

Group Health Cooperative of South Central Wisconsin

HouseCall

INTRODUCING
**GHC-SCW'S
AUTISM SPECTRUM
TREATMENT
PROGRAM**

Winter in Wisconsin

- Local Activities around South-Central Wisconsin
- Healthy Habits: Dry January

Health Equity

GHC-SCW Awards Three Medical Diversity Scholarships

Primary Care

Preventive v. Diagnostic Care



BETTER TOGETHER™

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The Desk of Mark Huth, MD



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

As the year winds down, we at Group Health Cooperative of South Central Wisconsin (GHC-SCW) reflect on our achievements and look forward to new beginnings. I'd like to take some time to highlight our milestones, introduce new programs and extend a heartfelt holiday greeting to all our members.

Celebrating Diversity through Scholarships

We take pride in our Pre-Professional Medical Diversity Scholarship program, which awarded three deserving scholars \$5,000 to pursue careers in health care. Our 2023 winners, Marina Melby, Pa Nhia Vue, and Yolanda Davis, embody our commitment to diversity and inclusivity. Their unique backgrounds and dedication to addressing health disparities in marginalized communities make them exemplary future health care professionals. We're confident they will make significant contributions to improving health care equity. Read more about this on pages 4-5.

NCQA Health Equity Accreditation and Rating

We're honored to announce that GHC-SCW has received the National Committee for Quality Assurance's (NCQA) Health Equity Accreditation. This achievement underscores our commitment to providing equitable health care and improving service levels. Additionally, our 4.5 out of 5 rating in the NCQA private commercial health plan ratings for 2023 places us in the top 7% of health plans nationally. This recognition is a testament to the high-quality care and patient satisfaction we strive for every day.

Introducing the Autism Spectrum Treatment Program

We're excited to introduce our Autism Spectrum Treatment Program, tailored for children aged 6 to 16 with Autism Spectrum Disorder (ASD). This home-based care program employs proven methods to support the social and emotional development of children with ASD. We encourage interested members to read more about this program on page 6.

Our New Website

We're thrilled to showcase our new GHC-SCW website, including a brand new Partnership and Community-Giving request portal. This new website is designed for easier access and enhanced user experience. With online versions of common forms and a fresh look, our new website ensures you have the information you need at your fingertips.

A Message of Kindness

As the holiday season approaches, we remind our community to extend kindness and patience to each other and our staff. Our team members are dedicated to providing exceptional health care, often sacrificing their time during this festive season.

“Your patience, understanding and respect make a significant difference in creating a positive environment for everyone.”

Season's Greetings

Finally, as we embrace the holiday spirit, we wish you and your loved ones a safe and joyous season. Let's welcome the new year with hope and a renewed commitment to health and well-being.

Warm regards,

Mark Huth, MD, President and CEO, GHC-SCW

2023 Annual Meeting Election Results

CONGRATULATIONS TO THE WINNERS OF THE 2023 GHC-SCW BOARD MEMBER ELECTION!

Annual Meeting materials can be found online at ghcscw.com/vote.



Courtney Hayward



Colleen Gullickson



Andrew Turner

News & Notes

Providers Not Available:

The following providers have left GHC-SCW and are no longer in the provider network



Amy Brinza, APNP
Family Medicine
GHC-SCW Hatchery Hill Clinic



Rene Buenzow, APNP
Family Medicine
GHC-SCW Capitol Clinic



Dr. Claudiu Gherlan, MD
Internal Medicine
GHC-SCW Sauk Trails Clinic



Dr. Dylan Ledford, DO
Family Medicine w/ OB,
GHC-SCW Hatchery Hill Clinic

Pharmacy Corner

The GHC-SCW Prescription Benefit: Visit our website at ghcscw.com - select "For Members" then click "Understanding Your Pharmacy Benefits" for more information on how to read a formulary and recent formulary changes under the Drug Formulary Section.

Completing an Advance Directive, Living Will or Power of Attorney for Health Care Notice

You have the right to make decisions about your medical care. You have the right to accept or refuse medical or surgical treatment. You have the right to plan and direct the types of health care you may get in the future if you become unable to express your wishes. You can let your provider know about your wishes by completing an advance directive, living will or power of attorney for health care. Contact your provider for more information.

You have the right to file a grievance with the Department of Health Services Division of Quality Assurance if your advance directive, living will or power of attorney wishes are not followed. You may request help in filing a grievance.

Notice of Privacy Practices

GHC-SCW is committed to protecting your privacy. We are required by law to remind you that our Notice of Privacy Practices (NPP) is available to you. The NPP explains how your protected health information may be used and shared with others. It also explains your privacy rights regarding this kind of information.

You may obtain a copy or view the NPP at any time in the following ways: at the entrance of each GHC-SCW clinic location; request a paper copy from any GHC-SCW employee or on our website at ghcscw.com under "Privacy" in the footer.

Visit our website for more information about your member rights and responsibilities, including information about the GHC-SCW Compliance Hotline. If you have any questions about the GHC-SCW NPP or general privacy questions or concerns, please contact the GHC-SCW Privacy Officer at (608) 662-4899.



For the most up-to-date information on weather-related clinic closings, please visit ghcscw.com or follow us on social media.



Diversity in Health Care: Pre-Professional Medical Diversity Scholarships

At Group Health Cooperative of South Central Wisconsin (GHC-SCW), we understand how health care is complicated, but even more so when there are cultural and language barriers. We believe health care should be fair and accessible to everyone, regardless of their background. Having the privilege to serve the unique and vibrant Madison area, we also recognize the need to have providers who reflect the diversity of our community.

We take pride in our commitment to promoting diversity, equity and inclusion with many services, including language accessibility, community outreach and health services. Another key initiative is to promote diversity in health care professions through the Pre-Professional Medical Diversity Scholarship program. This award helps three scholars from diverse backgrounds pursue careers in health care, offering them a \$5,000 scholarship and the opportunity to learn from experienced GHC-SCW providers at our clinics.



Meet the 2023 Pre-Professional Medical Diversity Scholarship Winners

We are thrilled to introduce you to our exceptional scholarship recipients this year. We hope you take the time to read their inspiring stories and what drives them to excellence in the health care field.



From Left: Dr. Alison Craig-Shashko, MD; Yolanda Davis; Mark Huth, MD; Marina Melby and Pa Nhia Vue

GHC-SCW Earns NCQA Health Equity Accreditation

In our ongoing effort to provide exceptional health care for all, GHC-SCW is thrilled to share a significant achievement with our members. We have been awarded the National Committee for Quality Assurance's (NCQA) Health Equity Accreditation - a prestigious recognition that underscores our commitment to health care equity.

This accreditation was mandated by Wisconsin's Department of Health Services (DHS) for Medicaid HMOs, which required health plan partners to be accredited by the end of 2023 to continue serving BadgerCare Plus members. GHC-SCW didn't just meet the necessary standards for our Medicaid plans, we extended this accreditation to encompass all our HMO health plan products, including our Commercial and Exchange offerings.

Receiving the Health Equity Accreditation is more than just meeting a requirement; it's a reflection of our core values. We strive to create an inclusive health care environment where every member of our community, regardless of background, race, culture, or language, is treated with fairness and respect.

We're proud to say that GHC-SCW is not only compliant with state requirements but also leads the way in championing equitable health care access for all. Because when we say "we are better together," we mean it. And we'll continue to work tirelessly to ensure our health care services are as diverse and vibrant as the communities we serve.

About NCQA: The National Committee for Quality Assurance (NCQA) is a private, non-profit organization dedicated to improving health care quality and evaluates health plans on the quality of care patients receive, how happy patients are with their care and each health plan's efforts to keep improving. The website (www.ncqa.org) contains information to help consumers, employers and others get detailed insights into health plan performance on prevention, treatment and patient experience to help individuals make informed plan choices based on overall quality.



Meet Marina Melby: Marina Melby, a Native American woman, has been deeply influenced by her background and experiences in her decision to pursue a career in health care. Her childhood memories of visiting her great grandma's house on the White Earth Reservation in Minnesota exposed her to the loving, yet somber reality of her family's health struggles, including heart disease, diabetes and cancer. She witnessed their distrust of medical providers due to negative experiences, which often led to delayed medical care. Seeing first hand the impact of these health disparities with her loved ones motivated Marina to work towards ensuring indigenous people have positive relationships with their health care providers and receive timely and equitable care.

Her own positive experiences at her home Indian Health Services Clinic inspired her to become a Physician's Assistant (PA). The PA who inspired her to go into the field mentored Marina and allowed her to shadow at the clinic. Marina believes that diverse health care providers are crucial in addressing health disparities because representation matters. Her desire to connect with Native people both on and off the reservation as a trusted health care provider reflects her dedication to reversing health disparities and improving the lives of her community, as illustrated in a touching encounter she had working as a Certified Nursing Assistant at UW Hospital.

"There was an elderly patient that really made a positive impact on me. He was a member of the Ho Chunk Nation. When I told him my family is enrolled in the Minnesota Chippewa Tribe, he reached out for my hand. I took my gloves off and held his hand in mine. I stood there for several minutes holding his hand. I could tell from his smile that he was at ease."



Meet Pa Nhia Vue: Pa Nhia Vue's background has profoundly influenced her decision to pursue a career in health care. Growing up as the child of Hmong refugees, she witnessed her parents' unfamiliarity with Western medicine and their struggles to navigate the health care system due to cultural and language barriers. Her mother's hospitalization experience highlighted the importance of effective communication and cultural understanding in health care. During this time, the family relied on an interpreter who not only bridged the language gap, but provided a much-needed calming presence during a difficult time.

Pa Nhia's determination to address health disparities, particularly among marginalized communities, led her to become a registered nurse and later pursue a Doctor of Nursing Practice (DNP). Her commitment to becoming an Adult-Gerontology Primary Care Nurse Practitioner is rooted in her desire to advocate for health equity, reduce health disparities and provide culturally sensitive care to diverse communities. Pa Nhia also strives to ensure there is support for professionals and students such as herself. During her time at UW Health, she helped create their first Asian, Asian American and Pacific Islander Employee Resource Group. She wanted to establish a supportive environment for employees to foster camaraderie, enhance their professional growth and develop initiatives that promote diversity, equity, and inclusion.

"Some may consider this achievement a small drop in a big pond, but I believe it is a step in the right direction of advancing the search for a solution to providing diverse health care to communities made up of people who come from all walks of life."



Meet Yolanda Davis Yolanda Davis' journey into health care began with admiration for nurses, as she witnessed their dedication and compassion in various roles throughout her career. These early experiences, combined with her desire to become a clinical instructor, ignited her passion for teaching and guiding future health care professionals. Yolanda recognizes the importance of primary care in the health care system, aiming to serve as a gatekeeper for patients and promote preventive care and knowledge awareness. The decision to pursue a DNP reflects Yolanda's commitment to improving health care outcomes, fostering diversity and serving as a role model and mentor for future minority health care providers.

In her essay, Yolanda also acknowledges the importance of medical diversity in health care to build trust amongst patients:

"It is important to see people who look like us in health care. There are people of color who are very skeptical of the health care system. It is deep rooted and valid, and in some fashion continues to manifest and confirm their beliefs."



Breaking Down Barriers in Health Care

This Scholarship Program is a testament to GHC-SCW's support in making health care more accessible and approachable in the community. By providing financial assistance and guidance to students from various backgrounds as they pursue careers in health care, GHC-SCW is helping them turn their dreams into reality. Moreover, we ensure that our health care system comprehensively understands and serves the unique needs of the communities it cares for. With trailblazers like Yolanda, Marina, and Pa Nhia, we can confidently look forward to a future where health care is more inclusive, accessible and equitable.

Innovative

Introducing GHC-SCW's Autism Spectrum Treatment Program

Group Health Cooperative of South Central Wisconsin (GHC-SCW) is proud to introduce our Autism Spectrum Treatment Program. This program is designed to help kids aged 6 to 16 with Autism Spectrum Disorder (ASD) and their parents or caregivers. We'll explain what this program is all about, why it's helpful and how you can get started.

Understanding Autism Spectrum Disorder

First, let's talk about ASD, which stands for Autism Spectrum Disorder. It's a condition that can affect how someone interacts with others, communicates and behaves. Kids with ASD might need support to make friends and handle their feelings. GHC-SCW wants to help these kids and their families, so we've created this special program to support their growth and development.

Program Focus and Approach

The GHC-SCW Autism Spectrum Treatment Program is made just for kids with ASD and their parents or caregivers. Here are some key things to know about it:



Home-Based Care

Our program happens in your home, where your child can feel relaxed and supported.



Proven Methods

Our program uses techniques proven to help kids with ASD. We want to give our members the best care possible to meet their needs.



Program Details

Who can join: Children diagnosed with Autism Spectrum Disorder, aged 6 to 16, and their parents or caregivers.* Child must be able to speak and respond in full sentences.

How long: You'll have weekly appointments for up to 16 weeks.

Where: It all happens in your home, which is convenient and familiar to your child.



Here's how the sessions work:

Kids' Learning: At each session, kids will learn a new skill and practice it with the help of a trained professional.

Parent/Caregiver Involvement: Parents/Caregivers will be part of the program too. You'll learn how to support your child's social and emotional growth. This includes coaching your child as they use their new skills.



Getting Started

To join GHC-SCW's Autism Spectrum Treatment Services, you need to follow a few steps:

- 1 Get a Diagnosis:** Your child needs a medical diagnosis of ASD to be able to use these services.
- 2 Talk to Your Primary Care Provider:** Contact your primary care provider to see if this program is right for your child. They'll help you figure out what you need to do and make sure you meet the requirements.
- 3 Get a Referral and Authorization:** You'll need a referral from your primary care provider and approval from your insurance for any Autism Spectrum-related services. Your health care team will help you with these steps.

GHC-SCW is committed to giving our members the best care possible. We want to support kids with ASD and their families as they work toward better social and emotional well-being. If you think this program could help your child, talk to your primary care provider to see if it's a good fit.

* The Autism Spectrum Treatment Program is only available to members who reside in Dane County. It is not available to BadgerCare Plus members or MMSD-Quartz patients. If you have questions about coverage, please contact Member Services at (608) 828-4853 or toll-free at (800) 605-4327.



Member-Centric



Introducing the Member Engagement Network

Group Health Cooperative of South Central Wisconsin (GHC-SCW) is proud to introduce the Member Engagement Network, an innovative approach to integrating member feedback into the heart of our health care services. This network signifies our commitment to not just listen, but actively involve our members in shaping the health care experiences through member surveys and focus groups. Keep an eye on your monthly GHC-SCW member email newsletter to find ways to get involved.



The Member Engagement Network: Your Voice, Our Mission

Our goal is to harness the collective insights and experiences of our diverse membership to drive advancements within GHC-SCW. By partnering with our members through the Member Engagement Network, we gain valuable perspectives through electronic surveys and focus group discussions. This direct feedback informs our initiatives to improve health care quality and accessibility.



A Collaborative Vision for Health Care:

We envision a health care system where every voice counts. Whether it's through completing a survey or participating in a focus group, your input is vital. We're building a platform that values patient and member feedback, ensuring that the direction of GHC-SCW's health care services is created with member feedback in mind.



Upcoming Health Plan Surveys Starting in February 2024

At GHC-SCW, we value our members' feedback to continue providing excellent service and care. From February through March 2024, we are partnering with Press Ganey on surveys we will send our members to get feedback on our health plans. If you receive one, be sure to fill it out and send it back. Your feedback is valuable and helps us better understand how we can improve or what we are doing well.

Community-Involved

We're thrilled to tell you about our brand-new online Partnership and Community Giving request portal where we team up with organizations and help our community. It's a new spot on our GHC-SCW website where organizations and people like you can submit requests for different ways GHC-SCW can help make our community healthier and happier.



A **Partnership** is when GHC-SCW works together with other organizations to do great things for the health and well-being of our members based on improving areas of the social determinants of health. It's all about sharing ideas and making sure we work together towards the same health and wellness goals that directly benefit GHC-SCW members.



Charitable giving opportunities are when GHC-SCW gives money or items to help organizations in the community. This could mean donating to an organization that helps people or specific causes that we are passionate about.



A **Sponsorship** is when we support non-profit events or activities by giving money or donating items. This helps the event and also lets people know more about GHC-SCW.



Staff volunteer opportunities includes opportunities where our GHC-SCW teams can help out in the community. We could do things like helping at a food bank or cleaning up roadways through Adopt-a-Highway.



Community programs are special programs such as our commitment to Adopt-a-School to help people in our community stay healthy. We might give free health checks or teach about staying healthy.

This new request portal makes it easier for organizations to submit requests for GHC-SCW to participate in new or existing community giving opportunities.

Check out our website at ghscw.com and click the **"About Us"** drop-down menu and select **"Impact"**. Here you will find all the details about our Partnership and Community Giving program, along with access to the request portal.

Member-Owner Rewards Changes

Please see the charts below for the 2024 updates to the Managewell® Wellness Program*, including the new activity earning chart and new payout structure.

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

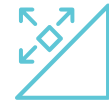
Points Earned / Quarter	Reward Tier	Payout / Quarter
100-199 points	Tier 1 payout	\$25 mailed check**
200+ points	Tier 2 payout	\$50 mailed check**

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

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

Embracing the Winter Wonderland in South Central Wisconsin

Winter in South Central Wisconsin – a time when the landscape transforms into a sparkling wonderland, offering a host of activities for all ages. For members of GHC-SCW, this season is an invitation to explore, engage and enjoy the chill in the air and the snow underfoot. Here's a guide to making the most of winter in this beautiful region.



1. Hit the Slopes

Winter sports enthusiasts can revel in the thrill of skiing and snowboarding. Areas like **Cascade Mountain** and **Devil's Head Resort** offer a range of slopes catering to all skill levels. Whether you're carving down a challenging black diamond or learning the ropes on a beginner hill, there's fun to be had for everyone.



2. Snowshoeing and Cross-Country Skiing

For a slower-paced, yet equally exhilarating experience, snowshoeing and cross-country skiing are fantastic ways to explore the serene beauty of Wisconsin's winter landscape. The **Blue Mound State Park** offers miles of trails that wind through picturesque forests and rolling hills.



3. Ice Fishing

Wisconsin's lakes and rivers, frozen over in winter, provide a unique ice fishing experience. Whether you're a seasoned angler or trying it for the first time, the calmness of fishing amidst the winter silence is something special. **Lake Mendota** and **Lake Monona** are popular spots for catching panfish, northern pike and walleye.



4. Winter Festivals

South Central Wisconsin is home to several winter festivals that celebrate the season's joy. The **Lake Geneva Winterfest** offers activities like ice sculpting, s'mores roasting and live music, creating a festive atmosphere for families and friends.



5. Cozy Indoor Activities

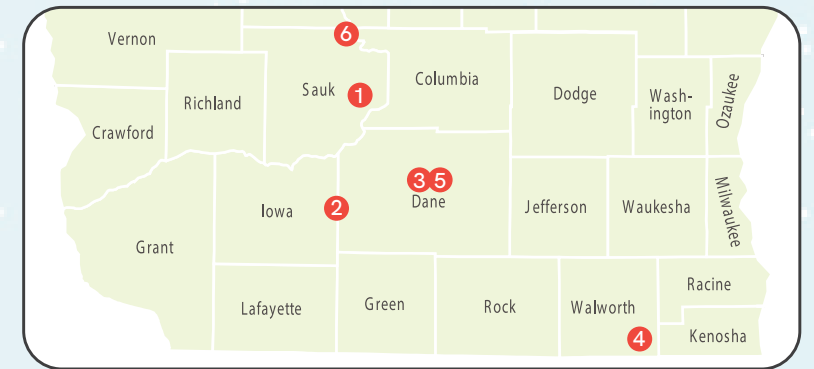
For those who prefer staying warm indoors, the region boasts a variety of museums, galleries and cafes. The **Madison Museum of Contemporary Art** or a day spent exploring the unique shops and eateries on State Street in downtown Madison offer cultural and culinary delights.



6. Indoor Water Parks of Wisconsin Dells

Known as the "Waterpark Capital of the World," Wisconsin Dells boasts a variety of indoor water parks that provide a tropical getaway amidst the snowy landscape. Resorts like the **Kalahari**, **Great Wolf Lodge** and **Wilderness Resort** feature large indoor water playgrounds with slides, lazy rivers and wave pools for all ages.

Winter in South Central Wisconsin is not just a season; it's a playground for adventure, relaxation and cultural enrichment. GHC-SCW members have many options to embrace the colder months, whether outdoors amidst the snow or indoors enjoying the warmth. So bundle up, step out and discover the winter wonders waiting right in your backyard!



Keeping up with preventive care is one of the most important ways to stay healthy and take control of your well-being. You can't control every medical condition, however, knowing how to recognize or avoid risk factors for diseases could help you catch things early and treat them quickly. GHC-SCW believes in providing the best possible benefits and services for our members. Our insurance plans cover many preventive services during routine preventive physical health exams. This means that depending on your age, you may have no cost-sharing and easier access to qualifying services provided by an in-network provider, even if you have not met your yearly deductible.

To provide safe and high-quality care to the most patients, we hope patients can understand that planning ahead is more important than ever. Log in to GHCMYChartSM or call your Primary Care Clinic to schedule your annual physical or preventive health exam **up to six months in advance!** Scheduling your preventive health appointments up to six months in advance helps GHC-SCW organize our appointment schedules in a way that supports better appointment access for all our members.

To learn more about preventive care GHC-SCW provides, visit ghcscw.com, click **"Get Care"** and select **"Understanding Preventive Care"**.

Did you know that one appointment can be considered both preventive and an office visit?

While combining a preventive physical and an office visit will save you time by eliminating an extra appointment, it may also affect your costs. On occasion, one appointment can meet the requirements for both types of visits. Providers legally must bill your visit based on both the reason you initially scheduled the appointment and what is done during the appointment.

For example, if you come to your annual physical and during that visit you discuss a new or ongoing health concern, such as a pain in your knee, concerns about hair loss or an in-grown toenail, that visit transitions into a combined office visit, which may require a copay depending on your health plan benefits.

Preventive vs. Diagnostic Care

What's the difference and can I be charged for both in the same visit? At first glance, a physical and an office visit may seem like the same thing. It's important to understand the differences between the two, because it may affect your costs.

Preventive Care Visit (or Physical)	Diagnostic or Office Visit
Your plan covers 100% of these services within network providers.	You may be charged for these services depending on your benefits.
Routine health care that is focused on preventing illnesses, disease or other health problems. It could include: <ul style="list-style-type: none"> ✓ A review of your general health and well-being ✓ Physical exam ✓ Check-ups ✓ Routine screenings* ✓ Immunizations ✓ Counseling and interventions ✓ Recommendations about general health like diet, exercise, disease screenings or well-being Preventive care depends on your age and other risk factors. * Grade A or B screenings according to USPSTF	Health care appointment that is focused on existing health concerns: <ul style="list-style-type: none"> ✓ Discussion of a new or existing concern, condition or injury and your treatment options ✓ Lab work, X-rays or additional tests ✓ Prescription medication to treat the problem



Care OnDemand

GHC NurseConnect

Registered nurses are here 24/7/365 to help you, guide you and get you on the path to better health fast. They can answer your questions, give you advice and help you plan your next steps. **Call (608) 661-7350 or toll-free at (855) 661-7350.**

Video Visit Using GHCMYChartSM

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 are available for preventive and wellness visits. **Contact your clinic or log in to GHCMYChartSM to schedule.***

Virtual Urgent Care *powered by KeyCare*

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

Virtual Therapy *powered by MDLIVE[®]*

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

*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, Badger-CarePlus or MMSD-Quartz patients. Plan conditions apply for members with HSA benefit plans

Want to understand your HMO coverage? Check out the Health Plan Member Information document on our website. In the document, we've gathered together the information you should know as a GHC-SCW member. It includes:

- 1 Information about providers.
- 2 Primary care services, including points of access.
- 3 Specialty care, behavioral health and hospital services.
- 4 How to access care after normal office hours.
- 5 Emergency care, including when to directly access emergency care or use 911 services.
- 6 Benefits and services included in and excluded from coverage.
- 7 Pharmaceutical management procedures, if they apply.
- 8 Copayments and other charges for which members are responsible.
- 9 How to obtain care and coverage when outside of the GHC-SCW service area.
- 10 Benefit restrictions that apply to services obtained outside the GHC-SCW service area.
- 11 Language assistance.
- 12 How to submit a claim for covered services, if applicable.
- 13 How to submit a complaint.
- 14 How to appeal a decision that adversely affects coverage, benefits or a member's relationship with GHC-SCW.
- 15 How GHC-SCW evaluates new technology for inclusion as a covered benefit.
- 16 Independent External Review or review request of a member's appeal.

To find this information online, visit ghcscw.com, click **"For Members"** at the top, and select **"Your GHC-SCW Benefits."** Scroll down and click the **"Health Plan Information"** button.

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

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
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Embracing the Refreshing Start of Dry January: A Healthful Journey

As the holiday season winds down, many individuals embark on a journey known as "Dry January." This trend has gained popularity in recent years as people seek a fresh start and a healthier lifestyle after indulging in the festivities of the previous months. Dry January involves abstaining from alcohol for the entire month, offering a myriad of health benefits and a chance to reset both body and mind.

Health Benefits of Dry January:

1. **Improved Sleep Quality**
2. **Enhanced Mental Clarity**
3. **Weight Management**
4. **Liver Detoxification**
5. **Increased Hydration**

Embracing Dry January is a commendable choice for those seeking a healthier start to the year. The numerous health benefits, combined with delicious alcohol-free alternatives, make this month-long journey both rewarding and enjoyable. So, raise your glass – filled with a refreshing mocktail – to a month of well-being and positive transformations.

Non-Alcoholic Cranberry Citrus Fizz Ingredients:

- 1/2 cup cranberry juice
- 1/4 cup orange juice
- 1 cup sparkling water
- Ice cubes
- Orange slices (for garnish)

Instructions:

- Fill a glass with ice cubes.
- Pour in the cranberry juice.
- Add the orange juice.
- Top it off with sparkling water.
- Stir gently to mix the flavors.
- Garnish with a slice of orange.

