

## What is the GHC Experience Guarantee<sup>SM</sup>?

The GHC Experience Guarantee<sup>SM</sup> is a promise that every patient and member gets the best experience every time. If you have an experience at a GHC-SCW clinic that fails to meet your expectations in any way, you can visit [ghcscw.com](http://ghcscw.com) to submit a GHC Experience Guarantee<sup>SM</sup> online form. Using the form, you can tell us about your experience and at your request, we will refund some or all of your out-of-pocket costs associated with the visit.

## Why has GHC-SCW decided to offer the GHC Experience Guarantee<sup>SM</sup>?

For nearly three decades, GHC-SCW has earned an "Excellent" accreditation status from the National Committee for Quality Assurance (NCQA). GHC-SCW is continuously among the highest-rated health insurance plans in the nation. We're confident that we're providing the very best care in Wisconsin - so confident that we're willing to stand behind it with a money-back guarantee. We think our members deserve that. After all, in every other industry, customers have the opportunity to get a refund when they're unsatisfied - we are proud to set the standard for customer service in health care.

## How does the GHC Experience Guarantee<sup>SM</sup> Online Form work?

If you have an experience at a GHC-SCW clinic that fails to meet your expectations, visit [ghcscw.com](http://ghcscw.com), click Experience Guarantee at the top and select the **"tell us about your experience"** button. Using the online form, you can request a refund for some or all of your out-of-pocket costs (up to \$2,000). You trusted us with your care, so we will trust you to tell us what your experience was actually worth. The form is compatible with all devices and the form takes just moments to complete.

## What does the GHC Experience Guarantee<sup>SM</sup> cover and when am I eligible?

The GHC Experience Guarantee<sup>SM</sup> only covers visits to GHC-SCW clinics or providers. Your refund request must be made no more than six months after your date of service. Our terms and conditions can be found at [ghcscw.com](http://ghcscw.com), select "Experience Guarantee" at the top of the homepage.

## What can I expect once I submit my feedback through the GHC Experience Guarantee<sup>SM</sup> Online Form?

If you have requested to talk to us or have requested a refund, you will receive a call from our Member Services Team within three business days. They will speak with you on the phone and help process your refund if needed. If you requested to have some or all of your out-of-pocket costs refunded (up to \$2,000), the Member Services Team will work with you to be sure it is returned to you through your original method of payment within five business days.

## What is not covered through the GHC Experience Guarantee<sup>SM</sup>?

- Visits to any non-GHC-SCW clinics including UW Health, University Hospital or one of our health system partners.
- Disagreements with your provider's medical opinion, medical decision-making or refusal to provide or prescribe a particular medication.
- Disputes with your insurance carrier are not covered.

## If I use the GHC Experience Guarantee<sup>SM</sup> Online Form, will my private health information be safe?

Yes, HIPAA-compliant security protocol is in place to safeguard your privacy and personally identifiable information. We will never share your personally identifiable information and/or health information with any outside organizations.

## What will you do with the information collected in the GHC Experience Guarantee<sup>SM</sup> Online Form?

We're always looking for ways to learn from and engage with our members. All feedback – positive and negative – collected through the GHC Experience Guarantee<sup>SM</sup> online form will be reviewed and analyzed to help us improve our Cooperative. Your feedback will not be connected to your medical record.

## What should I do if I have additional questions about the GHC Experience Guarantee<sup>SM</sup>?

Our Member Services Team can answer your questions and guide you through the GHC Experience Guarantee<sup>SM</sup> online form, if needed. To speak with our Member Services Team, call (608) 257-9700 or toll free at (800) 605-4327.