# Provider Orientation Manual



## Welcome to the GHC-SCW Provider Network

Group Health Cooperative of South Central Wisconsin (GHC-SCW) isn't your cookie-cutter health care company. We are a non-profit, member-owned Cooperative health care system. We exist to serve our members, and we value our Cooperative spirit. We pioneered the HMO movement as Dane County's first HMO, and today we are a nationally-recognized leader in the benefits and well-being of our employees. We believe in the culture of exceptional care.

GHC-SCW has five primary care and two specialty care clinics in Madison, Wisconsin, including a CLIA-certified lab, offering members exceptional primary and speciality care. We are a fully-integrated care delivery and insurance company, selling fully-insured insurance products as well as BadgerCare Plus.

## Prior Authorization

**More Details: https://ghcscw.com/plan-providers/prior-authorization/**

**Prior Authorization is:**

The process by which GHC-SCW gives prior written approval for coverage of specified services, procedures, treatment, durable medical equipment (DME) and supplies. Prior authorization will determine and authorize payment of:

- The specific type and extent of care, DME or supply that is medically necessary.
- The number of visits or the period during which the care will be provided.
- The name of the provider rendering the service.

**Prior Authorization is NOT:**

- A guarantee the service or supply will be covered. Coverage is determined by the member's benefit plan and is subject to Usual and Customary Reimbursement (UCR) determinations.
- Unlimited. Prior authorization approvals may be limited by visits and/or time span.

**Providers Responsibilities**

- GHC-SCW requires prior authorization for all services and supplies as outlined. This requirement applies whether GHC-SCW is considered the primary insurer, secondary insurer, or insurance is supplementary to Medicare. Notifications can be made via telephone to:

**GHC-SCW Care Management Department**
Toll-Free: (800) 605-4327 ext. 4514
(608) 257-5294 TTY: (608) 828-4815
Hours: Monday – Friday, 8 a.m. – 5 p.m.

**GHC-SCW Behavioral Health Department**
(608) 441-3290

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## Prior Authorization (Continued)

- For HMO Members: If a participating provider does not obtain prior authorization and the requested service or supply is denied, a member cannot be billed.
- Participating providers should log into EpicLink to submit a request for prior authorization and to verify that GHC-SCW has approved the request. Requests should be submitted at least two weeks prior to the scheduled date of service whenever possible.
- If you do not have access to authorizations through EpicLink, you may contact your Provider Coordinator to assist in getting your access updated. Providers must submit prior authorization 14 days in advance of services with cpt and icd 10 codes.

## Services Requiring Prior Authorization

More Details: ghcscw.com/plan-providers/services-requiring-prior-authorization

Please review the following listing of all services that require prior authorization.

- **Advanced Imaging**
  - CT/CTA
  - MRI/MRA
  - PET
  - SPECT
- **Autism Spectrum Disorder Services**
  - Diagnostic Evaluation
  - Outpatient Services
- **Cardiopulmonary Rehab**
- **Durable Medical Equipment (Must Meet Medical Necessity)**
- **Genetic Testing**
- **GHC Foundations IOP**
- **Home Care Services**
  - Home Health
  - Home Infusion
- **Hospice**
- **Inpatient Admissions**
  - Hospitals Acute Inpatient Care
  - Inpatient Rehab Facilities
  - Long Term Acute Care (LTAC)
  - Psychiatric Admissions
  - Skilled Nursing Facility/ Swing Bed
  - Residential Treatment Behavioral Health
- **Behavioral Health Services**
  - Neuropsychological Testing
  - Psychological Testing
  - Intensive Outpatient Program (IOP)
  - Partial Hospitalization Program (PHP)
  - Day Treatment Program
  - Electroconvulsive Therapy (ECT)
  - Transcranial Magnetic Stimulation (TMS)
- **Orthodontic Care**
- **Out-of-Network Provider Services for HMO Members**
- **Outpatient Surgery**
- **Perinatology**
- **Pharmacy and Other Medication Requests**
  - Medications listed on Formulary as "PA" (prior authorization) and those not listed on Formulary require submission of additional health information for consideration of coverage.
- **PT/OT/ST/Vision Therapy**
  - Prior Authorization is not required when provided by GHC-SCW PT/OT
- **Sleep Studies**
- **Specialty Injectable Medications**
  - Specialty Injectable Medications List
  - GHC-SCW Medical Pharmacy Program Webinar
- **Substance Use Disorder (SUD)**
  - Residential Treatment Substance Use
  - Intensive Outpatient Program (IOP)
  - Partial Hospitalization Program (PHP)

**SERVICES THAT ARE NOT COVERED**

- Cosmetic Surgery
- Experimental and/or Investigational Services

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## Provider Resource Manual

**More Details: ghcscw.com/plan-providers/provider-resource-manual**

We developed the Group Health Cooperative of South Central Wisconsin (GHC-SCW) Provider Resource Manual to serve as a reference for our participating practitioners and providers. The purpose of the manual is to inform you about GHC-SCW, our policies and procedures and our Quality Improvement program and initiatives. The manual is a quick reference where you can find answers to frequently asked questions.

**Download the GHC-SCW Provider Resource Manual**

- **Provider Documents**
  The following documents are available for all plan providers and practitioners as a reference of key GHC-SCW programs and/or policies and procedures to provide additional information about the services and/or processes of the health plan.

  **Clickable Links:**
  - Appeal or Grievance Process
  - Case Management
  - Credentialing and Re-Credentialing Policy
  - Guidelines for BadgerCare Plus Claim Appeals
  - Member Rights and Responsibilities Policy
  - Peer Review Policy
  - Pharmaceutical Management Program Policy
  - Population Health Management
  - Prior Authorization Guidelines
  - Utilization Management Program

- **BadgerCare Plus/WI Medicaid Provider Documents**
  - Guidelines for BadgerCare Plus Claim Appeals

  **Clickable Links:**
  - Medicaid Member Grievances and Appeals Guide
  - Medicaid Ombudsman Resource Info

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## EpicLink

**Select to Log On to EpicLink**

To use EpicLink, you must use one of the following browsers: Microsoft Edge® version 9, 10 or 11; Mozilla Firefox™ version 24 or above; Google Chrome™ version 30 or above; Apple Safari™ version 6 or above.

- **Using EpicLink**
  With EpicLink, you have access to features tailored to your role.

  **As a provider, you'll be able to:**
  - View GHC-SCW member clinical information including clinical notes from other GHC-SCW providers, Urgent Care, Chiropractic, Optometry, Lab, Medical Imaging, Pharmacy and Nurse Line.
  - Access summary of Benefits & Coverage.
  - Verify member demographics.
  - Verify insurance coverage.
  - Create or view Prior Authorizations.
  - Download Electronic Remittance Advice (ERA) or ANSI 835 files

**Your staff will be able to:**
- Access claims filed by the provider.
- Access status by the provider.

- **EpicLink Password Requirements**
  All passwords are case-sensitive and must contain:
  - At least 12 characters.
  - At least 1 upper case letter.
  - At least 1 lower case letter.

- **EpicLink Resources Clickable Links:**
  - GHCEpicLink Handbook
  - GHCEpicLink Partner Agreement
  - GHCEpicLink Site Coordinator Agreement

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## Contact Information

- **Provider Relations & Contracting**
  John Duncan
  jduncan@ghcscw.com
- **Credentialing**
  Kristine Wildner, Medical Staff Administrator
  credentialing@ghcscw.com
- **BadgerCare Plus and Government Programs**
  Jack Donisch, Compliance and Program Integrity Supervisor
  jdonisch@ghcscw.com
- **Online Provider Search**
  Samantha Gibson, Provider Data Specialist
  Providernetworks@ghcscw.com
- **Marketing**
  Kate McLaughlin, Marketing and Communications Manager
  kmclaughlin@ghcscw.com
- **Group Sales**
  Ted Rumler, Sales Manager
  trumler@ghcscw.com
- **Member Services**
  (608) 828-4853 or toll-free at (800) 605-4327
  member_services@ghcscw.com

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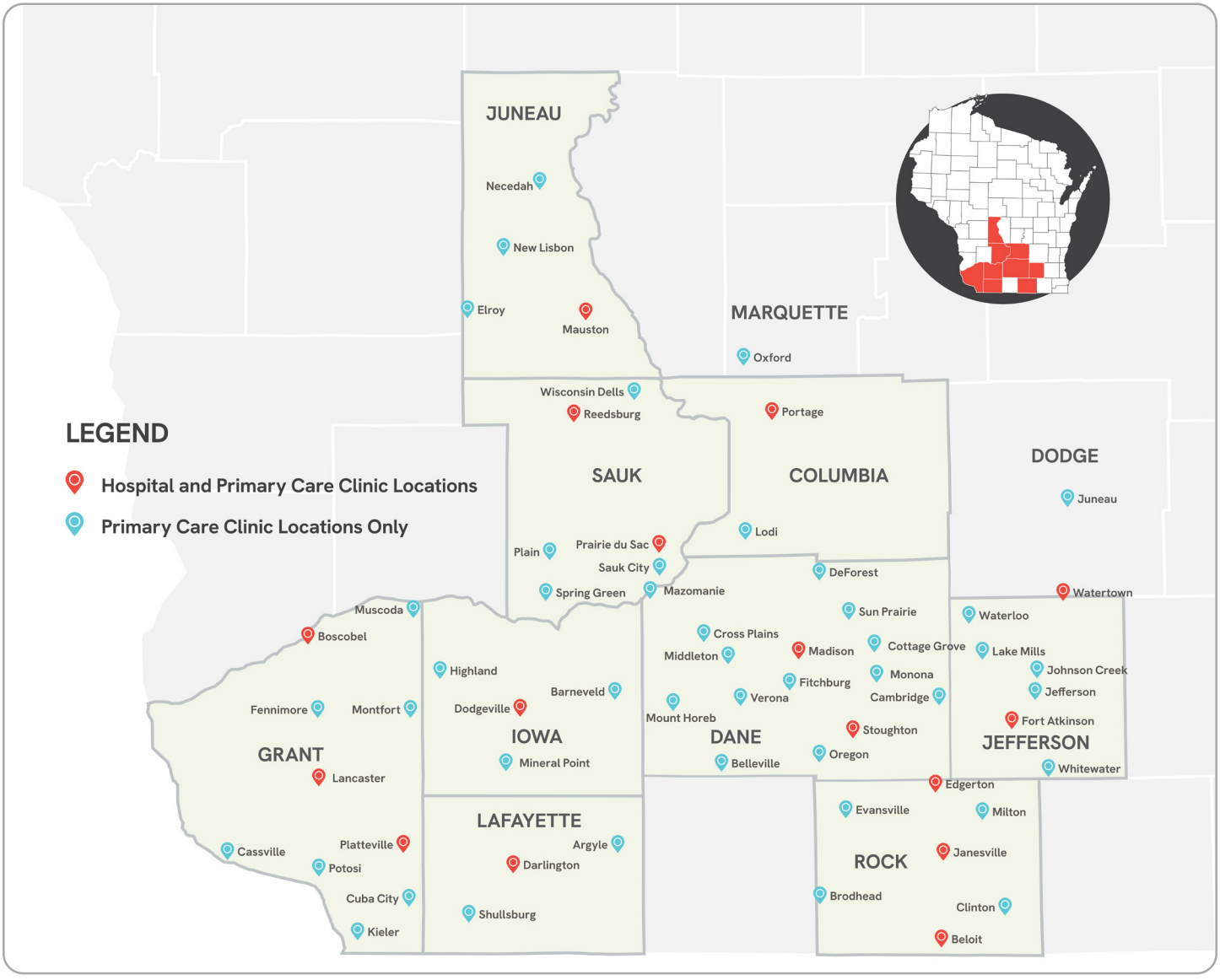
## Service Area Maps




### Contracted Hospitals

UW Health Hospitals, Sauk Prairie Hospital, Reedsburg Area Medical Center, Aspirus Divine Savior, UnityPoint Health-Meriter, Upland Hills Health Hospital, Mile Bluff Medical Center, Fort Memorial Hospital, Watertown Regional Medical Center, Southwest Health, Grant Regional Health Center, Gundersen Boscobel Area Hospital, Lafayette Hospital & Clinics Fort HealthCare, Edgerton Hospital, Mercyhealth Hospital & Trauma Center and Beloit Memorial Hospital.

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