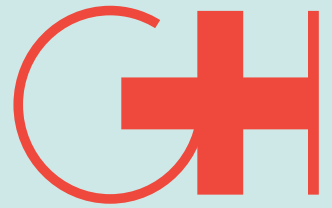


Coming in January 2025: Introducing New Product Names and Network Changes



What are the major changes with GHC-SCW's Products and Networks?

GHC-SCW is updating its network structure to align more closely with industry standards, where the network associated with an insurance product is defined at the point of purchase. This change is designed to simplify the administration process and enhance clarity for members.

What are the new product names?

NEW PRODUCT NAMES - EFFECTIVE 1/1/25				
Old Product Name	Select	HMO	POS	PPO
New Product Name	Better Together HMO	Partners HMO	Partners Plus POS	Connections PPO

When is this implementation happening?

The GHC-SCW product and network changes will be implemented on January 1, 2025.

How will the new network structure affect the insurance products offered?

In 2025, insurance products will be renamed but will continue to offer the same benefits, reflecting the updated network structure. This setup paves the way for more customizable network options from 2026 onwards.

How should we explain provider access under the new network structure to employer group leaders?

The new structure provides a broader array of providers within each network, enhancing member flexibility. GHC-SCW care management policies will continue to guide how services are accessed to ensure members receive the highest quality of care.

What updates are coming to the online provider search tool?

Starting in January 2025, members will be able to search in-network providers by entering their member number, plan number or group number and our GHC-SCW provider search will return a customized list of in-network providers based on their information.

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK24-66-0(6.24)FL


 **Group Health
Cooperative**

of South Central Wisconsin

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Will there be any changes to the member I.D. cards?

Yes, member cards will be updated to reflect the new network structure by featuring network and product name while also removing plan IDs. These cards will be issued under the new guidelines starting in January 2025 and will no longer be issued annually, reducing waste.



ghcscw.com

Network: WIN002
Product: Better Together HMO
Group #: XXXXXXXX
Eff. Date: MM/DD/YYYY

BENEFIT INFORMATION

MEMBER	MBR #	CLINIC LOCATION
JOHN Q MEMBER	201010	GHC-SCW East, (XXX) XXX-XXXX
JANE Q MEMBER	201011	GHC-SCW Sauk Trails, (XXX) XXX-XXXX
JAKE Q MEMBER	201012	GHC-SCW Sauk Trails, (XXX) XXX-XXXX
JILL Q MEMBER	201013	GHC-SCW Capitol, (XXX) XXX-XXXX
JACK Q MEMBER	201014	GHC-SCW Hatchery Hill, (XXX) XXX-XXXX

OV: XX ER: XX Rx Tiers: XX/XX/XX/XX
In-Network Deductible: Individual XX Family XX
In-Network Maximum Out-of-Pocket: Individual XX Family XX

GROUP HEALTH COOPERATIVE OF SOUTH CENTRAL WISCONSIN

Administration Offices:
1265 John Q. Hammons Drive
P.O. Box 44971
Madison, WI 53744-4971

Member Services:
(608) 828-4853 or
(800) 605-4327 ext. 4504
ghcscw.com

See your Certificate and Benefits Summary for complete benefit information.

The information on this card does not guarantee coverage of services. You must comply with the terms and conditions of your insurance plan. Willful misuse of this card will be considered fraud.

URGENT MEDICAL CARE:
If you require Urgent Care services, please call your Primary Care clinic for instructions before receiving treatment.

GHC NurseConnect: (608) 661-7350 or toll-free at (855) 661-7350

Virtual Urgent Care and E-Visits powered by KeyCare are available through GHCMYChartSM

Virtual Therapy powered by MDLIVE available at ghcscw.com/mdlive

Payer ID: 39167
For Electronic Claims Submission
Prescription Benefit Info: ghcscw.com
Navitus: (844) 268-9789
RxBin: 610602 **RxPCN:** NVT
RxGroup: GHCRXG

Where can I find more information about the Product and Network changes?

An agent training video and a copy of this FAQ can be found on the Agent Portal at ghcscw.com/agents. Additional education and communications will continue throughout 2024.

Who should I contact if I have additional questions?

Contact your GHC-SCW Sales department account executive.

SALES

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