

Group Health Cooperative of South Central Wisconsin

2024 Select Directory

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK23-83-0(6.23)O - Updated September 2023



of South Central Wisconsin

ghcscw.com

New Member Information

Table of Contents

New Member Information	2-4
Member Owner Rewards	5-6
GHCMYChart SM	6
Care Guide	7
Primary Care	7-8
Virtual Care	8
Pharmacy	9
Care Teams at GHC-SCW	10-11
LGBTQIA+ Primary Care Services	11
Where to Go for Care	12
Primary Care Providers and Clinics	13
Specialty and Ancillary Service Providers at GHC-SCW	14
Clinic Information	14
Behavioral Health	15-16
Chiropractic Services	16
Clinical Health Education	16
Dermatology	16
Eye Care	17
Physical Therapy	18
Occupational Therapy	18
Sports Medicine	18
Urgent & Emergency Care	19
Specialty Care Locations	20-32
Common Terms	33-34
Discrimination is Against the Law	35
Your Rights & Protections Against Surprise Medical Bills	36-37
Quick Reference Guide	38

Federal Employees: It is important to know that when you enroll in this plan, services are provided through the plan's Provider Network as described in the plan's Federal brochure RI 73-061, but the continued participation of any one doctor, hospital or other provider cannot be guaranteed.

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.
- 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 telefono (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 to the GHC Select Plan

A remarkable insurance product from Group Health Cooperative of South Central Wisconsin (GHC-SCW).

The GHC Select Plan gives individuals and employer groups of any size access to their choice of our five full-service, high-quality primary care clinics in and around Madison, plus access to specialty care close to home through our world-class specialty partners at UW Hospital and Clinics.

Please use this directory to select your PCP available at any one of our five primary care clinics below.



Best-In-Class
PRIMARY CARE



COST SAVINGS



Capitol Clinic
(608) 257-9700
675 W. Wash-
ington Ave.,
Madison 53703



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



Hatchery Hill Clinic
(608) 257-9700
3051 Cahill Main,
Fitchburg 53711



Madison College Community Clinic
(608) 441-3220
1705 Hoffman St.,
Madison 53704



Sauk Trails Clinic
(608) 257-9700
8202 Excelsior Dr.,
Madison 53717

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

New Member Information

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 GHCMYChartSM account. Schedule appointments, refill your prescriptions, view select test results and more!

Visit 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.

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.

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 GHCMYChartSM 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.

Member Owner Rewards

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 to get started!**



GHCMYCHART™ & MOBILE APP

The power of all your health information in one place. Easy, convenient and safe. **Visit ghcscw.com/ghcmymchart to get started!**



MANAGEWELL® REWARDS

GHC-SCW has a member-centric wellness rewards program* called ManageWell®. This online platform includes an entire suite of programs, activities and challenges. Complete healthy activities to earn rewards. Activities include your yearly wellness exam, exercises, annual screenings, challenges and other ways to protect your health and wellness. **Learn more at ghcscw.com/managewell.**



VIRTUAL CARE

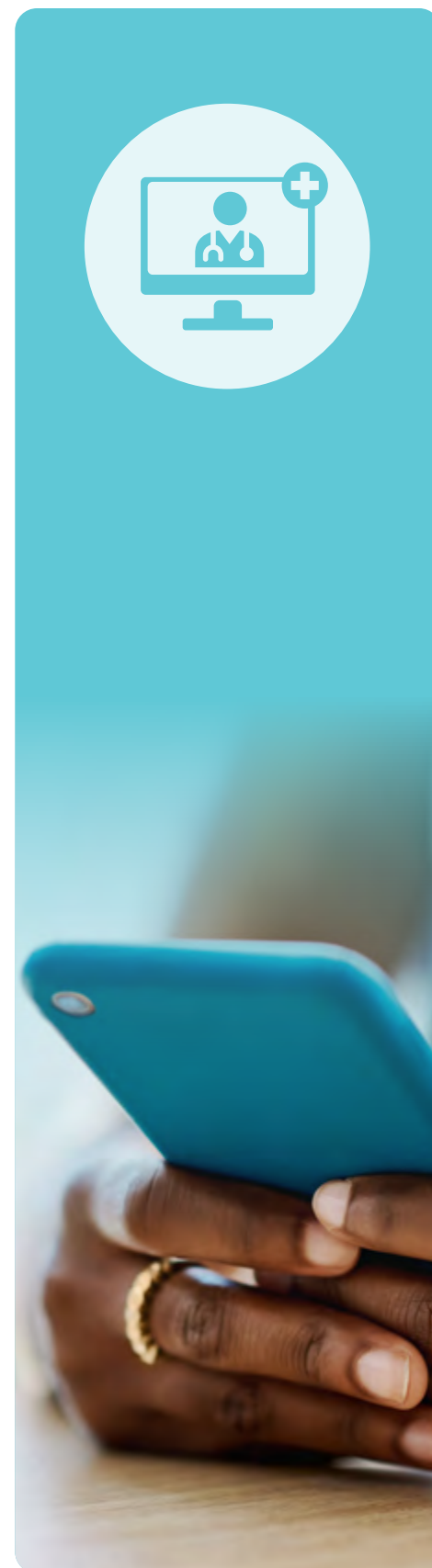
When you have a GHC-SCW card in your wallet, you can take care, anywhere.

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

Visit ghcscw.com/virtual-care to get started!

*The ManageWell® reward program is not available to State (ETF)/WPEG/FEHB members. Reward restrictions apply to BadgerCare Plus members.

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



GHCMYChartSM

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 GHCMYChartSM account, you and your provider can manage your health online, 365 days a year.

GHCMYChartSM Features¹



Message your provider.



Schedule appointments online.



View select test results, immunization records and health summaries.



Video Visits with GHC-SCW Providers.



Refill medications.



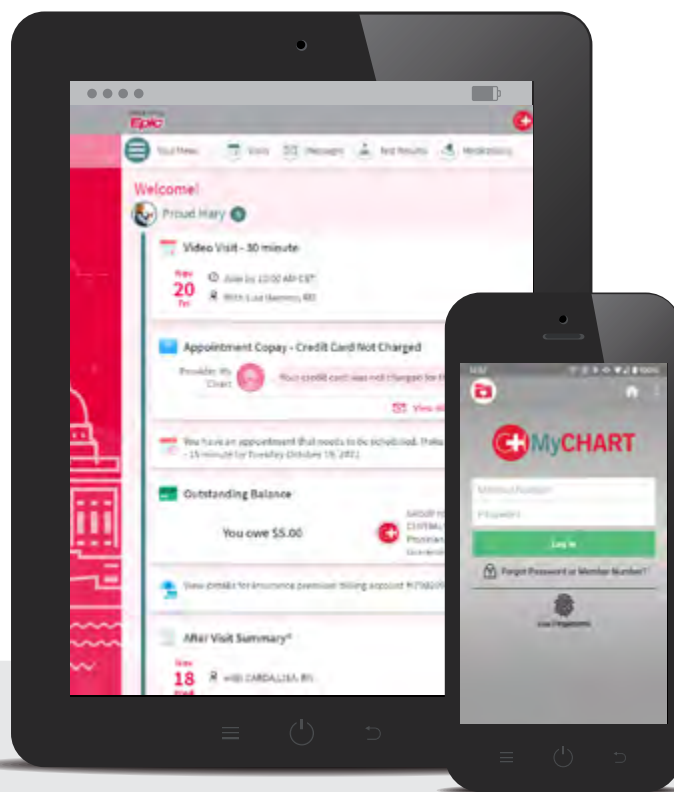
View and pay your bill.



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



And much more!



Activate your Account

- ① Visit ghcscw.com/ghcmymychart 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 GHCMYChartSM 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.

¹ 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.

Care Guide

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 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 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 GHCMYChartSM

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 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



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.



GHCMyChartSM Video Visits

With **GHCMyChartSM 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 **GHCMyChartSM** and available for routine visits and select specialty visits (PT/OT, Dermatology and Behavioral Health).* **Contact your clinic or log in to **GHCMyChartSM** to schedule.**



Virtual Urgent Care Visits *powered by KeyCare*

Receive 24/7, 365 non-emergency medical care from licensed providers 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.** **Go to ghcscw.com/keycare.**



Virtual Therapy Visits *powered by MDLIVE[®]*

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.**

*For GHCMyChartSM Video Visits, members must be physically located within the state of Wisconsin during the entirety of the visit.

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



Care Guide

GET CARE

Pharmacy

- **GHC-SCW pharmacies can mail most common prescriptions right to your home!**
- 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 and any other prescription coverage card you may have to your pharmacy.
- Navitus Health Solutions administers the pharmacy benefit for participants covered under the GHC-SCW prescription plan. GHC-SCW clinic pharmacies are approved Navitus providers and may be used for your prescription needs. Ask them about mailing your prescription to you!

Fill Your Prescription



Call Your Pharmacy

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



Online

Log in to your GHCMYChartSM account and select **"Refill Medications"** under **"Quick Links"** to order through GHC-SCW pharmacies.



Mail Order

GHC-SCW Pharmacies can mail most common prescriptions right to your home! Call our Sauk Trails Pharmacy or log into MyChart to learn more.



Learn More

Visit ghcscw.com and select **"Understanding Pharmacy Benefits"** under the **"Shop Our Plans"** tab at the top of the page to review the GHC-SCW Formulary.

New Member Courtesy Refill

Existing prescriptions may be temporarily honored, which gives you time to make an appointment with your Primary Care Provider (PCP).

- Bring your prescription bottle to any GHC-SCW clinic pharmacy and we will contact your existing pharmacy to transfer the prescription.
- If you fill your prescription at a GHC-SCW pharmacy and are taking a medication not covered by GHC-SCW (non-formulary), our pharmacists will help you by reaching out to GHC-SCW Pharmacy Administration or discussing it with your PCP. You can also choose to contact either GHC-SCW Pharmacy Administration or your PCP on your own.
- 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 - 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.

Pharmacy Administration

(608) 828-4811 or

(800) 605-4327, ext. 4811

Mon - Fri: 8 a.m. - 5 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.

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 GHCMYChartSM 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 13.

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

Care Guide

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



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/



WHERE TO GO FOR CARE...

GHC-SCW Primary Care Clinics

Primary Care	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.
Specialty and Ancillary Services at GHC-SCW Clinics	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.
Specialty Care Outside of GHC-SCW Clinics	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.
Urgent and Emergency Care	See page 18.
Inpatient Care	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital.
Inpatient Labor & Delivery Care	Care must be received at UnityPoint Health - Meriter Hospital.

GHC-SCW Primary Care Providers & Clinics

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

GHC-SCW Specialty Care Providers & Clinics

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 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 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	Shequila 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
--------------------	---------------	-------------------

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
----------------------	------------------	---------------------------------

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 GHCMYChartSM 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 GHCMYChartSM 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 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 pregnancy¹
- 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.

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

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Allergy/Asthma

UW Health - 20 S Park

20 S. Park St., Madison (608) 287-2600

UW Health - E Terrace Medical Center

5249 E. Terrace Dr., Madison (608) 265-1280

UW Health - Junction Rd Medical Center

451 Junction Rd., Madison (608) 263-6180

Behavioral Health, Substance Use & Addiction

Autism

Achieving Collaborative Treatment

200 Enterprise Dr., Verona (608) 497-3230

Caravel Autism Health LLC

Madison East Clinic: 4005 Felland Rd., Ste. 101 & 102, Madison (608) 413-3237

Madison West Clinic: 559 Zor Shrine Pl., Madison (608) 471-7280

FamilyPath Autism Services

575 D'Onofrio Dr., Suite 200, Madison (608) 512-0780

Ignite Child Development Services

3910 Mineral Point Rd., Suite 200, Madison (920) 393-8320

GHC-SCW Capitol Regent Behavioral Health Clinic

700 Regent St., #302, Madison (608) 257-9700

Mindcolor Autism

5202 Atlas Ave., Madison (833) 646-3222

Wisconsin Early Autism Project, Inc.

1210 Fourier Dr., Ste. 100, Madison (608) 662-9327

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Behavioral Health, Substance Use & 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

GHC-SCW - East Clinic

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

GHC-SCW - Hatchery Hill Clinic

3051 Cahill Main, Fitchburg (608) 257-9700

GHC-SCW - Sauk Trails Clinic

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

Visit ghcscw.com for a complete list of all contracted Behavioral Health Providers.

Substance Use & Addiction

Access Community Health Centers - Wingra Family Medical Center

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

Addiction Services and Pharmacotherapy

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

ARC Community Services

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

CleanSlate

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

Pauquette Center

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

Psychological Addiction Services

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

UW Health - Behavioral Health and Recovery

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

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

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Cardiovascular

UnityPoint Health - Meriter Hospital
202 S Park St, Madison (608) 287-2434

**UW Health - American Family
Children's Hospital - Pediatrics**
1675 Highland Ave., Madison (608) 263-7337

UW Health - East Madison Hospital
4602 Eastpark Blvd., Madison (608) 263-1530

UW Health - Science Dr Medical Center
621 Science Dr., Madison (608) 263-1530

UW Health - University Hospital and Clinics
600 Highland Ave., Madison (608) 263-1530

Chiropractic Care

GHC-SCW - Capitol Clinic
675 W. Washington Ave., Madison (608) 257-9700

GHC-SCW - East Clinic
5249 E. Terrace Dr., Madison (608) 257-9700

GHC-SCW - Hatchery Hill Clinic
3051 Cahill Main, Fitchburg (608) 257-9700

GHC-SCW - Sauk Trails Clinic
8202 Excelsior Dr., Madison (608) 257-9700

Clinical Health Education (Not all services offered at each location.)

GHC-SCW - Capitol Clinic
675 W. Washington Ave., Madison (608) 257-9700

GHC-SCW - East Clinic
5249 E. Terrace Dr., Madison (608) 257-9700

GHC-SCW - Hatchery Hill Clinic
3051 Cahill Main, Fitchburg (608) 257-9700

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Clinical Health Education (Continued)

GHC-SCW - Madison College Community Clinic

Health Education Center - Truax Campus
1705 Hoffman St., Madison (608) 441-3220

GHC-SCW - Sauk Trails Clinic

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

Dermatology

GHC-SCW - Hatchery Hill Clinic

3051 Cahill Main, Fitchburg (608) 257-9700

Ear, Nose & Throat

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2500

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-6190

Endocrinology/Diabetes

GHC-SCW - Capitol Clinic

675 W. Washington Ave., Madison Diabetes Management Only: (608) 257-9700

UnityPoint Health - Meriter Hospital

202 S. Park St., Madison (608) 417-6000

UnityPoint Health-Meriter- West Washington Clinic

345 West Washington Ave., Ste 100, Madison (608) 417-8300

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW Health - E Terrace Medical Center

5249 E. Terrace Dr., Madison (608) 265-7406 Pediatrics: (608) 263-6420

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

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Endocrinology/Diabetes (Continued)

UW Health - Junction Rd Medical Center

451 Junction Rd., Madison

Diabetes: (608) 263-7741; Endocrinology: (608) 263-5010; Pediatrics: (608) 263-6420

UW Health - University Hospital and Clinics

600 Highland Ave., Ste 100, Madison (608) 263-6190

Eye Care

GHC-SCW - Hatchery Hill Clinic

3051 Cahill Main, Fitchburg (608) 257-9700

Isthmus Eye Care - Madison Downtown

425 W. Washington Ave., #100, Madison (608) 256-4750

Isthmus Eye Care - Madison East

6012 Gemini Dr., Madison (608) 249-5548

Isthmus Eye Care - Middleton

7601 University Ave., #102, Middleton (608) 831-3366

Gastroenterology

UW Health - 20 S Park

20 S. Park St., Madison (608) 890-5000

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 888-8749

UW Health - Digestive Health Center

750 University Row, Madison (608) 890-5000

UW Health - E Terrace Medical Center

5249 E. Terrace Dr., Madison Pediatrics: (608) 263-6420

UW Health - Pediatric Gastroenterology Clinic

2275 Deming Way, Ste 200, Madison (608) 890-9400

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-6190

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

General Surgery

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2100

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-7337

UW Health - East Madison Hospital

4602 Eastpark Blvd., Madison (608) 440-6300

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-7502

Hematology

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2552

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW - Carbone Cancer Center

600 Highland Ave., Madison (608) 265-1700

Infertility

Generations Fertility Care

2365 Deming Way, Middleton (608) 824-6160

Wisconsin Fertility Institute

3146 Deming Way, Middleton (608) 824-0075

Nephrology

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW Health - E Terrace Medical Center

5249 E. Terrace Dr., Madison (608) 270-5656

Pediatrics: (608) 263-6420

UW Health - Kidney Clinic

3034 Fish Hatchery Rd., Madison (608) 270-5656

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

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Nephrology (Continued)

Fresenius Kidney Care - East Clinic

4600 American Pkwy., Madison (608) 243-3003

Fresenius Kidney Care - Fitchburg Clinic

3034 Fish Hatchery Rd., Madison (608) 270-5600

Neurology

UW Health - 20 S Park

20 S. Park St., Madison (608) 287-2090

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-5442

Pediatrics: (608) 890-6500

Obstetrics & Gynecology

Access Community Health Centers - Wingra Family Medical Center

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

UnityPoint Health - Meriter Hospital

202 S. Park St., Madison (608) 417-6236

UnityPoint Health - Meriter - DeForest-Windsor Clinic

4200 Savannah Dr., DeForest (608) 417-3300

UnityPoint Health - Meriter - Monona Clinic

6408 Copps Ave., Madison (608) 417-3000

UW Health - 20 S Park

20 S. Park St., Madison (608) 287-2830

UW Health - Union Corners

2402 Winnebago St., Madison (608) 242-6840

UW Health - Junction Road Medical Center

451 Junction Rd., Madison (608) 265-7601

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Occupational Therapy

GHC-SCW - Capitol Clinic

675 W. Washington Ave., Madison (608) 662-5060

GHC-SCW - East Clinic

5249 E. Terrace Dr., Madison (608) 662-5060

GHC-SCW - Princeton Club West PT/OT Clinic

8054 Watts Rd., Madison (608) 662-5060

Oncology

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2552

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW - Carbone Cancer Center

600 Highland Ave., Madison (608) 265-1700

Ophthalmology

UW Health - Deming Way

2349 Deming Way, Middleton (608) 824-3937

UW Health - E Terrace Medical Center Eye Care Clinic

5249 E. Terrace Dr., Madison (608) 265-1270

UW Health - Madison Eye Associates

780 Regent St., Madison (608) 257-4286

UW Health - University Station

2880 University Ave., Madison

Adults: (608) 263-7171, Pediatrics: (608) 263-6414

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Oral Surgery

Center For Oral and Maxillofacial Surgery, S.C.
7007 Old Sauk Rd., Madison (608) 819-8760

Center For Oral and Maxillofacial Surgery, S.C.
5302 Buttonwood Dr., Madison (608) 240-0863

Orthopedics

UW Health - 1 S Park
1 S. Park St., Madison
Orthopedic Surgery: (608) 263-7540; Spine Medicine: (608) 265-3207

**UW Health - American Family
Children's Hospital - Pediatrics**
1675 Highland Ave., Madison (608) 263-6420

UW Health - East Madison Hospital
4602 Eastpark Blvd., Madison
Orthopedic Surgery: (608) 263-7540; Spine Medicine: (608) 265-3207;
Sports Medicine: (608) 263-8850

UW Health - Science Dr Medical Center
621 Science Dr., Madison
Orthopedic Surgery: (608) 263-7540; Spine Medicine: (608) 265-3207;
Sports Medicine: (608) 263-8850

UW Health - University Hospital and Clinics
600 Highland Ave., Madison (608) 263-7540

Pain Management

UW Health - American Family Children's Hospital - Pediatrics
1675 Highland Ave., Madison (608) 263-7337

UW Health - Pain Management Clinic
1102 S. Park St, Madison (608) 263-9550

UW Health - Science Dr Medical Center (Health Psychology)
621 Science Dr., Madison (608) 263-9638

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Physical Medicine and Rehabilitation

UW Health - East Madison Hospital

4602 Eastpark Blvd., Madison (608) 440-6444

UW Health - Science Dr Medical Center

621 Science Dr., Madison

Spine Physical Therapy: (608) 265-3341; Sports Rehabilitation: (608) 263-4765

Physical Therapy

GHC-SCW - Capitol Clinic

675 W. Washington Ave., Madison (608) 662-5060

GHC-SCW - East Clinic

5249 E. Terrace Dr., Madison (608) 662-5060

GHC-SCW - Princeton Club West PT/OT Clinic

8054 Watts Rd., Madison (608) 662-5060

Plastic Surgery

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2100

UW Health - 20 S Park

20 S. Park St. Clinic, Madison (608) 720-5200

UW Health - American Family**Children's Hospital - Pediatrics**

1675 Highland Ave., Madison (608) 263-2376

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-7502

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Podiatry

Associated Podiatrists, LLP - Madison East Office

4237 Lien Rd., Suite A, Madison, WI (608) 244-1772

Associated Podiatrists, LLP - Madison West Office

6510 Grand Teton Plz., Suite 406, Madison, WI (608) 829-2535

University Podiatry Associates - Madison Clinic

450 S. Yellowstone Dr., Madison, WI (608) 831-8086

University Podiatry Associates - UW Clinics East

5249 East Terrace Dr., Madison, WI (608) 831-8086

Pulmonary Medicine

UnityPoint Health - 202 S Park

202 S. Park St., Madison (608) 287-0999

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-7203

Radiation Oncology

UW Health - Carbone Cancer Center

600 Highland Ave., Madison (608) 263-8500

UW Health - E Terrace Medical Center

5249 E. Terrace Dr., Madison (608) 263-8500

Radiology/Imaging

GHC-SCW - Hatchery Hill Clinic

3051 Cahill Main, Fitchburg (608) 257-9700

Stoughton Health Medical Imaging

900 Ridge St., Stoughton (608) 873-2299

UnityPoint Health - 202 S Park

202 S. Park St., Madison (608) 417-6090

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Radiology/Imaging (Continued)

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2050

UW Health - Science Dr Medical Center

621 Science Dr., Madison (608) 265-8333

UW Health - East Madison Hospital

4602 Eastpark Blvd., Madison (608) 263-8340

UW Health - University Hospital and Clinics

600 Highland Ave., Madison (608) 263-9729

Rheumatology

UnityPoint Health - Meriter Hospital

202 S. Park St., Madison (608) 417-6000

UnityPoint Health-Meriter - West Washington Clinic

345 W. Washington Ave., Madison (608) 417-8300

UW Health - 1 S Park

1 S. Park St., Madison (608) 287-2800

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW Health - Junction Rd Medical Center

451 Junction Rd., Madison (608) 263-7577

Sleep Disorders

UnityPoint Health - Meriter Hospital

202 S. Park Street, Madison (608) 417-6000

Wisconsin Sleep

6001 Research Park Blvd., Madison (608) 232-3333

Specialty Care Locations

SPECIALTY CARE LOCATIONS

Locate your primary care clinic in the top right row and look below to determine where you go for specialty care services.

Prior authorization may be required for some specialty care services provided outside of a GHC-SCW-owned clinic. Please refer to your Benefits Summary and Member Certificate or contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

✓ = Approved Location

Thoracic Surgery

UW Health - University Hospital and Clinics

600 Highland Ave., Madison

Cardiac: (608) 263-1530; Thoracic: (608) 263-7502

Urology

UW Health - 1 S Park Clinic

1. S Park St., Madison (608) 287-2900

UW Health - American Family Children's Hospital - Pediatrics

1675 Highland Ave., Madison (608) 263-6420

UW Health - East Madison Hospital

4602 Eastpark Blvd., Madison (608) 440-6464

UW Health - University Hospital and Clinics

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.

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

COMMON TERMS

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

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, HHH 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، اذكر تحت لتنت إذا: 877-533-5020-1 (رقم بريقم اتصل. بالمرجان لك تتوافر والمبكم الصرم هاتف: 800-947-3529-1)

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

주의: 한국어어를 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.

ໂປດຊາຍ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, 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.

Your Rights & Protections Against Surprise Medical Bills

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 for more information about your rights under federal law.

Primary Care Clinics

BETTER TOGETHER[®]

GHC-SCW Clinics

Capitol Clinic

(608) 257-9700

675 W. Washington Ave., Madison, WI 53703

Wed, Fri: 8 a.m. - 5 p.m.

Mon, Tues, Thurs: 8 a.m. - 7 p.m.

East Clinic

(608) 257-9700

5249 E. Terrace Dr., Madison, WI 53718

Mon: 8 a.m. - 7 p.m.

Tues - Fri: 8 a.m. - 5 p.m.

Hatchery Hill Clinic

(608) 257-9700

3051 Cahill Main, Fitchburg, WI 53711

Mon, Wed - Fri: 8 a.m. - 5 p.m.

Tues: 8 a.m. - 7 p.m.

Sauk Trails Clinic

(608) 257-9700

8202 Excelsior Dr., Madison, WI 53717

Mon: 8 a.m. - 7 p.m.

Tues - Fri: 8 a.m. - 5 p.m.

Madison College Community Clinic

(608) 441-3220

Health Education Center-Truax Campus

1705 Hoffman St., Madison, WI 53704

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

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.



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 GHCMYChartSM

With GHCMYChartSM 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 GHCMYChartSM and available for routine visits and select specialty visits (PT/OT, Dermatology and Behavioral Health). **Contact your clinic or log in to GHCMYChartSM to schedule.***



Please clip and keep as a quick reference.

▪ Virtual Urgent Care Visits powered by KeyCare

Receive 24/7, 365 non-emergency medical care from licensed provider without an in-person office visit.**

Go to ghcscw.com/keycare.

▪ Virtual Therapy Visits powered by MDLIVE[®]

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.

*For GHCMYChartSM Video Visits, members must be physically located within the state of Wisconsin during the entirety of the visit.

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

 **Group Health Cooperative**

of South Central Wisconsin

ghcscw.com



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

ghcsw.com