitlin Gunderson, PA
- Kelsey Hand, PA
- Danielle Hartwig, MD
- James Ircink, MD

- Sandra Kamnetz, MD
- Greta Kuphal, MD
- Linda Lenz, PA
- Alison Miller, DO
- Vincent Minichiello, MD
- Paul Pankratz, PA
- David Rakel, MD
- Samantha Sharp, MD
- Sara Suing, PA
- Robert Terbrack, DO
- Michael Weber, MD
- Michael Williams, MD

### *Family Medicine with Obstetrics*

- Matthew Swedlund, MD, MBA
- Jeffrey Vassalli, MD

## Mount Horeb

### **UW Health - Mount Horeb Clinic**

600 N. 8th St.  
Mount Horeb, WI 53572

**(608) 437-3064**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

### *Family Medicine*

- Timothy Drews, MD
- Kyle Miner, MD
- Shelley Parrell, NP
- Sarah Redemann, NP
- Jennifer Shafer, MD
- Kori Vander Yacht, NP

## Oregon

### **UW Health - Oregon Clinic**

137 S. Main St.  
Oregon, WI 53575

**(608) 835-5588**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

### *Family Medicine*

- Amnah Aurangzeb, MD
- Lauren Brooks, DO



- Kristin Catani, MD
- Beatriz Folcik, PA

## Stoughton

### UnityPoint Health - Meriter - Stoughton Clinic

100 Silverado Dr.  
Stoughton, WI 53589

**(608) 417-8700**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### Family Medicine

- Meghan Johnson, DNP, APRN, NP-C
- Ryan Quick, MD

### UW Health - Stoughton Clinic

1001 Nygaard St.  
Stoughton, WI 53589

**(608) 877-2660**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### Internal Medicine

- Kristin Berg, MD
- Ahsan Khalid, MD
- Heather Kluck, PA

#### Pediatrics

- Karen Pletta, MD
- Prasanna Raman, MD

## Sun Prairie

### UW Health - Sun Prairie Clinic

2651 Windsor St.  
Sun Prairie, WI 53590

**(608) 837-2206**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### Family Medicine

- Paige Armga, PA
- Jacob Bryan, MD
- Heidi Hughes, PA
- Taylor Lata, MD
- Trisha McCormick, DO
- Lauren Mixtacki, MD

- David Queoff, MD
- Sarah Westby, PA

#### Family Medicine with Obstetrics

- Lesley Coert, MD
- Katharine Greenfield, MD
- Laurie Kuhn, MD

## Verona

### UW Health - Verona Clinic

100 N. Nine Mound Rd.  
Verona, WI 53593

**(608) 845-9531**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### Family Medicine

- Brian Arndt, MD
- Karina Atwell, MD
- Bruce Barrett, MD, PHD
- Mark Beamsley, MD
- Kathleen Carr, MD
- Hallum Dickens, MD
- Karen Wendler, PA

#### Family Medicine with Obstetrics

- Allison Couture, DO
- Ann Evensen, MD
- Thomas Hahn, MD
- Sarah James, DO
- Magnolia Larson, DO
- Mark Wirtz, MD

## Windsor

### UW Health - DeForest-Windsor Clinic

4131 Meridian Dr.  
Windsor, WI 53598

**(608) 846-3741**

**Hours:** Mon-Fri 8 a.m. - 5 p.m.

#### Family Medicine

- Katie Coenen, PA
- Taha El-Shahat, MD
- Jennie Hounshell, MD
- Zinije Jonuzi, MD
- Benjamin Kempfer, PA
- Alexander Milsap, MD
- Peter Pickhardt, MD
- David Ringdahl, MD
- Lisa Simpson, PA
- Robyn Titel, MD

#### Family Medicine with Obstetrics

- Sreevalli Atluru, MD
- Eve Paretsky, MD

### GET CARE

## Specialty and Ancillary Services at GHC-SCW

As a GHC-SCW member, you have access to outstanding specialty and ancillary services at our GHC-SCW-owned and operated clinics. That means you can schedule directly for most of the following services.

### Capitol Clinic

(608) 257-9700

675 W. Washington Ave.,  
Madison, WI 53703

#### Specialty and Ancillary Services:

- Chiropractic Services
- Clinical Health Education
- Imaging
- Lab
- Occupational Therapy:  
(608) 662-5060
- Physical Therapy:  
(608) 662-5060
- Physical Therapy in Urgent Care Clinic:  
(608) 662-5060

### Capitol Regent Behavioral Health Clinic

(608) 257-9700

700 Regent St., Suite 302  
Madison, WI 53703

#### Specialty and Ancillary Services:

- Behavioral Health

### East Clinic

(608) 222-9777

5249 E. Terrace Dr., Madison, WI 53718

#### Specialty and Ancillary Services:

- Chiropractic Services
- Clinical Health Education
- Imaging
- Lab
- Behavioral Health:  
(608) 257-9700
- Occupational Therapy:  
(608) 441-3989
- Physical Therapy:  
(608) 441-3989

### Hatchery Hill Clinic

(608) 661-7200

3051 Cahill Main, Fitchburg, WI 53711

#### Specialty and Ancillary Services:

- Chiropractic Services
- Clinical Health Education
- Dermatology
- Eye Care:  
(608) 257-7328
- Imaging and Advanced Imaging  
(e.g., CT scans, mammography,  
ultrasound, bone mineral scans)
- Lab
- Behavioral Health:  
(608) 257-9700
- Sports Medicine

### Madison College Community Clinic

(608) 441-3220

Health Education Center - Truax Campus  
1705 Hoffman St., Madison, WI 53704

#### Specialty and Ancillary Services:

- Clinical Health Education
- Imaging
- Lab

### Princeton Club West PT/OT Clinic

(608) 662-5060

Princeton Club West  
8054 Watts Rd., Madison, WI 53719

#### Specialty and Ancillary Services:

- Occupational Therapy
- Physical Therapy

### Sauk Trails Clinic

(608) 831-1766

8202 Excelsior Dr., Madison, WI 53717

#### Specialty and Ancillary Services:

- Chiropractic Services
- Clinical Health Education
- Imaging
- Lab
- Behavioral Health:  
(608) 257-9700



If you have any questions or need additional help, please call  
Member Services at (608) 828-4853 or toll-free at (800) 605-4327.



# Behavioral Health

GHC-SCW covers a full range of mental health services, addiction services and health behavior interventions for children, teens and adults. Our treatment team of Licensed Clinical Social Workers, Professional Counselors, Marriage and Family Therapists, Psychiatrists, Psychologists, Advanced Practice Nurse Prescribers and Physician Assistants work collaboratively with members to develop individualized assessments and treatments to meet their individual needs.

## Behavioral Health Services

GHC-SCW outpatient behavioral health services are available at our primary clinic locations.

- Capitol Regent Behavioral Health Clinic
- Hatchery Hill Clinic
- East Clinic
- Sauk Trails Clinic

To learn more and find behavioral health providers, visit [ghcscw.com](http://ghcscw.com) and search “Behavioral Health.” You can also call the GHC-SCW Behavioral Health team at (608) 441-3290 to get started.



GHC Foundations IOP is a treatment program for the benefit of members who are either stepping down from higher levels of care or could use more intensive services than outpatient therapy and medication management. This new program will provide individual treatment and group settings to overcome a wide spectrum of behavioral health concerns. A referral can be requested through the individuals Primary Care or Behavioral Health provider.

## For Urgent and Emergency Behavioral Health Crisis

**Behavioral Health 24/7 Crisis Line:** For immediate help with an urgent mental health crisis, 24-hour crisis intervention services are available for GHC-SCW members.

- **Monday - Friday Business Hours:** If you are experiencing a behavioral health emergency including thoughts of suicide, call GHC-SCW at (608) 441-3290 from 8 a.m. - 5 p.m., Monday - Friday.
- **Nights and Weekends:** For crisis intervention services outside of business hours, call (608) 257-9700. You will be assisted by a nurse or an on-call crisis counselor who will help you to address your behavioral health emergency and any safety concerns.

**PLEASE NOTE:** After hours behavioral health crisis **DOES NOT** prescribe medications, cancel or make appointments, send messages to your BH provider, or connect you to your BH provider after hours. For these services, please call during business hours Monday - Friday.

**If your situation is immediately life-threatening, please call 911 or safely get yourself to the nearest hospital emergency room.**

## Substance Use and Addiction Services

### UW Health Behavioral Health and Recovery Clinic

Substance use and addiction services are provided by our partner, UW Health Behavioral Health and Recovery. GHC-SCW members can contact UW Health Behavioral Health and Recovery, located at 1102 S. Park St., Madison, WI, directly without a referral. They offer an array of services designed to assess and treat substance use and addiction problems.

Call UW Health Behavioral Health and Recovery Clinic at (608) 282-8270 to discuss your needs and arrange services.

Visit [ghcscw.com](http://ghcscw.com) and select the “Find a Provider” button for a complete and current listing of providers.

## GHC-SCW Specialty Care Providers & Clinics

### Behavioral Health

#### Behavioral Health Providers

Wendy Abel, MSED, LPC	Thomas Bartolutti, LPC, SAC	Olin Boson, LMFT	Jennifer Brandt, CPNP, PMHNP-BC	Brannen Clark, LCSW
Judi Culver, LMFT, LPC	Marina DeMenech-Sanderson, MSW, LCSW	Julie Frederich, LCSW	Bethany Fucci, MA, LPC	Shequilla Galvez, APSW
Andrea Galka, LMFT	Ann Goth, LCSW	Kathleen Hughes, MD	Paul Hulseberg, PA-C	Lisa Hunter, MD
Michael Hussey, LCSW, CSAC	Annie Jones, LCSW	Andrew Kociubuk, APNP	Athena Lickel, PhD	Laina MacDonald, LPC
Caitlin Miller, APSW	Stephanie Mock, APSW	Andrea Nelson, PhD	Carlene Oakley, MD	Joshua Olson, MS, LMFT
Monica Rodriguez, APSW	Kristine Schmitt, LPC	Haley Schultz, PhD	Calvin Taylor, LPC	Laurence Trueman, MD
Katherine Watermolen, PsyD	Alexandra Wey, MD	Alisha Zuege, LCSW		

### Chiropractic Services

#### Chiropractors

Peter Leonhard, DC	Dan Olson, DC	Michael Wirth, DC
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### Clinical Health Education

#### Advanced Diabetes Management

Donna Twining,  
APNP, BC-ADM

#### Diabetes Nurse Educators

Lisa Carda,  
RN, CDE

#### Genetic Counselor

Beth Duris,  
CGC

#### Lactation Consultant/Registered Dietitian

Lisa Hansen,  
RD, CD, IBCLC, RLC

#### Nutrition Counseling

Julie Crow,  
RD, CD  
  
Amanda Hesse,  
RD, CD

Carly DeGrood,  
RD, CD, CDE

Julie McLaughlin,  
RD, CD, CDE

#### Respiratory Educator

Morady Van, RRT

### Dermatology

#### Dermatology Providers

Dermatologists treat a variety of skin conditions and diseases for people of all ages. Our dermatology department provides full spectrum dermatology care including diagnosis, treatment, skin biopsies and light therapy. In addition, we also treat conditions of the hair, nails and scalp.

Kristopher Denby, MD	Kyle Hagen, PA-C	Pichaya (Ann) Ratarasarn, MD
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YOUR EYES DESERVE THE BEST

## GHC-SCW Eye Care Center

Our Eye Care Center is your one-stop-shop for all of your vision needs, including eye exams, treating vision symptoms, stylish eyewear, sunglasses, contact lenses and more!

### Services

- ✓ **Comprehensive eye exams**  
Skilled doctors whose main concern is your vision and eye health.
- ✓ **Glasses and state-of-the-art lenses**  
Stylish frames at a competitive price.
- ✓ **Sunglasses**  
From sports to safety, find the perfect prescription and non-prescription sunglasses.
- ✓ **Contact lenses**  
Full service fittings for contact lenses that are available for order through your GHCMYChart<sup>SM</sup> account.



### See Us Today

Stop in the GHC-SCW Eye Care Center to see all of our eyewear on display, speak with our expert staff and take advantage of member discounts. For an eye exam appointment, call (608) 661-7200 and press 1, or schedule through your GHCMYChart<sup>SM</sup> account.



(608) 257-7328



**Hatchery Hill Clinic,  
Eye Care Center**  
3051 Cahill Main  
Fitchburg, WI 53711



**Mon – Fri: 7:30 a.m. – 5 p.m.**

### Eye Care

#### Doctors of Optometry

Adam Burns, OD	Brady Haferman, DO	Sacha Lundgren, OD
Robert Mertz, OD	Amy Rindahl, OD, FAAO	Timothy Ruder, OD
Timothy Schwefel, OD, FAAO	Thomas Waeltz, OD	Katherine West, DO



#### optomap® Technology

GHC-SCW Eye Care Center is now offering optomap® ultra widefield retinal imaging. Retinal health is vital to one's eyesight and is responsible for passing visual images to the brain. It's fast, safe, painless and captures high-resolution, detailed pictures of your retina. **If you are interested in trying optomap®, please ask the eye technician.**

Visit [ghcscw.com](http://ghcscw.com) and select the "Find a Provider" button for a complete and current listing of providers.

## GHC-SCW Specialty Care Providers & Clinics

### Physical Therapy

#### Physical Therapists

Physical therapy focuses on relieving of pain, promoting healing, restoring range of motion and strength. This leads to a return of function and pain-free performance of daily activities.

Rama Ahuja,  
MPT, CIMT

Tyler Allee, DPT

Ted German,  
DPT, CIMT, CPRS

Shannon Jegla, DPT

Paul Jones,  
DPT, SCS

Jacqueline Kimble,  
PT, OCS, Cert MDT,  
CSCS

Lauren Lechmaier,  
DPT, PT, MS

Pranali Mhadolkar,  
MPT, OCS, CIMT

Brenda Milbrath,  
PT, MS, OCS, CIMT

Taylor Mildenhall,  
DPT, OCS, CCTT

Afton O'Reilly, DPT

Wendy Parsons, PT

Chelsea Porst, DPT

Marcy Schulz,  
DPT, ATC

Jaclyn Spees, DPT,  
CSCS

Rebekah Steidinger,  
DPT

Kaitlin Stieve,  
PTA, NASM-CPT

Scott Theado,  
PT, CIMT

Barb Urmann,  
PT, MOMT

### Occupational Therapy

#### Occupational Therapists

Occupational therapy focuses on the development of skills needed for the activities of daily living, including self-care, leisure, independent living and work.

Heather Crandell,  
OTR, CHT, CLT

Kaitlin Hellenbrand,  
OTR, CLT

Jacolyn Hudson,  
MOTR/L

### Sports Medicine

#### Sports Medicine Providers

Sports medicine provides services to benefit athletes as well as many other individuals. Sports medicine should be considered non-operative musculoskeletal medicine.

Matt Brown,  
MD, DPT

Steve Almasi, MD

Eric Hilquist, MD

## GHC-SCW Urgent & Emergency Care



### GHC-SCW Urgent Care Clinic

Urgent care is for non-life-threatening conditions that need to be treated that same day or after business hours. These conditions usually cause unusual discomfort.

#### Examples include:

- back pain
- ear pain
- colds and flu
- cuts, scrapes or bruises
- eye irritation
- fever
- migraine headaches
- sore throats
- simple bone fractures (not through skin)
- sprains
- skin rashes
- urinary burning

Physical therapy is available for some injuries at the GHC-SCW Urgent Care Clinic.

Call to schedule an appointment. **Appointments are required for Urgent Care and are made to better serve your same-day access needs. Walk-in appointments are not available.**

#### GHC-SCW Urgent Care Clinic at Capitol Clinic | (608) 257-9700

675 W. Washington Ave., Madison, WI 53703

Mon – Fri: 8 a.m. – 9 p.m. | Sat – Sun: 9 a.m. – 9 p.m.

#### Urgent Care Providers:

Most urgent care providers may not be selected as a primary care provider.

- Jackie Christianson, APNP
- Leah Doughty, PA-C
- Crystal Frohmader, PA-C
- Katherine Gunderson, PA-C
- Melissa Haack, PA-C
- Erin Honig, MD
- Kaitlin Kramer, PA-C
- David Kwon, DO
- Alexandra Musial, PA-C
- Jill Phillips, APNP
- Morgan Quackenboss, PA-C
- Daniel Riethmiller, MD
- Michael Schiferl, MD
- Elizabeth Schulz, PA-C
- Daniel Shapiro, PA-C
- Bonnie Sommers-Olson, APNP
- Amy Wagner, PA-C, MPAS
- Elisabeth Zraggen, APNP, NP



### Emergency Care

Emergency care is for life-threatening medical conditions (including severe symptoms) that can cause serious danger to your health.

#### Examples include:

- alcohol or drug overdose
- amputations or severe lacerations
- complex bone fractures (through skin)
- complications during pregnancy<sup>1</sup>
- facial or eye trauma
- heart attack or chest pain
- knife or gunshot wounds
- loss of consciousness
- poisoning
- respiratory problems
- severe burns
- stroke

**If it's not possible to go to your designated hospital, go to the nearest hospital emergency room or call 911.**

<sup>1</sup>For complications during pregnancy, please go directly to UnityPoint Health – Meriter Hospital.

## Specialty Care Locations

### SPECIALTY CARE LOCATIONS

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	GHC	ACH	WFM	UPHM	UW	UWS
<b>Allergy/Asthma</b>						
<b>UW Health - 20 S Park</b> 20 S. Park St., Madison (608) 287-2600	✓	✓	✓	✓	✓	✓
<b>UW Health - E Terrace Medical Center</b> 5249 E. Terrace Dr., Madison (608) 265-1280	✓	✓	✓	✓	✓	✓
<b>UW Health - Junction Rd Medical Center</b> 451 Junction Rd., Madison (608) 263-6180	✓	✓	✓	✓	✓	✓
<b>Behavioral Health, Substance Use &amp; Addiction</b>						
<b>Autism</b>						
<b>Achieving Collaborative Treatment</b> 200 Enterprise Dr., Verona (608) 497-3230	✓	✓	✓	✓	✓	✓
<b>Caravel Autism Health LLC</b> Madison East Clinic: 4005 Felland Rd., Ste. 101 & 102, Madison (608) 413-3237 Madison West Clinic: 559 Zor Shrine Pl., Madison (608) 471-7280	✓	✓	✓	✓	✓	✓
<b>FamilyPath Autism Services</b> 575 D'Onofrio Dr., Suite 200, Madison (608) 512-0780	✓	✓	✓	✓	✓	✓
<b>Ignite Child Development Services</b> 3910 Mineral Point Rd., Suite 200, Madison (920) 393-8320	✓	✓	✓	✓	✓	✓
<b>GHC-SCW Capitol Regent Behavioral Health Clinic</b> 700 Regent St., #302, Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>Mindcolor Autism</b> 5202 Atlas Ave., Madison (833) 646-3222	✓	✓	✓	✓	✓	✓
<b>Wisconsin Early Autism Project, Inc.</b> 1210 Fourier Dr., Ste. 100, Madison (608) 662-9327	✓	✓	✓	✓	✓	✓

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GHC	ACH	WFM	UPHM	UW	UWS
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## Behavioral Health, Substance Use &amp; Addiction (Continued)

## Behavioral Health

**GHC-SCW - Capitol Regent Behavioral Health Clinic**

700 Regent St., Suite 302, Madison (608) 257-9700;  
 After Hours Crisis Line: (608) 257-9700

✓	✓	✓	✓	✓	✓
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**GHC-SCW - East Clinic**

5249 E. Terrace Dr., Madison (608) 257-9700

✓	✓	✓	✓	✓	✓
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**GHC-SCW - Hatchery Hill Clinic**

3051 Cahill Main, Fitchburg (608) 257-9700

✓	✓	✓	✓	✓	✓
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**GHC-SCW - Sauk Trails Clinic**

8202 Excelsior Dr., Madison (608) 257-9700

✓	✓	✓	✓	✓	✓
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Visit [ghcscw.com](http://ghcscw.com) for a complete list of all contracted Behavioral Health Providers.

## Substance Use &amp; Addiction

**Access Community Health Centers - Wingra Family Medical Center**

1102 S. Park St. Madison (608) 263-3111

✓	✓	✓	✓	✓	✓
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**Addiction Services and Pharmacotherapy**

210 E. Olin Ave., Madison (608) 807-1428

✓	✓	✓	✓	✓	✓
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**ARC Community Services**

2001 W. Beltline Hwy., Suite 102, Madison (608) 278-2300

✓	✓	✓	✓	✓	✓
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**CleanSlate**

1 Point Place, Ste. 200, Madison (608) 820-2381

✓	✓	✓	✓	✓	✓
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**Pauquette Center**

2702 International Lane, Ste. 102, Madison (608) 405-5712

✓	✓	✓	✓	✓	✓
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**Psychological Addiction Services**

3113 E Washington Ave., Madison (608) 416-5777

✓	✓	✓	✓	✓	✓
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**UW Health - Behavioral Health and Recovery**

1102 S. Park St., Madison (608) 282-8270

✓	✓	✓	✓	✓	✓
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## Specialty Care Locations

### SPECIALTY CARE LOCATIONS

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✓ = Approved Location

	GHC	ACH	WFM	UPHM	UW	UWS
<b>Cardiovascular</b>						
<b>UnityPoint Health - Meriter Hospital</b> 202 S Park St, Madison (608) 287-2434	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-7337	✓	✓	✓	✓	✓	✓
<b>UW Health - East Madison Hospital</b> 4602 Eastpark Blvd., Madison (608) 263-1530	✓	✓	✓	✓	✓	✓
<b>UW Health - Research Park</b> 621 Science Dr., Madison (608) 263-1530	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-1530	✓	✓	✓	✓	✓	✓
<b>Chiropractic Care</b>						
<b>GHC-SCW - Capitol Clinic</b> 675 W. Washington Ave., Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - East Clinic</b> 5249 E. Terrace Dr., Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - Hatchery Hill Clinic</b> 3051 Cahill Main, Fitchburg (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - Sauk Trails Clinic</b> 8202 Excelsior Dr., Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>Clinical Health Education (Not all services offered at each location.)</b>						
<b>GHC-SCW - Capitol Clinic</b> 675 W. Washington Ave., Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - East Clinic</b> 5249 E. Terrace Dr., Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - Hatchery Hill Clinic</b> 3051 Cahill Main, Fitchburg (608) 257-9700	✓	✓	✓	✓	✓	✓

## SPECIALTY CARE LOCATIONS

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	GHC	ACH	WFM	UPHM	UW	UWS
<b>Clinical Health Education</b> (Continued)						
<b>GHC-SCW - Madison College Community Clinic</b> Health Education Center - Truax Campus 1705 Hoffman St., Madison (608) 441-3220	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - Sauk Trails Clinic</b> 8202 Excelsior Dr., Madison (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>Dermatology</b>						
<b>GHC-SCW - Hatchery Hill Clinic</b> 3051 Cahill Main, Fitchburg (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>Ear, Nose &amp; Throat</b>						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2500	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-6190	✓	✓	✓	✓	✓	✓
<b>Endocrinology/Diabetes</b>						
<b>GHC-SCW - Capitol Clinic</b> 675 W. Washington Ave., Madison Diabetes Management Only: (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>UnityPoint Health - Meriter Hospital</b> 202 S. Park St., Madison (608) 417-6000	✓	✓	✓	✓	✓	✓
<b>UnityPoint Health-Meriter- West Washington Clinic</b> 345 West Washington Ave., Ste 100, Madison (608) 417-8300	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - E Terrace Medical Center</b> 5249 E. Terrace Dr., Madison (608) 265-7406 Pediatrics: (608) 263-6420	✓	✓	✓	✓	✓	✓

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## Specialty Care Locations

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	GHC	ACH	WFM	UPHM	UW	UWS
<b>Endocrinology/Diabetes (Continued)</b>						
<b>UW Health - Junction Rd Medical Center</b> 451 Junction Rd., Madison Diabetes: (608) 263-7741; Endocrinology: (608) 263-5010; Pediatrics: (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Ste 100, Madison (608) 263-6190	✓	✓	✓	✓	✓	✓
<b>Eye Care</b>						
<b>GHC-SCW - Hatchery Hill Clinic</b> 3051 Cahill Main, Fitchburg (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>Isthmus Eye Care - Madison Downtown</b> 425 W. Washington Ave., #100, Madison (608) 256-4750	✓	✓	✓	✓	✓	✓
<b>Isthmus Eye Care - Madison East</b> 6012 Gemini Dr., Madison (608) 249-5548	✓	✓	✓	✓	✓	✓
<b>Isthmus Eye Care - Middleton</b> 7601 University Ave., #102, Middleton (608) 831-3366	✓	✓	✓	✓	✓	✓
<b>Gastroenterology</b>						
<b>UW Health - 20 S Park</b> 20 S. Park St., Madison (608) 890-5000	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 888-8749	✓	✓	✓	✓	✓	✓
<b>UW Health - Digestive Health Center</b> 750 University Row, Madison (608) 890-5000	✓	✓	✓	✓	✓	✓
<b>UW Health - E Terrace Medical Center</b> 5249 E. Terrace Dr., Madison Pediatrics: (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - Pediatric Gastroenterology Clinic</b> 2275 Deming Way, Ste 200, Madison (608) 890-9400	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-6190	✓	✓	✓	✓	✓	✓

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	GHC	ACH	WFM	UPHM	UW	UWS
<b>General Surgery</b>						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2100	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-7337	✓	✓	✓	✓	✓	✓
<b>UW Health - East Madison Hospital</b> 4602 Eastpark Blvd., Madison (608) 440-6300	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-7502	✓	✓	✓	✓	✓	✓
<b>Hematology</b>						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2552	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW - Carbone Cancer Center</b> 600 Highland Ave., Madison (608) 265-1700	✓	✓	✓	✓	✓	✓
<b>Infertility</b>						
<b>Generations Fertility Care</b> 2365 Deming Way, Middleton (608) 824-6160	✓	✓	✓	✓	✓	✓
<b>Wisconsin Fertility Institute</b> 3146 Deming Way, Middleton (608) 824-0075	✓	✓	✓	✓	✓	✓
<b>Nephrology</b>						
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - E Terrace Medical Center</b> 5249 E. Terrace Dr., Madison (608) 270-5656 Pediatrics: (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - Kidney Clinic</b> 3034 Fish Hatchery Rd., Madison (608) 270-5656	✓	✓	✓	✓	✓	✓

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## Specialty Care Locations

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<b>Nephrology</b> (Continued)						
<b>Fresenius Kidney Care - East Clinic</b> 4600 American Pkwy., Madison (608) 243-3003	✓	✓	✓	✓	✓	✓
<b>Fresenius Kidney Care - Fitchburg Clinic</b> 3034 Fish Hatchery Rd., Madison (608) 270-5600	✓	✓	✓	✓	✓	✓
<b>Neurology</b>						
<b>UW Health - 20 S Park</b> 20 S. Park St., Madison (608) 287-2090	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-5442 Pediatrics: (608) 890-6500	✓	✓	✓	✓	✓	✓
<b>Obstetrics &amp; Gynecology</b>						
<b>Access Community Health Centers - Wingra Family Medical Center</b> 1102 S. Park St., Madison (608) 263-3111		✓	✓			
<b>UnityPoint Health - Meriter Hospital</b> 202 S. Park St., Madison (608) 417-6236	✓	✓	✓	✓	✓	✓
<b>UnityPoint Health - Meriter - DeForest-Windsor Clinic</b> 4200 Savannah Dr., DeForest (608) 417-3300	✓	✓	✓	✓	✓	✓
<b>UnityPoint Health - Meriter - Monona Clinic</b> 6408 Copps Ave., Madison (608) 417-3000	✓	✓	✓	✓	✓	✓
<b>UW Health - 20 S Park</b> 20 S. Park St., Madison (608) 287-2830	✓	✓	✓	✓	✓	✓
<b>UW Health - Union Corners</b> 2402 Winnebago St., Madison (608) 242-6840	✓	✓	✓	✓	✓	✓
<b>UW Health - Junction Road Medical Center</b> 451 Junction Rd., Madison (608) 265-7601	✓	✓	✓	✓	✓	✓

## SPECIALTY CARE LOCATIONS

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<b>Occupational Therapy</b>						
<b>GHC-SCW - Capitol Clinic</b> 675 W. Washington Ave., Madison (608) 662-5060	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - East Clinic</b> 5249 E. Terrace Dr., Madison (608) 662-5060	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - Princeton Club West PT/OT Clinic</b> 8054 Watts Rd., Madison (608) 662-5060	✓	✓	✓	✓	✓	✓
<b>Oncology</b>						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2552	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW - Carbone Cancer Center</b> 600 Highland Ave., Madison (608) 265-1700	✓	✓	✓	✓	✓	✓
<b>Ophthalmology</b>						
<b>UW Health - Deming Way</b> 2349 Deming Way, Middleton (608) 824-3937	✓	✓	✓	✓	✓	✓
<b>UW Health - E Terrace Medical Center Eye Care Clinic</b> 5249 E. Terrace Dr., Madison (608) 265-1270	✓	✓	✓	✓	✓	✓
<b>UW Health - Madison Eye Associates</b> 780 Regent St., Madison (608) 257-4286	✓	✓	✓	✓	✓	✓
<b>UW Health - University Station</b> 2880 University Ave., Madison Adults: (608) 263-7171, Pediatrics: (608) 263-6414	✓	✓	✓	✓	✓	✓

## Specialty Care Locations

### SPECIALTY CARE LOCATIONS

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<b>Oral Surgery</b>						
<b>Center For Oral and Maxillofacial Surgery, S.C.</b> 7007 Old Sauk Rd., Madison (608) 819-8760	✓	✓	✓	✓	✓	✓
<b>Center For Oral and Maxillofacial Surgery, S.C.</b> 5302 Buttonwood Dr., Madison (608) 240-0863	✓	✓	✓	✓	✓	✓
<b>Orthopedics</b>						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison Orthopedic Surgery: (608) 263-7540; Spine Medicine: (608) 265-3207	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - East Madison Hospital</b> 4602 Eastpark Blvd., Madison Orthopedic Surgery: (608) 263-7540; Spine Medicine: (608) 265-3207; Sports Medicine: (608) 263-8850	✓	✓	✓	✓	✓	✓
<b>UW Health - Research Park</b> 621 Science Dr., Madison Orthopedic Surgery: (608) 263-7540; Spine Medicine: (608) 265-3207; Sports Medicine: (608) 263-8850	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-7540	✓	✓	✓	✓	✓	✓
<b>Pain Management</b>						
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-7337	✓	✓	✓	✓	✓	✓
<b>UW Health - Pain Management Clinic</b> 1102 S. Park St, Madison (608) 263-9550	✓	✓	✓	✓	✓	✓
<b>UW Health - Research Park Clinic (Health Psychology)</b> 621 Science Dr., Madison (608) 263-9638	✓	✓	✓	✓	✓	✓



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<b>Physical Medicine and Rehabilitation</b>						
<b>UW Health - East Madison Hospital</b> 4602 Eastpark Blvd., Madison (608) 440-6444	✓	✓	✓	✓	✓	✓
<b>UW Health - Research Park</b> 621 Science Dr., Madison Spine Physical Therapy: (608) 265-3341; Sports Rehabilitation: (608) 263-4765	✓	✓	✓	✓	✓	✓
<b>Physical Therapy</b>						
<b>GHC-SCW - Capitol Clinic</b> 675 W. Washington Ave., Madison (608) 662-5060	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - East Clinic</b> 5249 E. Terrace Dr., Madison (608) 662-5060	✓	✓	✓	✓	✓	✓
<b>GHC-SCW - Princeton Club West PT/OT Clinic</b> 8054 Watts Rd., Madison (608) 662-5060	✓	✓	✓	✓	✓	✓
<b>Plastic Surgery</b>						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2100	✓	✓	✓	✓	✓	✓
<b>UW Health - 20 S Park</b> 20 S. Park St. Clinic, Madison (608) 720-5200	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-2376	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-7502	✓	✓	✓	✓	✓	✓

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## Specialty Care Locations

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<b>Podiatry</b>						
<b>Associated Podiatrists, LLP - Madison East Office</b> 4237 Lien Rd., Suite A, Madison, WI (608) 244-1772	✓	✓	✓	✓	✓	✓
<b>Associated Podiatrists, LLP - Madison West Office</b> 6510 Grand Teton Plz., Suite 406, Madison, WI (608) 829-2535	✓	✓	✓	✓	✓	✓
<b>University Podiatry Associates - Madison Clinic</b> 450 S. Yellowstone Dr., Madison, WI (608) 831-8086	✓	✓	✓	✓	✓	✓
<b>University Podiatry Associates - UW Clinics East</b> 5249 East Terrace Dr., Madison, WI (608) 831-8086	✓	✓	✓	✓	✓	✓
<b>Pulmonary Medicine</b>						
<b>UnityPoint Health - 202 S Park</b> 202 S. Park St., Madison (608) 287-0999	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-7203	✓	✓	✓	✓	✓	✓
<b>Radiation Oncology</b>						
<b>UW Health - Carbone Cancer Center</b> 600 Highland Ave., Madison (608) 263-8500	✓	✓	✓	✓	✓	✓
<b>UW Health - E Terrace Medical Center</b> 5249 E. Terrace Dr., Madison (608) 263-8500	✓	✓	✓	✓	✓	✓
<b>Radiology/Imaging</b>						
<b>GHC-SCW - Hatchery Hill Clinic</b> 3051 Cahill Main, Fitchburg (608) 257-9700	✓	✓	✓	✓	✓	✓
<b>Stoughton Health Medical Imaging</b> 900 Ridge St., Stoughton (608) 873-2299	✓	✓	✓	✓	✓	✓
<b>UnityPoint Health - 202 S Park</b> 202 S. Park St., Madison (608) 417-6090	✓	✓	✓	✓	✓	✓

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<b>Radiology/Imaging</b> (Continued)						
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2050	✓	✓	✓	✓	✓	✓
<b>UW Health - Research Park</b> 621 Science Dr., Madison (608) 265-8333	✓	✓	✓	✓	✓	✓
<b>UW Health - East Madison Hospital</b> 4602 Eastpark Blvd., Madison (608) 263-8340	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-9729	✓	✓	✓	✓	✓	✓
<b>Rheumatology</b>						
<b>UnityPoint Health - Meriter Hospital</b> 202 S. Park St., Madison (608) 417-6000	✓	✓	✓	✓	✓	✓
<b>UnityPoint Health-Meriter - West Washington Clinic</b> 345 W. Washington Ave., Madison (608) 417-8300	✓	✓	✓	✓	✓	✓
<b>UW Health - 1 S Park</b> 1 S. Park St., Madison (608) 287-2800	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - Junction Rd Medical Center</b> 451 Junction Rd., Madison (608) 263-7577	✓	✓	✓	✓	✓	✓
<b>Sleep Disorders</b>						
<b>UnityPoint Health - Meriter Hospital</b> 202 S. Park Street, Madison (608) 417-6000	✓	✓	✓	✓	✓	✓
<b>Wisconsin Sleep</b> 6001 Research Park Blvd., Madison (608) 232-3333	✓	✓	✓	✓	✓	✓

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## Specialty Care Locations

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<b>Thoracic Surgery</b>						
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison Cardiac: (608) 263-1530; Thoracic: (608) 263-7502	✓	✓	✓	✓	✓	✓
<b>Urology</b>						
<b>UW Health - 1 S Park Clinic</b> 1. S Park St., Madison (608) 287-2900	✓	✓	✓	✓	✓	✓
<b>UW Health - American Family Children's Hospital - Pediatrics</b> 1675 Highland Ave., Madison (608) 263-6420	✓	✓	✓	✓	✓	✓
<b>UW Health - East Madison Hospital</b> 4602 Eastpark Blvd., Madison (608) 440-6464	✓	✓	✓	✓	✓	✓
<b>UW Health - University Hospital and Clinics</b> 600 Highland Ave., Madison (608) 263-4757	✓	✓	✓	✓	✓	✓

## Common Terms

### COMMON TERMS

The following terms and explanations are to help guide you. They are not definitions. For definitions, refer to your Member Certificate.

**Care Management** is here to assist members in navigating their insurance benefits. Their primary goal is getting our members to the right place at the right time and for the right reason. This goal is accomplished through three primary functions: Utilization Management, Care Coordination and Case Management.

**Care Teams** are a unique and member-focused approach to providing care to members. In GHC-SCW-owned clinics, a team of medical experts use their skills and expertise to work together to provide exceptional and coordinated care that supports members. The care team includes: Primary Care Providers (Physicians, Certified Physician Assistants and Advanced Practice Nurse Prescribers), Registered Nurse Coordinators, Clinical Case Managers, Care Team Specialists, Behavioral Health Consultants and Pharmacists.

**Care Team Specialists** are key players on care teams (found within GHC-SCW-owned clinics) who support the Primary Care Provider during a member's visit. They also gather information about a member's health and assist with member communication. A Care Team Specialist can be a Licensed Practical Nurse or a Certified Medical Assistant.

**Case Managers** are Registered Nurses and Social Workers who provide health education and care coordination, address barriers to care, collaborate with other members of a members health care team including Primary and Specialty Care providers, and connect members to resources (in-house or community). Members are accepted into Complex Case Management by meeting enrollment criteria.

A **Certified Physician Assistant (PA-C)** and an **Advanced Practice Nurse Prescriber (APNP)** are qualified, licensed health care professionals with extensive academic training and clinical experience. They provide a range of services, such as routine physical examinations along with evaluation and management of common medical problems. Like the GHC-SCW Primary Care Providers, PA-C and APNP are certified and committed to personalized comprehensive health care for you and your family.

**Clinical Health Education (CHE)** helps you learn about your health and how to prevent or manage chronic conditions. CHE Providers may help you create an individualized plan to improve your health, based on credible and easy-to-understand health information.

**Emergency Care** is care for a life-threatening medical condition that includes severe symptoms, which could cause serious jeopardy to a person's health.

**Family Medicine** involves broad training and may include expertise in the areas of obstetrics and gynecology, pediatrics or internal medicine. Family medicine concentrates on health care for the entire family, with an emphasis on continuity of care for all ages. Family Medicine Providers are ideal for members who have families or anticipate having children.

A **formulary** is a list of covered prescription drugs under a benefit plan. They have been proven to be safe, effective and cost-efficient. As a member of GHC-SCW, your prescription drug coverage includes only the drugs listed on the GHC-SCW Formulary, except in certain cases of medical necessity.

**Internal Medicine** specializes in adult medicine and complex health care. The focus is on the interrelated systems of the body and how they are affected by illness. Older adults often prefer Internal Medicine Providers for this reason. An Internal Medicine Provider may be a good choice if you or your family members are over the age of 16.

**In-Plan Primary and Specialty Care** is provided by a panel of providers under contract with GHC-SCW. Prior authorizations for specialty care are limited to this panel of contracted providers. Prior authorization is required to seek specialty care outside the panel of contracted providers. Specialty medical care provided by a contracted non-GHC-SCW provider is not covered if the service requested may be provided by a GHC-SCW specialty provider.

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### COMMON TERMS

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A **member** is a person who is enrolled with GHC-SCW as either a subscriber or a dependent of a subscriber.

A **network** may be considered a “path” through the health care system. GHC-SCW offers multiple networks for primary and specialty care. Benefits coverage is only provided to members who stay within their chosen network.

**Pediatrics** focuses on the special health conditions of childhood and adolescence, as well as a wide range of preventive services. A Pediatrician will coordinate the necessary health screenings and immunizations to help your child stay healthy. Children age 19 or younger often see a Pediatrician to coordinate their primary care.

**Pharmacists** are knowledgeable professionals that help with medication needs. They provide medication consultations and explain medication information. Professional pharmacists have completed either a Bachelor of Science in Pharmacy or a Doctor of Pharmacy degree program at an approved and accredited College of Pharmacy. They have also passed several licensing examinations.

**Primary Care** is the first point of contact for the member within the health care system. It includes a broad spectrum of health care services and preventive care. The aim of primary care is to provide a foundation for good health and to coordinate the care that the patient receives.

A **Primary Care Provider (PCP)** is a health care provider who provides primary care to the member. The PCP also helps to provide continuity of care and to coordinate services, if necessary, with recommended Specialty Care Providers. A PCP may be a Family Medicine Physician, an Internal Medicine Physician, a Pediatrician, a Physician Assistant or a Nurse Practitioner.

**Prior Authorization** is the process of approving specialty care services and specific procedures or services when needed, based on appropriateness of care and location.

A **Registered Nurse (RN)** is a professional nurse who has completed a course of study at an approved and accredited school of nursing and who has passed the National Council of Licensure Examination. RNs are licensed to practice by individual states.

**Specialty Care** is care for a specific condition, or care to provide diagnosis and treatment by a provider with training in a particular field of medicine.

A **Specialty Care Provider** is an individual, team or facility who provides specialty care to the member. Specialty Care Providers specialize in one or more fields of medicine and have developed advanced skills in that area.

**Urgent Care** is same-day or after-hours care for non-life-threatening conditions that require immediate attention, or persistent or unusual discomfort associated with an illness. Some examples of urgent care include colds and flu, migraine headaches and minor injuries.



## Discrimination Is Against The Law

Group Health Cooperative of South Central Wisconsin (GHC-SCW) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GHC-SCW does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

GHC-SCW provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats.

GHC-SCW provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504 (TTY: 1-608-828-4815).

If you believe that GHC-SCW has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with GHC-SCW's Corporate Compliance Officer, 1265 John Q. Hammons Drive, Madison, WI 53717, Telephone: (608) 251-4156, TTY: (608) 828-4815, or Fax: (608) 257-3842. If you need help filing a grievance, GHC-SCW's Corporate Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 608-828-4813, TTY: 608-828-4815.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 608-828-4813, TTY: 608-828-4815.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 608-828-4813, TTY: 608-828-4815.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: TTY: 608-828-4813, 608-828-4815.

الخدمة المساعدة خدمات فإن اللغة، أكثر تحدث كنت إذا: مل حوطة 1-877-533-5020 (رقم برقم اتصل. بالمدان لك تتوافر والبكم الصم هاتف: 1-800-947-3529).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 608-828-4813, 608-828-4815.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 608-828-4853, TTY: 608-828-4815. 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 608-828-4813, TTY: 608-828-4815.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannst du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 608-828-4813, TTY: 608-828-4815.

ປັດຈຸບັນ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໃດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 608-828-4813, TTY: 608-828-4815.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 608-828-4813, TTY: 608-828-4815.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 608-828-4813, TTY: 608-828-4815.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-533-5020 608-828-4813, TTY: 608-828-4815. पर कॉल करें।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 608-828-4813, TTY: 608-828-4815.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 608-828-4813, TTY: 608-828-4815.



**When you get emergency care or get treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.**

### What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

“Out-of-network” describes providers and facilities that haven't signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service. This is called **“balance billing.”** This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can't control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider.

### You are protected from balance billing for:

#### Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most the provider or facility may bill you is your plan's in-network cost-sharing amount (such as copayments and coinsurance). You can't be balance billed for these emergency services. This includes services you may get after you're in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

#### Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers may bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can't balance bill you and may not ask you to give up your protections not to be balance billed.

If you get other services at these in-network facilities, out-of-network providers **can't** balance bill you, unless you give written consent and give up your protections.

*The contents of this document do not have the force and effect of law and are not meant to bind the public in any way, unless specifically incorporated into a contract. This document is intended only to provide clarity to the public regarding existing requirements under the law.*

**You're never required to give up your protections from balance billing. You also aren't required to get care out-of-network. You can choose a provider or facility in your plan's network.**

**When balance billing isn't allowed, you also have the following protections:**

You are only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay out-of-network providers and facilities directly.

**Your health plan generally must:**

- Cover emergency services without requiring you to get approval for services in advance (prior authorization).
- Cover emergency services by out-of-network providers.
- Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
- Count any amount you pay for emergency services or out-of-network services toward your deductible and out-of-pocket limit.

**If you believe you've been wrongly billed,** you may contact the U.S. Department of Health & Human Service (HHS) at 1-800-985-3059.

Visit [cms.gov/nosurprises](https://cms.gov/nosurprises) for more information about your rights under federal law.



## Quick Reference Guide

### GHC-SCW Clinics

#### Capitol Clinic

(608) 257-9700

#### East Clinic

(608) 257-9700

#### Hatchery Hill Clinic

(608) 257-9700

#### Madison College Community Clinic

(608) 441-3220

#### Sauk Trails Clinic

(608) 257-9700

### Access Community Health Centers

#### Joyce and Marshall Erdman Clinic

(608) 443-5480

#### William T. Evjue Clinic

(608) 443-5480

#### Wingra Family Medical Center

(608) 263-3111

### UnityPoint-Meriter Clinics

#### DeForest-Windsor Clinic

(608) 417-3300

#### Fitchburg Clinic

(608) 417-8585

#### McKee Clinic

(608) 417-8800

#### Middleton Clinic

(608) 417-3434

#### Monona Clinic

(608) 417-8700

#### Stoughton Clinic

(608) 417-8700

#### West Washington Clinic

(608) 417-8300

### UW Health Clinics

#### 1102 S. Park St. Clinic

(608) 287-5899

#### 20 S. Park Clinic

(608) 287-2000

#### Belleville Clinic

(608) 424-3384

#### Cottage Grove Clinic

(608) 839-3104

#### Cross Plains Clinic

(608) 798-3344

#### DeForest-Windsor Clinic

(608) 846-3741

#### E. Terrace Dr Medical Center

(608) 265-1295

#### Fitchburg Clinic

(608) 274-5300

#### Junction Rd Medical Center

(608) 265-7700

#### Mt. Horeb Clinic

(608) 437-3064

#### Northport Dr Clinic

(608) 241-9020

#### Odana Rd Clinic

(608) 274-1100

#### Oregon Clinic

(608) 835-5588

#### Sun Prairie Clinic

(608) 837-2206

#### Union Corners Clinic

(608) 242-6855

#### Verona Clinic

(608) 845-9531

#### Yahara Clinic

(608) 222-8779

### UW Health - Stoughton Clinic

#### Stoughton Clinic

(608) 877-2660

### GHC Care OnDemand

#### ▪ GHC NurseConnect

Registered nurses are here 24/7/365 to 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.

#### ▪ 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 (PT/OT, Dermatology and Behavioral Health). Contact your clinic or log in to GHCMYChart<sup>SM</sup> to schedule.\*

#### ▪ Virtual Urgent Care Visits powered by KeyCare

Receive 24/7, 365 non-emergency medical care from a licensed provider without an in-person office visit.\*\* Go to [ghcscw.com/keycare](https://ghcscw.com/keycare).

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

You can access a licensed therapist or psychiatrist from your home, office or on-the-go, 24/7, 365 by phone or secure video to help treat any non-emergency behavioral health medical condition.\*\* 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<sup>®</sup> are not available for Medicare Select, BadgerCarePlus or MMSD-Quartz patients. Plan conditions apply for members with HSA benefit plans.

## GHC-SCW Urgent Care

Anytime you need medical care (except for emergencies), you should first call your primary care clinic for an available appointment. If you need medical care after normal primary care clinic hours, call the GHC-SCW urgent care clinic to schedule an appointment:

**(608) 257-9700**

675 W. Washington Ave.,  
Madison, WI 53703

Mon – Fri: 8 a.m. – 9 p.m.  
Sat – Sun: 9 a.m. – 9 p.m.

**We schedule urgent care appointments to better serve your same-day access needs.**



Please clip and keep as a quick reference.

 **Group Health Cooperative**

of South Central Wisconsin

[ghcscw.com](https://ghcscw.com)

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1265 John Q Hammons Dr.  
Madison, WI 53717-1962

[ghcsw.com](http://ghcsw.com)

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