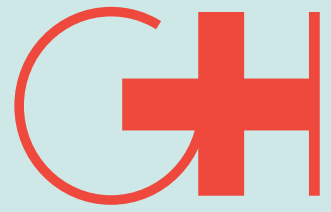


Coming in January 2025: Introducing New Product Names and Improved Member Resources



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

GHC-SCW is updating its product names, member I.D. cards, and online provider search tool for 2025.

What are the new product names?

NEW PRODUCT NAMES - EFFECTIVE 1/1/25						
Old Product Name	Select	HMO	POS	Dane Choice	Neighbors	PPO
New Product Name	Better Together HMO	Partners HMO	Partners Plus POS	Dane Choice (Unchanged)	Neighbors (Unchanged)	Connections PPO

When is this change happening?

The GHC-SCW product changes and improved member resources will be available January 1, 2025.

What updates are coming to the online provider search tool?

An improved online provider search tool will be available in January 2025. Members will be able to search for in-network providers by visiting ghcscw.com, clicking on "Find a Provider," choosing the applicable category (e.g. Provider, Behavioral Health Provider, and Clinic) and then selecting the network or product that matches the Product field on their member I.D. card. The GHC-SCW provider search tool will return a customized list of in-network providers with the ability to filter based on the member's needs.

Key features include:

User-Friendly Experience: Our search tool offers streamlined and intuitive functionality, making it simple to search by provider name, specialty, location or even specific services.

Comprehensive Provider Information: Access detailed profiles including credentials, specializations, office locations, languages spoken, patient ratings, appointment availability and more.

Personalized Search Filters: Easily filter providers based on your preferences, including proximity to your home or workplace, provider gender, availability, specialty and more.

Convenient Provider Requests: Save time by submitting a GHC-SCW Primary Care Provider change request directly through the site - no phone calls or extra steps required!

Instant Access Anytime, Anywhere: Whether you're at home, at work or on the go, you can find a provider or clinic at your fingertips using our mobile-friendly tool.

BETTER TOGETHERSM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK24-67-1(10.24)FL

 **Group Health Cooperative**


of South Central Wisconsin

ghcscw.com

What is changing on the member I.D. card?

Member I.D. cards will be updated to reflect the new product names. All members will receive new member I.D. cards in January 2025. To be more environmentally friendly, moving forward, member I.D. cards will no longer be reissued annually unless there are changes in a member's coverage or primary care provider. In the case of a lost member I.D. card, members can request a replacement by calling our Member Services department at (608) 828-4835 or (800) 605-4327.

Example Member I.D. Card:



Group Health Cooperative
of South Central Wisconsin

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

When will I receive my new member I.D. card, and what changes should I expect?

New member I.D. cards will be issued to all members in January 2025. Member I.D. cards will no longer be reissued every year unless there are changes in a member's coverage or primary care provider.

Will these changes affect how I access health care services?

No. Our care management policies will continue to guide how services are accessed to ensure you receive the highest quality of care. Our new provider search tool at ghcscw.com can be used to find available providers and clinics.

Who should I contact if I have additional questions?

If you have any questions, call our Member Services department at (608) 828-4835 or (800) 605-4327.

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