

# GHCMyChart<sup>SM</sup> Messaging Fees FAQ



## → What is changing about GHCMyChart<sup>SM</sup>?

Starting March 1, 2024, we will be implementing a \$10 flat fee for GHCMyChart<sup>SM</sup> messages from members that take more than 5 minutes of provider time to review, make a medical decision and write a response.

## → Why is GHC-SCW charging fees for GHCMyChart<sup>SM</sup> messages?

In recent years, the number of member-generated messages on GHCMyChart<sup>SM</sup> has dramatically increased. This has put pressure on our providers and care teams, who spend a considerable amount of clinical time responding to patient messages about complex conditions.

Our goal is to provide excellent service and high-quality care to as many members as possible. We want to do this in a way that is both safe for members and efficient for the Cooperative. To support the resources and infrastructure needed to meet the message demand through GHCMyChart, like many organizations around the country, we are starting a message fee.

## → What kinds of GHCMyChart<sup>SM</sup> messages will be charged fees?

The fee will only be applied to specific messages that require more than five minutes of provider time. The message must be from you (the patient) and sent to your healthcare team. Message fees are not limited to primary care providers and include GHC-SCW specialty providers.

## → What kinds of GHCMyChart<sup>SM</sup> messages will not be charged fees?

- ✓ Messages that require less than five minutes of provider time
- ✓ If someone on the GHC-SCW care team starts the message chain
- ✓ If you're sending a follow-up message on the same health topic to a provider that you saw in the past seven days, you will not incur a fee
  - If your provider is unavailable and the message is answered by another provider, you may incur a fee
  - If your message is about a new health topic, you may incur a fee
- ✓ Customer service questions to our Member Services department via GHCMyChart<sup>SM</sup> will not incur a fee

## → Will I be charged for each message in the same conversation?

No. The charge will only be applied once to a GHCMyChart<sup>SM</sup> conversation message with your provider that requires more than five minutes of provider time to respond to.

**BETTER TOGETHER**<sup>SM</sup>

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# GHCMyChart<sup>SM</sup> Messaging Fees FAQ (Continued)



## → How much will a GHCMyChart<sup>SM</sup> message fee cost?

If the message that you have sent requires more than five minutes of provider time, you will be charged a \$10 fee.

## → Will insurance cover the cost?

No, this fee will not be billed to insurance. This is a fee that must be paid by the patient.

## → How do I pay the fee?

After the provider's response, a code will be processed by the billing department. You will be sent a bill, that you can pay online through GHCMyChart<sup>SM</sup> or by mailing a check made out to Group Health Cooperative of South Central Wisconsin or GHC-SCW at the address below:

Box 88619  
Milwaukee, WI 53288-0619

## → Will my flex spending account (FSA) cover this fee?

The fee may qualify for FSA coverage. Please check with your flex spending account program for details. Individuals are responsible for providing submissions for FSA reimbursement.

## → I am insured through WI Medicaid/BadgerCare. Will I be charged this fee?

No, patients who are on WI Medicaid and BadgerCare insurance will not be charged this fee.

## → I'm not sure if I'll be charged a fee if I ask my medical question through GHCMyChart<sup>SM</sup>. Should I schedule a face-to-face or virtual care visit with my provider?

There is no way to know if a message may incur a fee. If you have a question that may require more specialized thought and attention from your provider, it may be best to schedule a face-to-face or virtual care visit with your provider.

## → How will I know if I will be charged for a provider response before I send my message?

The fee is determined by how much time your provider has spent responding to the message. There is no way to know if a message will be charged a fee until the provider has responded to the message.

## → I have a question about my fee. Who should I contact?

If you have questions, please call the GHC-SCW Member Services Team at **(608) 828-4853** or toll-free at **(800) 605-4327**, Monday through Friday, from 8 a.m. to 5 p.m.

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