

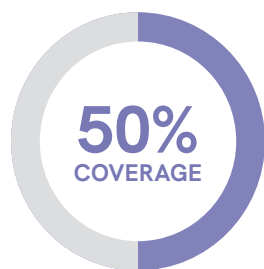
# Out-Of-Area Dependent Student Coverage

Available on HMO plans offered by Group Health Cooperative of South Central Wisconsin (GHC-SCW)



If you have a dependent on your plan who attends school outside of the GHC-SCW service area at least three months of the year, they are eligible for out-of-area dependent student coverage.

GHC-SCW offers coverage outside the service area for full-time dependent students.



GHC-SCW will provide 50% coverage for out-of-network providers and services for: Up to five (5) follow-up care visits following an emergency or urgent condition, and if medically necessary services are recommended at the time the initial care is received.\* Follow-up care must be prior authorized and received within 30 days of an initial emergency condition or urgent condition visit.

Students will also have coverage for limited outpatient services received from out-of-network providers for mental health and substance use disorders\*\*

## VIRTUAL CARE OPTIONS



### Video Visits Using GHCMYChart<sup>SM</sup>

With **GHCMYChart<sup>SM</sup>** Video Visits, members can safely visit with their GHC-SCW Primary Care Providers or a member of their care team. Visits are set up using **GHCMYChart<sup>SM</sup>** and available for follow-up visits, exams of easily visible areas, prescription refills and more!

Contact your clinic or log in to **GHCMYChart<sup>SM</sup>** to schedule.



### GHC NurseConnect

GHC-SCW nurses are staffed 24/7 to help you, guide you and get you on the path to better health fast. Get general care advice for a cough, cold, fever, flu, sore throat and more. Address your health-related concerns with a registered nurse.

Contact **GHC NurseConnect** today at (608) 661-7350 or toll free at (855) 661-7350.



### Virtual Urgent Care Visits powered by KeyCare

Virtual Urgent Care powered by KeyCare is your 24/7/365 virtual access to licensed providers. Visit by secure video to help treat any non-emergency medical condition. Most members receive unlimited, free visits.<sup>†</sup>

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



### Virtual Therapy Visits powered by MDLIVE<sup>®</sup>

Virtual Therapy powered by MDLIVE is your 24/7/365 virtual access to licensed therapists and board-certified psychiatrists. Visit either by phone or secure video to help treat any non-emergency mental health condition. Most member receive unlimited, free visits.<sup>†</sup>

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



### E-Visits powered by KeyCare

E-Visits powered by KeyCare allows members to send messages and photos to a licensed provider to review and help treat non-emergency medical conditions. Most members receive unlimited, free visits.<sup>†</sup>

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

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK19-84-4(9.25)FL

**Group Health Cooperative**

of South Central Wisconsin

## Out-Of-Area Dependent Coverage



### IN WISCONSIN

#### GHC-SCW Mail Order Pharmacy

Prescriptions are delivered right to your door with our free mail order service. GHC-SCW pharmacies can dispense a 90-day supply on most medications. Most prescriptions arrive within 3-5 days and sometimes as fast as 2 days after your refill request.

GHC-SCW pharmacists answer questions on therapy, perform dose verification, analyze drug interactions and complete medication reviews for less expensive alternatives.

Call the Sauk Trails Pharmacy at (608) 831-1773 or log in to GHCMYChart<sup>SM</sup> for mail order service.

**GHC-SCW mail orders can only be shipped to a location within the state of Wisconsin.**



### OUT OF STATE

#### Mail Pharmacy

GHC-SCW offers members the Birdi Mail Pharmacy. Please call (888) 240-2211 or visit [BirdiRx.com](https://www.birdiRx.com) for more information. Birdi is an option for members getting prescriptions mailed out of state.

\* Out-of-Area Care is covered for the following:

For a covered Dependent child, who is a Full-Time Student attending school outside the Service Area, limited follow-up care received from Out-of-Network Providers.

- [a.] For purposes of this subparagraph, follow-up care shall mean Medically Necessary services received after an Emergency Condition or Urgent Condition has been stabilized during an initial Emergency Condition or Urgent Condition visit.
- [b.] Follow-up care must be Prior Authorized and received within 30 days of an initial Emergency Condition or Urgent Condition visit. GHC-SCW will cover a maximum of [five (5)] follow-up care visits per initial Emergency Condition or Urgent Condition visit.
- [c.] Coverage is limited to [50%] of the Reasonable and Customary Charges as determined by GHC-SCW.

\*\* For BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDER (SUD) SERVICE: **Coverage outside the Service Area for full-time students:** A covered Dependent child, who is a full-time student attending school outside the service area, but within Wisconsin, will have coverage for limited Outpatient Services received from Out-of-Network Providers for Mental Health and Substance Use Disorders. The Dependent student must be attending an institution that is vocational, technical, or an adult education school; a college or university; or any institution that grants a bachelor's or higher degree. Coverage is provided for a clinical assessment of the Dependent student's nervous or mental disorders or alcoholism or other drug abuse problems. If Outpatient Services are recommended in the clinical assessment, not more than five (5) visits to an Out-of-Network Provider outpatient treatment facility or other Provider will be covered. The GHC-SCW Medical Director will review the Dependent student's condition following five visits and will determine if GHC-SCW will cover additional services. The clinical assessment and outpatient treatment must be obtained from a facility located in reasonably close proximity to the school in which the student is enrolled. GHC-SCW retains the right to designate the Provider of the assessment and treatment services. Services are not covered if the GHC-SCW Medical Director determines that the treatment will prevent the Dependent student from attending school on a regular basis or if the Dependent student has terminated his or her enrollment in the school.

Coverage for Out-of-Area Care is limited to Covered Health Services provided under this Certificate had such care been provided within the Service Area. Prescription Drugs are covered under the Outpatient Prescription Drugs Benefit and must be obtained by an In-Network pharmacy.

+ Restrictions may apply for BadgerCare Plus and non-member patients. Some services may not be available to members who are located outside of the state of Wisconsin during the visit. Plan conditions may apply HSA benefit plans. Visit [ghcscw.com/virtual-care](https://ghcscw.com/virtual-care) for more details on exclusions.

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# GHC-SCW

## Nondiscrimination Notice

Group Health Cooperative of South Central Wisconsin (GHC-SCW) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. GHC-SCW does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

### GHC-SCW:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504 (TTY: 1-608-828-4815), or by email at [member\\_services@ghcscw.com](mailto:member_services@ghcscw.com).

If you believe that GHC-SCW has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with GHC-SCW's Chief Compliance Officer, 1265 John Q. Hammons Drive, Madison, WI 53717, Telephone: (608) 251-4156, TTY: (608) 828-4815, Fax: (608) 257-3842, or Email: [compliance@ghcscw.com](mailto:compliance@ghcscw.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, GHC-SCW's Chief Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509f, HHH Building  
Washington, DC 20201  
1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at GHC-SCW's website: [https://ghcscw.com/SiteCollectionDocuments/Nondiscrimination\\_Notice\\_and\\_Language\\_Assistance\\_Services.pdf](https://ghcscw.com/SiteCollectionDocuments/Nondiscrimination_Notice_and_Language_Assistance_Services.pdf).

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# NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

## English:

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) or speak to your provider.

## Español (Spanish):

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) o hable con su proveedor.

## 中文 (Simplified Chinese):

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 或咨询您的服务提供商。

## 繁體中文 (Traditional Chinese):

注意: 如果您說[中文], 我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務, 以無障礙格式提供資訊。請致電 608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 或與您的提供者討論。

## Hmoob (Hmong):

LUS CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus pub dawb rau koj. Muaj cov cav zoo thiab cov kev pab cuam txhais ntaub ntawv ua lwm hom lus nrog rau cov kev pab dawb tsis kom them nqi rau. Hu 1-608-828-4853 los sis 1-800-605-4327 los sis tus leb txuas ntxiv (ext), 4504 (TTY: 1-608-828-4815) los sis hais qhia tau rau koj tus kws kho mob.

## Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) или обратитесь к своему поставщику услуг.

## Tiếng Việt (Vietnamese):

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) hoặc trao đổi với người cung cấp dịch vụ của bạn.

## ລາວ (Laotian):

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີ ບໍລິ ການຊ່ວຍດ້ານພາສາແບບບໍ່ ເສຍຄ່າໃຫ້ທ່ານ. ມີ ເຄື່ອງຊ່ວຍ ແລະ ການບໍລິ ການແບບບໍ່ ເສຍຄ່າທີ່ ເໝາະສ ມເໝ ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບ 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) ຫ ລ ມກັບຜູ້ບໍລິ ການຂອງທ່ານ.

## Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) an oder sprechen Sie mit Ihrem Provider.

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

MK24-100-1(6.25)O  
CSC25-19-01 1(06/25)F  
Version 4: 6/2025

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# NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

## Deutsch (Pennsylvania Dutch):

LET OP: als je Nederlands spreekt, zijn er gratis taalhulpdiensten voor je beschikbaar. Passende hulpmiddelen en diensten om informatie in toegankelijke formaten te verstrekken, zijn ook gratis beschikbaar. Bell 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) of spreek met je provider.

## آريبرعلا (Arabic):

تامدخو ةدعاسم لئاسو رفوتت امك. ةيئاجملا ةيوعلل ةدعاسملا تامدخ كل رفوتت سف، ةيبرعلا ةغلل ةدحتت تنك اذا: ةيبننت تامدخو ةدعاسم لئاسو رفوتت امك. ةيئاجملا ةيوعلل ةدعاسملا تامدخ كل رفوتت امك. ةيئاجملا ةيوعلل ةدعاسملا تامدخ كل رفوتت امك. ةيئاجملا ةيوعلل ةدعاسملا تامدخ كل رفوتت امك. (TTY: 1-608-828-4815) -1-800-605-4327, ext 4504; 1-608-828-4853- ةدعاسم لئاسو رفوتت امك

## Polski (Polish):

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) lub porozmawiaj ze swoim dostawcą.

## Français (French):

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) ou parlez à votre fournisseur.

## हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं भी निःशुल्क उपलब्ध हैं। 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) पर कॉल करें या अपने प्रदाता से बात करें।

## 한국어 (Korean):

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

## Shqip (Albanian):

VINI RE: Nëse flisni [shqip], shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndihma të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) ose bisedoni me ofruesin tuaj të shërbimit.

## Tagalog (Tagalog - Filipino):

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) o makipag-usap sa iyong provider.

## Soomaali (Somali):

FIIRO GAAR AH: Haddaad ku hadasho Soomaali, adeegyo kaalmada luuqadda ah oo bilaash ah ayaad heli kartaa. Qalab caawinaad iyo adeegyo oo habboon si loogu bixiyo macluumaadka qaabab la adeegsan karo ayaa sidoo kale bilaa lacag heli karaa. Wac 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) ama la hadal bixiyahaaga.

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