

# Care OnDemand<sup>SM</sup>

## Virtual Care Options



GHC-SCW offers many ways for our members to receive care. We believe health care should be easy to use and there when you need it.



### 24/7 GHC NurseConnect

GHC NurseConnect is staffed 24/7/365 to answer your questions and help you plan your next steps.

- Get general care advice for a cough, cold, fever, flu, sore throat and more.
- Address your health-related concerns with a registered nurse (RN).
- Get out-of-area care advice for temporary illnesses or injuries.

Call **(608) 661-7350** or toll-free at **(855) 661-7350** to speak with a nurse today!



### GHCMyChart<sup>SM</sup> Video Visits *with your GHC-SCW Care Team*

With GHCMyChart<sup>SM</sup> Video Visits, members can safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic.\*

- Visits are set up using GHCMyChart<sup>SM</sup>.
- Schedule an appointment with a GHC-SCW provider for routine and select specialty care (Dermatology, Behavioral Health, PT/OT).
- Available for preventive and wellness visits.

Call your clinic or log in to **GHCMyChart<sup>SM</sup>** to schedule!



### 24/7 Virtual Urgent Care *powered by KeyCare*

Virtual Urgent Care *powered by KeyCare* is your 24/7/365 virtual video access to licensed providers.

- Live face-to-face access to a provider from your home, office or on-the-go.
- Visit by secure video to help treat certain non-emergency medical conditions.
- Most members receive unlimited, free visits.\*\*

Visit [ghcscw.com/keycare](https://ghcscw.com/keycare) for more information or log in to **GHCMyChart<sup>SM</sup>** to schedule!



### 24/7 E-Visits *powered by KeyCare*

E-Visits *powered by KeyCare* is your 24/7/365 virtual online access to licensed providers.

- Connect with a provider electronically from your home, office or on-the-go.
- Send messages and photos for symptom review by a licensed provider to help treat certain non-emergency medical conditions.
- Most members receive unlimited, free visits.\*\*

Visit [ghcscw.com/keycare](https://ghcscw.com/keycare) for more information or log in to **GHCMyChart<sup>SM</sup>** to schedule!\*\*\*



### 24/7 Virtual Therapy *powered by MDLIVE<sup>®</sup>*

Virtual Therapy *powered by MDLIVE* is your 24/7/365 virtual access to licensed therapists and board-certified psychiatrists.

- Access a therapist from your home, office or on the go.
- Visit either by phone or secure video to help treat any non-emergency mental health condition.
- Most members receive unlimited, free visits.\*\*

Visit [ghcscw.com/mdlive](https://ghcscw.com/mdlive) for more information or log in to **GHCMyChart<sup>SM</sup>** to schedule!

\* For GHCMyChart<sup>SM</sup> 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<sup>®</sup> are not available for Medicare Select, BadgerCarePlus or MMSD-Quartz patients. Plan conditions apply for members with HSA benefit plans.

\*\*\*For E-Visits, proxy access can take up to 7 days to be approved. We suggest parents/guardians set this up in advance, prior to when care is needed. Visit [mychart.keycare.org](https://mychart.keycare.org), create or log in to your account, click on the "Menu" and under "Sharing" select "Request access to your loved one's account".

For E-Visits, members must be physically located in one of the following states during the entirety of the visit: AL, CA, CT, FL, ID, IL, ME, MI, MN, MT, NE, NV, NH, NC, OH, SC, SD, WI or WY.

## BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
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 **Group Health  
Cooperative**

of South Central Wisconsin