

Group Health Cooperative of South Central Wisconsin

BadgerCare Plus Member Handbook



BETTER TOGETHERSM



INTERPRETER SERVICES

Group Health Cooperative of South Central Wisconsin provides qualified sign language interpreters and written information in large print, audio and other formats free of charge. Please call us if you need help at 1-608-828-4853 or 1-800-605-4327, ext. 4504.

TTY: 1-608-828-4815.

English:

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call (608) 828-4853 or (800) 605-4327, ext. 4504 (TTY: 1-608-828-4815).

Español (Spanish):

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Hmoob (Hmong):

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau: 1-608-828-4853 or 1-800-605-4327, ext. 4504

(TTY: 1-608-828-4815).

繁體中文 (Chinese):











注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.
اتصل برقم 1-608-257-9700 , 1-800-605-4327 , ext. 4504 (رقم هاتف الصم والبكم 1-608-828-4815)

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WELCOME

DEAR GHC-SCW MEMBER

Welcome to Group Health Cooperative of South Central Wisconsin (GHC-SCW). We look forward to assisting you with your health care needs. Thank you for joining our growing family.

GHC-SCW is your health insurance company or HMO (health maintenance organization). We're a non-profit, member-owned health plan. GHC-SCW provides high-quality health care to BadgerCare Plus members. We're so glad to have you as a member of our cooperative. Our providers and staff are dedicated to providing you with personalized, high-quality health care.

This handbook will help you use GHC-SCW services. Please keep it in an easy-to-find place in your home. Using it will save you time and help us serve you better.

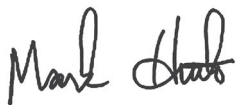
This handbook can help you:

- Learn the basics of BadgerCare Plus.
- See the services covered by GHC-SCW and ForwardHealth.
- Know your rights and responsibilities.
- File a grievance or appeal if you have a problem or concern.

GHC-SCW will cover most of your health care needs. Wisconsin Medicaid will cover some others through ForwardHealth. See the Services Covered by GHC-SCW and Services Covered by ForwardHealth sections of this handbook for more information.

Remember, this is your health plan. We want to hear your comments and suggestions. We value you as a member.

Sincerely,



Mark Huth, MD

GHC-SCW President & Chief Executive Officer

GHC-SCW WE BELIEVE STATEMENTS

1. We believe health care is a human right.
2. We believe in treating all people with dignity and respect.
3. We believe there is strength in diversity.
4. We believe equity celebrates our humanity.

BETTER TOGETHERSM

IMPORTANT GHC-SCW TELEPHONE NUMBERS

How to Contact GHC-SCW Customer Service

| | | |
|---------------|----------------|-------------------------------------|
| Phone Number: | (800) 605-4327 | 8 a.m. – 5 p.m., Monday – Friday |
| TDD/TTY: | (800) 947-3529 | |
| En Español | (855) 243-8454 | |

Call Customer Service for:

- Questions about your GHC-SCW membership
- Questions about how to get care
- Help choosing a primary care physician or other provider
- Help getting a new GHC-SCW membership card
- Help getting a paper copy of the GHC-SCW provider directory
- If you get a bill for a service you did not agree to

Calls to this number are free. Free language interpreters are available for non-English speakers.

GHC-SCW BadgerCare Plus Advocate

| | | |
|---------------|----------------|-------------------------------------|
| Phone Number: | (608) 662-4991 | 8 a.m. – 5 p.m., Monday – Friday |
| TDD/TTY: | (800) 947-3529 | |

Call the GHC-SCW BadgerCare Plus Advocate for:

- Help solving problems with getting care
- Help with filing a complaint or grievance
- Help with requesting an appeal or review of a decision made by GHC-SCW

Calls to this number are free. Free language interpreters are available for non-English speakers.

GHC-SCW Emergency Number

| | | |
|---------------|----------------|---|
| Phone Number: | (855) 661-7350 | Call 24 hours a day, seven days a week |
| TDD/TTY: | (800) 947-3529 | |

Call this number if you need help after-hours or if you are not sure if you are experiencing a medical emergency.

Calls to this number are free. Free language interpreters are available for non-English speakers.

If you are having an emergency, call 911

OTHER IMPORTANT TELEPHONE NUMBERS

ForwardHealth Member Services

| | | |
|---------------|------------------------------|-----------------------------------|
| Phone Number: | (800) 362-3002 | 8 a.m. – 6 p.m., Monday-Friday |
| TDD/TTY: | 711 | |
| Email: | memberservices@wisconsin.gov | |

Call ForwardHealth Customer Service for:

- Questions about how to use your ForwardHealth card
- Questions about ForwardHealth services or providers
- Help with getting a new ForwardHealth card

HMO Enrollment Specialist

| | | |
|---------------|----------------|----------------------------------|
| Phone Number: | (800) 291-2002 | 7 a.m.– 6 p.m., Monday-Friday |
| TDD/TTY: | 711 | |

Call the HMO Enrollment Specialist for:

- General information about health maintenance organizations (HMOs) and managed care
- Help with disenrollment or exemption from GHC-SCW or managed care
- If you move out of GHC-SCW's service area

State of Wisconsin HMO Ombuds Program

An Ombuds is a person who provides neutral, private and informal help with any questions or problems you have as a GHC-SCW member.

| | | |
|---------------|----------------|-------------------------------------|
| Phone Number: | (800) 760-0001 | 8 a.m.– 4:30 p.m., Monday-Friday |
| TDD/TTY: | 711 | |

Call the Ombuds Program for:

- Help solving problems with the care or services you get from GHC-SCW
- Help understanding your member rights and responsibilities
- Help filing a grievance, complaint or appeal of a decision made by GHC-SCW

HOW DO I GET STARTED?

Our primary goal is to provide you with quality medical care that is easily accessible to you. Here are **three easy steps** to get you started:

1. CONTACT YOUR PRIMARY CARE PROVIDER (PCP) AND SCHEDULE AN APPOINTMENT.

A Primary Care Provider (PCP) is a doctor, nurse practitioner or other health care professional. They would like to see you for annual checkups as well as when you're sick.

GHC-SCW has assigned you a PCP based on your location. You can find information about your assigned PCP on your enclosed member ID card. You have the right to change your PCP. You'll find information about how to pick your own PCP on page 19.

If you need help contacting your PCP or would like help to schedule an appointment, please call our BadgerCare Plus Advocate at **(608) 662-4991**. We're here to help.

2. NEW MEMBER DISCUSSION OF HEALTH NEEDS.

GHC-SCW will contact you by mail, phone or GHCMYChartSM message to talk with you about your individual health needs and circumstances. You can ask about resources in your community or that are part of your new health plan that may be available to you. They can learn more about you and help you achieve your health goals. To get started, call GHC-SCW's BadgerCare Plus Advocate at **(608) 662-4991** or complete online by visiting ghcscw.com/bc-plus-screening or scanning the **QR code** below.



3. REVIEW THE MEMBER HANDBOOK.

This handbook will give you important information about services you can get with your coverage. It also gives you information about your rights, responsibilities and directions for how to quickly access the care you need.

Please contact our Member Services Department at **(608) 828-4853** or toll-free at **(800) 605-4327** with any questions.

HEALTH INSURANCE CARDS

USING YOUR FORWARDHEALTH ID CARD

You will get most of your health care through GHC-SCW providers. But, you may need to get some services using your ForwardHealth card.

Use your ForwardHealth card to get the health care services listed below:

- Behavioral (autism) treatment services
- Chiropractic services
- Crisis intervention services
- Community recovery services
- Comprehensive community services
- Dental services
- Hub and spoke integrated recovery support health home services
- Medication therapy management
- Medications and pharmacy services
- Non-emergency medical transportation
- Prenatal care coordination
- Residential substance use disorder treatment
- School-based services
- Targeted case management
- Tuberculosis-related services



Group Health Cooperative of South Central Wisconsin (GHC-SCW) does not give GHC-SCW member ID cards to our BadgerCare Plus members. Instead, you will use your ForwardHealth ID card. This card has all the important information about your health benefits.

Your ForwardHealth card is a plastic card with your name on it. It also has a 10-digit number and a magnetic stripe. Always carry your ForwardHealth card with you. Show it every time you go to the doctor or hospital and every time you get a prescription filled. You may have problems getting health care or prescriptions if you do not have your card with you. Also, bring any other health insurance cards you may have. This could include any ID card from other service providers.

If you have questions about how to use your ForwardHealth card or if your card is lost, damaged or stolen, call ForwardHealth Member Services at **(800) 362-3002**. To find a provider that accepts your Forward Health card:

1. Go to www.forwardhealth.wi.gov.
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

Or, contact ForwardHealth Member Services at **(800) 362-3002**.





PRIMARY AND SPECIALTY CARE SERVICES

CHOOSING A PRIMARY CARE PROVIDER (PCP)

When you need care, call your Primary Care Provider (PCP) first. A PCP could be a doctor, nurse practitioner, physician assistant or other provider that gives, directs or helps you get health care services. You can choose a PCP from the list of providers accepting new patients, as marked in the GHC-SCW Provider Directory. To see the GHC-SCW Provider Directory, please visit ghcscw.com/provider-directories. If you are an American Indian or Alaska Native, you can choose to see an Indian Health Care Provider outside of our network. You can keep your current PCP if they are part of our provider network.

GHC-SCW providers are sensitive to the needs of many cultures. To choose a PCP or to change PCP, call our Member Services Department at **(608) 828-4853** or **(800) 605-4327**. Your PCP will help you decide if you need to see another doctor or specialist and, if appropriate, give you a referral. Remember, you must get approval from your PCP before you see another doctor.

You may see a health specialist, such as an Obstetrician and Gynecologist (OB/GYN), nurse midwife or licensed midwife, without a referral in addition to choosing from their primary care provider.

ESTABLISHING CARE WITH A PCP

Your PCP will help you:

- Stay healthy
- Understand how medicines interact with each other
- Choose treatment options that work best for you
- Get follow-up exams, tests or visits when you need it
- Recommend tests that are right for your age or existing health needs
- Refer you to another provider if needed

If you need care after clinic hours, call our GHC NurseConnect line at (855) 661-7350.

GHC NurseConnect is available to you 24 hours a day, seven days a week. GHC NurseConnect is answered by highly qualified nurses.

HOW TO SEARCH ON THE WEBSITE

1. Visit ghcscw.com.
2. Select the **"Find a Provider"** button and choose to either search by **"Provider"** or **"Clinic"**.
3. In the Network drop-down box, select **"BadgerCare Network."**
4. Browse providers or search by other criteria.

You can also call Member Services at **(608) 828-4853** or **(800) 605-4327**.

GETTING SPECIALTY CARE

When you visit your Primary Care Provider (PCP), they may decide you need to see a specialist. A specialist is a provider who has more experience with certain medical conditions. Your PCP will help you decide if you need to see another doctor or specialist.

GHC-SCW partners with clinics and hospitals to provide most specialty care to our members. Your PCP will help you decide if you need to see another doctor, specialist or access to hospital-based services.

- Behavioral Health
- Dermatology
- Hospital Services
- Genetic Counseling
- Multi-Disciplinary Clinics
- Ophthalmology
- Optometry
- Physical Therapy
- Podiatry
- Routine Lab/Radiology Services (excluding STAT labs or testing on a clinic-collected specimen)
- Sports Medicine

When you and your provider decide you need to see a specialist, if a referral is needed, it will be sent to our Care Management Department. They'll review the request to see if it's covered by BadgerCare Plus. This can take up to 15 days. A specialist may bill you if you're seen without an approved referral.

We'll send you a letter to let you know if the referral has been approved or denied. We'll send your provider a copy too. If you receive an approval, call and schedule an appointment. If you need help with this, please call your clinic.

If you receive a denial, the letter will tell you why. BadgerCare Plus won't pay for services when referrals are denied. You do have a right to appeal the decision. We'll send a copy of your appeal rights with the denial letter.

For more information about what services need a referral, please call Member Services at (608) 828-4853 or (800) 605-4327. If services are denied, go to page 37 to learn how to file an appeal.

If you have questions about this process, call our Care Management Department at (608) 257-5294 or toll-free at (800) 605-4327.

For information on specialty care closest to you:

1. Visit ghcscw.com.
2. Select the "Find a Provider" button and choose to either search by "Provider" or "Clinic".
3. In the Network drop-down box, select "BadgerCare Network."
4. Search by specialty or other criteria.

You can also call Member Services at (608) 828-4853 or (800) 605-4327.

HEALTHCHECK SERVICES

HealthCheck is a program that covers complete health checkups, including treatment for health problems found during the checkup, for members younger than 21 years old. These checkups are very important. Doctors need to see those younger than 21 years old for regular checkups, not just when they are sick.

The HealthCheck program has three purposes:

1. To find and treat health problems for those younger than 21 years old.
2. To increase awareness of the special health services for those younger than 21 years old.
3. To make those younger than 21 years old eligible for some health care not otherwise covered.

The HealthCheck checkup includes:

1. Age-appropriate immunizations (shots)
2. Blood and urine lab tests (including blood lead level testing when age-appropriate)
3. Dental screening and a referral to a dentist beginning at 1 year old
4. Health and developmental history
5. Hearing screening
6. Physical examination
7. Vision screening

To schedule a HealthCheck exam, please contact your primary care clinic. For more information, call our Member Services Department at **(608) 828-4853**. If you have further needs, please contact the GHC-SCW BadgerCare Plus Advocate at **(608) 662-4991**.

If you need a ride to or from a HealthCheck appointment, please call the Department of Health Services (DHS) non-emergency medical transportation (NEMT) manager at **(866) 907-1493** or **TTY (800) 855-2880** to schedule a ride.

THE HEALTHCHECK SCHEDULE

| Age | Number of Screenings |
|-------------------|----------------------|
| Birth to 1 Year | 6 screenings |
| Age 1 to 2 Years | 3 screenings |
| Age 2 to 3 Years | 2 screenings |
| Age 3 to 21 Years | 1 screening per year |

Ask your child's Primary Care Provider (PCP) when your child should have his or her next HealthCheck exam or call our Member Services Department at **(608) 828-4853** for more information.

IMMUNIZATION SCHEDULE

| CHILD AGE | NAME OF VACCINE |
|---------------|---|
| Birth | Hep B #1 |
| 2 months | Pediarix #1, Prevnar #1, HiB #1, RV #1 |
| 4 months | Pediarix #2, Prevnar #2, HiB #2, RV #2 (Final Dose) |
| 6 months | Pediarix #3, Prevnar #3, Influenza #1 (Flu Shot) |
| 12 months | MMR #1, Varicella #1, Hep A #1, Influenza #2 (Flu Shot) |
| 15 months | DTaP #4, HiB #3 (Final Dose), Prevnar #4 (Final Dose) |
| 18 months | Hep A #2 (Final Dose) |
| 2+ years | Annual Influenza (Flu Shot) |
| 4 - 6 years | DTaP, IPV, MMR |
| 11 - 18 years | Td |

| |
|---|
| DTaP = Diphtheria, Tetanus and Pertussis |
| Hep B = Hepatitis B |
| Hep A = Hepatitis A |
| HiB = Influenzae Type B |
| Influenza (Flu Shot) |
| IPV = Inactivated Polio |
| MMR = Measles, Mumps, Rubella |
| Prevnar #1 = Pneumococcal |
| RV = Rotavirus |
| Td = Tetanus, Diphtheria (Adults) |
| Var = Varicella (Chicken Pox) |
| Pediarix = DTaP, Hep B, Polio |

*Your provider may revise this schedule to catch up on missed shots.



CARE DURING PREGNANCY AND DELIVERY

WHAT TO DO IF YOU BECOME PREGNANT

If you become pregnant, please let GHC-SCW and your income maintenance (IM) agency know right away, so you can get the extra care you need. You do not have copayments when you are pregnant.

1. Call your GHC-SCW PCP if you have a positive pregnancy test. Your PCP will help you get scheduled for a visit with the appropriate provider. We want you to get the care you need.
2. Call your income maintenance (IM) agency right away, so you can get the extra care you need. You do not have copayments when you are pregnant. Please call your IM agency to let them know you are pregnant. They'll help you get your coverage updated. If you live in Dane, Sauk or Columbia County, your IM agency is Capitol Consortium: **(608) 794-5556**. If you live in Iowa, Grant, Lafayette or Jefferson County, your IM agency is Southern Wisconsin Consortium: **(888) 794-5780**.

GHC-SCW wants you to have a great prenatal care and birthing experience. Our care teams are here to offer advice, resources and information to help you prepare for this life-changing event. We encourage you to reach out to your provider or our BadgerCare Plus Advocate at **(608) 662-4991** if you need support or resources.

DELIVERING YOUR BABY

Talk to your Obstetric (OB) provider or midwife to make sure you know where to go to when it is time to have your baby. Do not go out of your network to have your baby unless you have GHC-SCW's approval. Your GHC-SCW provider knows your history and is the best provider to help you. If you live in Dane County, you must go to UnityPoint Health - Meriter Hospital to have your baby delivered. If you live outside of Dane County, talk to your OB provider to determine where to deliver your baby.

TRAVELING WHILE PREGNANT

Talk to your provider if you plan to travel in your last month of pregnancy. We want you to have a healthy birth and a good birthing experience. It may not be a good time for you to be traveling.

PREGNANCY-RELATED EMERGENCIES

If you feel you need immediate pregnancy care:

1. Call your OB provider right away. If you don't have an OB provider, call your primary care clinic
OR
2. Call the 24-hour GHC NurseConnect line at **(855) 661-7350**.
3. If the emergency is life-threatening, go to the nearest emergency room or call **911**.



EMERGENT AND URGENT CARE

URGENT CARE

Urgent care is care you need sooner than a routine doctor's visit, but it is not emergency care. Some examples are:

- Bruises
- Minor burns
- Minor cuts
- Most broken bones
- Most drug interactions
- Bleeding that is not severe
- Sprains
- Earache
- Back pain
- Coughs
- Migraines or other headaches
- Rashes
- Fevers
- Sore throat
- Minor eye injuries
- Minor injuries

If you're experiencing any of the above or you're not feeling well, call your primary care clinic. They may be able to see you the same day. You may also call our GHC NurseConnect line at **(855) 661-7350**, 24 hours a day, seven days a week. They'll be able to help you decide where you should go for care. Our Urgent Care clinic can see you same day. Urgent care visits usually take less time than a visit to the emergency room.

You must get urgent care from GHC-SCW providers unless you receive GHC-SCW approval. Don't go to a hospital emergency room for urgent care unless you get approval from GHC-SCW first.

If you need urgent care, please visit one of the locations listed on the back cover of this handbook. Most Urgent Cares offer extended hours to meet patients urgent but not emergent situations.



EMERGENT AND URGENT CARE

EMERGENCY CARE

Emergency care is care that's needed right away. Some examples are:

- Choking
- Convulsions
- Prolonged or repeated seizures
- Serious broken bones
- Suspected heart attack
- Suspected poisoning
- Suspected stroke
- Severe burns
- Severe pain
- Severe or unusual bleeding
- Trouble breathing
- Unconsciousness

1. If you need emergency care, try to go to a GHC-SCW provider for help.
2. If your condition cannot wait, go to the nearest provider (hospital, provider or clinic).
3. Call **911** or your local police or fire department emergency services if the emergency is very severe and you are unable to get to the nearest provider.

If you must go to a non-GHC-SCW hospital or provider, call GHC-SCW at **(608) 828-4853** or **(800) 605-4327** as soon as you can to tell us what happened. Hospital and Emergency Care locations are listed on the back cover of this handbook.

Please remember, hospital emergency rooms are for true emergencies only.

Unless you have a true emergency, call your provider or our 24-hour emergency number at **(855) 661-7350** before you go to the emergency room. If you do not know if your illness or injury is an emergency, call our 24-hour GHC NurseConnect line at **(855) 661-7350** before you go to the emergency room. We will tell you where you can get care.

A prior authorization is not required for emergency services.



EMERGENT AND URGENT CARE

FOR URGENT AND EMERGENCY MENTAL HEALTH CRISIS

When you have a mental health emergency, GHC-SCW has therapists who can talk to you 24 hours a day, 7 days a week. Here's how to reach these on-call providers:

- Monday-Friday, 8 a.m. to 5 p.m.: Call our Behavioral Health Call Center at **(608) 441-3290**.
- After business hours and weekends: Call our GHC NurseConnect line at **(855) 661-7350**. They'll connect you with an on-call Behavioral Health Provider.
- Other hotlines and resources for mental health emergencies:
 - **(800) 273-8255** for the National Suicide Prevention Hotline
 - **(866) 4-U-TREVOR (866) 488-7386** for lesbian, gay, bisexual, transgender or questioning youth
 - **(888) 628-9454** for Spanish speaking counselors
 - Crisis Text Line is a free, 24/7, confidential text message service for people in crisis. A live, trained crisis counselor receives the text and responds quickly. Text: **MATTERS** or **HOME** to **741741**
 - Trevor Project text: Text **START** to **678678** (available 24/7/365)

If you are currently having thoughts of ending your life or harming other people, call **911** or have an adult take you to the nearest emergency room.

PREGNANCY-RELATED EMERGENCIES

If you feel you need immediate pregnancy care:

1. Call your Obstetric (OB) provider right away. If you don't have an OB provider, call your primary care clinic.
2. Call the 24-hour GHC NurseConnect line at **(855) 661-7350**.
3. If the emergency is serious, go to the nearest emergency room or call **911**.

GETTING CARE AWAY FROM HOME

Follow these rules if you need medical care but are too far away from home to go to your regular primary care physician or clinic:

- For true emergencies, go to the nearest hospital, clinic or doctor. Call GHC-SCW at **(800) 605-4327** as soon as you can to tell us what happened. If you need emergency care outside of Wisconsin, health care providers in the area where you are can treat you and send the bill to GHC-SCW. You may need to pay a copayment if you get emergency care outside of Wisconsin. If you get a bill for services you got outside of Wisconsin, call GHC-SCW Member Services at **(800) 605-4327**
- For urgent or routine care away from home, you must get approval from GHC-SCW before you go to a different doctor, clinic or hospital. This includes children who are spending time away from home with a parent or relative. Call us at **(800) 605-4327** for approval to go to a different doctor, clinic or hospital.
- For urgent or routine care outside the United States, call GHC-SCW first. GHC-SCW does not cover any services provided outside the United States, Canada and Mexico. This includes emergency services. If you need emergency services while in Canada or Mexico, GHC-SCW will cover it only if the doctor's or hospital's bank is in the United States. Other services may be covered with GHC-SCW approval if the provider has a bank in the United States. Please call GHC-SCW if you get any emergency services outside the United States.

PROVIDER LOCATIONS

USING THE PROVIDER DIRECTORY

As a member of GHC-SCW, you should get your health care from doctors and hospitals in the GHC-SCW network. See our provider directory for a list of these providers. Providers accepting new patients are called out in the provider directory.

The provider directory is a list of doctors, clinics and hospitals that you can use to get health care services as a member of GHC-SCW. GHC-SCW has the provider directory in different languages and formats. You can find the provider directory on our website at providersearch.ghcscw.com.

For a paper copy of the provider directory, call our Member Services at **(608) 828-4853** or toll-free at **(800) 605-4327**.

GHC-SCW providers are sensitive to the needs of many cultures. See the GHC-SCW provider directory for a list of providers with staff who speak certain languages or understand certain ethnic cultures or religious beliefs. The provider directory can also tell you about the accommodations that providers offer.

TELEHEALTH SERVICES

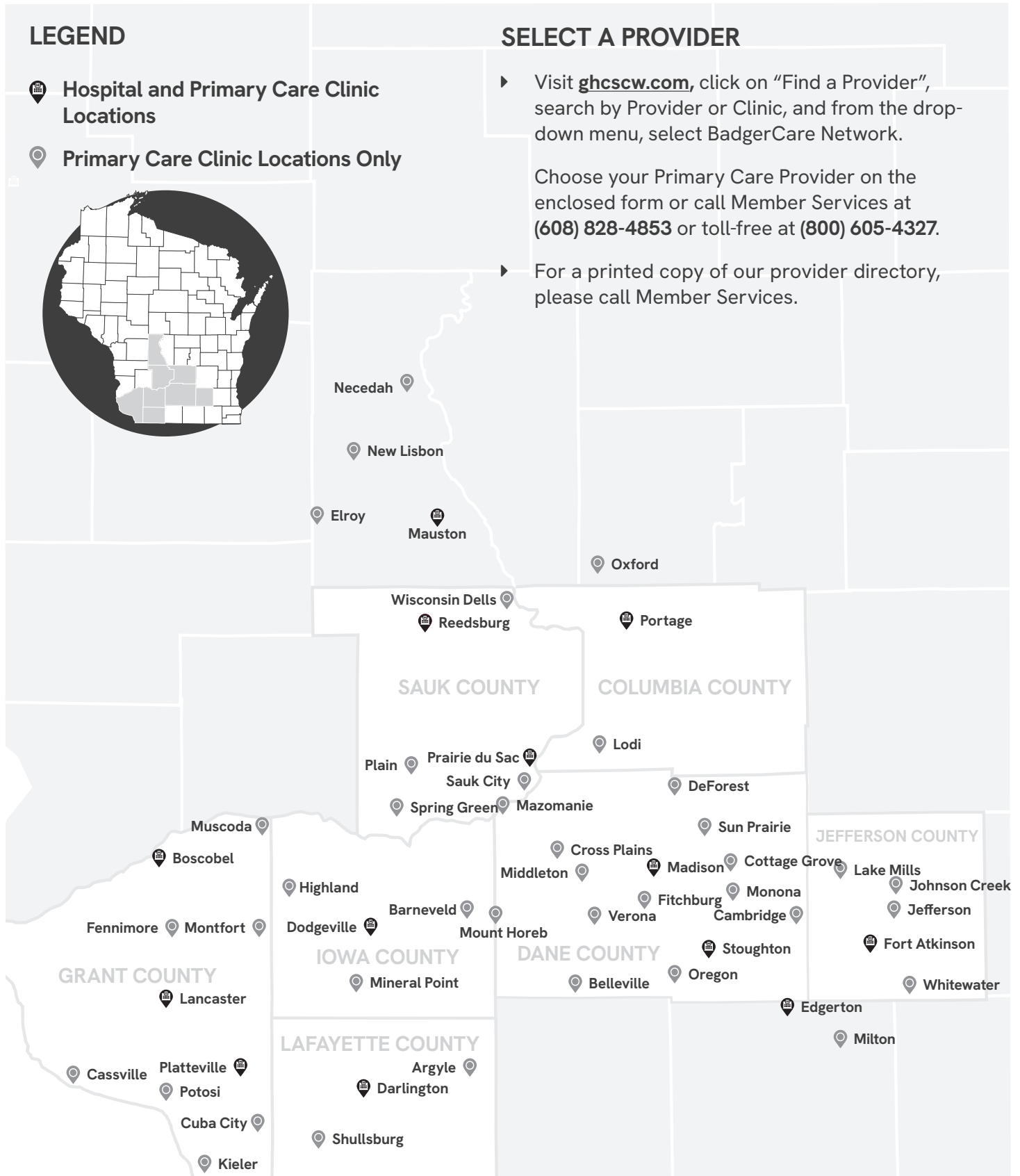
In addition to in-person visits, some GHC-SCW providers offer telehealth services.

Telehealth is audio and video contact with your doctor or health care provider using your phone, computer or tablet. GHC-SCW covers telehealth services that your provider can deliver at the same quality as in-person services. This could be doctor office visits, mental health or substance abuse services, dental consultations and more. There are some services you cannot get using telehealth. This includes services where the provider needs to touch or examine you.

Both you and your provider must agree to a telehealth visit. You always have the right to refuse a telehealth visit and do an in-person visit instead. Your BadgerCare Plus benefits and care will not be impacted if you refuse telehealth services. If your provider only offers telehealth visits and you want to do in-person, they can refer you to a different provider.

GHC-SCW and Wisconsin Medicaid providers must follow privacy and security laws when providing services over telehealth.

BADGERCARE PLUS NETWORK MAP



PRIMARY CARE CLINICS

COLUMBIA COUNTY

Lodi

- Lodi Clinic – Sauk Prairie Healthcare

Portage

- Portage Clinic – Aspirus Health
- UW Health – Portage Clinic

DANE COUNTY

Belleville

- UW Health – Belleville Family Medicine Clinic

Cottage Grove

- UW Health – Cottage Grove Clinic

Cross Plains

- UW Health – Cross Plains Clinic

DeForest

- UnityPoint Health – Meriter DeForest – Windsor Clinic
- UW Health – DeForest Windsor Clinic

Fitchburg

- GHC-SCW Hatchery Hill Clinic
- UnityPoint Health – Meriter – Fitchburg Clinic
- UW Health – Fitchburg Clinic

Madison

- GHC-SCW Capitol Clinic
- GHC-SCW East Clinic
- GHC-SCW Madison College Community Clinic
- GHC-SCW Sauk Trails Clinic
- Joyce and Marshall Erdman Clinic – Access Community Health Centers
- UnityPoint Health – Meriter – McKee Clinic
- UnityPoint Health – Meriter – West Washington Clinic
- UW Health – 1102 S. Park St Clinic
- UW Health – 20 S. Park St Clinic
- UW Health – E. Terrace Dr Medical Center
- UW Health – Junction Rd Medical Center
- UW Health – Northport Dr Clinic
- UW Health – Odana Rd Clinic
- UW Health – Union Corners Clinic
- William T. Evjue Clinic – Access Community Health Centers
- Wingra Family Medical Center – Access Community Health Centers

Mazomanie

- Wisconsin Heights Clinic – Sauk Prairie Healthcare

Middleton

- UnityPoint Health – Meriter – Middleton Clinic

Monona

- UnityPoint Health – Meriter – Monona Clinic
- UW Health – Yahara Clinic

Mount Horeb

- UHH Mount Horeb Clinic
- UW Health – Mount Horeb Clinic

Oregon

- UW Health – Oregon Clinic

Stoughton

- UnityPoint Health – Meriter – Stoughton Clinic
- UW Health – Stoughton Clinic

Sun Prairie

- UW Health – Sun Prairie Clinic

Verona

- UW Health – Verona Clinic

GRANT COUNTY

Boscobel

- Gunderson Boscobel Clinic

Cassville

- Grant Regional Health Center – Community Clinic Cassville

Cuba City

- Southwest Health – Cuba City

Fennimore

- Gunderson Fennimore Clinic
- High Point Family Medicine – Fennimore

Kieler

- Southwest Health – Kieler

Lancaster

- Grant Regional Health Center – Community Clinic Lancaster
- High Point Family Medicine Lancaster

Montfort

- UHH Montfort Clinic

Muscoda

- Gunderson Muscoda Clinic

PRIMARY CARE CLINICS (CONTINUED)

Platteville

- Southwest Health – Platteville

Potosi

- Grant Regional Health Center –
Potosi-Tennyson Medical Clinic

IOWA COUNTY

Barneveld

- UHH Barneveld Clinic

Dodgeville

- Dodgeville Medical Center of UHH

Highland

- UHH Highland Clinic

Mineral Point

- Mineral Point Medical Center
of UHH

JEFFERSON COUNTY

Cambridge

- Cambridge Family Practice – Fort
HealthCare

Fort Atkinson

- Integrated Family Care Clinic – Fort
HealthCare
- Internal Medicine & Pediatrics – Fort
HealthCare
- UW Health – Fort Atkinson Clinic

Jefferson

- Jefferson Clinic – Fort HealthCare

Johnson Creek

- Johnson Creek Clinic – Fort HealthCare
- Three Oaks Health

Lake Mills

- Lake Mills Clinic – Fort HealthCare

Whitewater

- Edgerton Hospital - Whitewater Clinic
- Whitewater Clinic – Fort HealthCare

JUNEAU COUNTY

Elroy

- Elroy Family Medical Clinic –
Mile Bluff Medical Center

Mauston

- Mile Bluff Clinic – Mile Bluff Medical Center

Necedah

- Necedah Family Medical Clinic –
Mile Bluff Medical Center

New Lisbon

- New Lisbon Family Medical Clinic – Mile
Bluff Medical Center

LAFAYETTE COUNTY

Argyle

- Memorial Hospital of Lafayette County
Primary Care – Argyle

Darlington

- Memorial Hospital of Lafayette County
Primary Care – Darlington

Shullsburg

- Memorial Hospital of Lafayette County
Primary Care – Shullsburg

MARQUETTE COUNTY

Oxford

- Oxford Clinic – Aspirus Health

ROCK COUNTY

Edgerton

- Edgerton Hospital - Fulton Square Clinic

Milton

- Edgerton Hospital - Milton Clinic

SAUK COUNTY

Plain

- Plain Clinic – Sauk Prairie Healthcare

Reedsburg

- Reedsburg Area Medical Center
Physicians Group

Sauk City

- Prairie Clinic

Spring Green

- River Valley Clinic – Sauk Prairie
Healthcare
- UHH Spring Green Clinic

Wisconsin Dells

- Delton Family Medical Center –
Mile Bluff Medical Center

HOSPITALS & SURGERY CENTERS

COLUMBIA COUNTY

Portage

- Aspirus Divine Savior Hospital

DANE COUNTY

Madison

- Madison Surgery Center
- UnityPoint Health – Meriter Hospital
- UW Health American Family Children’s Hospital
- UW Health - East Madison Hospital
- UW Health Rehabilitation Hospital
- UW Health Transformations
- UW Health University Hospital

Stoughton

- Stoughton Hospital

GRANT COUNTY

Boscobel

- Gunderson Boscobel Area Hospital

Lancaster

- Grant Regional Health Center

Platteville

- Southwest Health Hospital

IOWA COUNTY

Dodgeville

- Upland Hills Health Hospital

JEFFERSON COUNTY

Fort Atkinson

- Fort Memorial Hospital

JUNEAU COUNTY

Mauston

- Mile Bluff Medical Center

LAFAYETTE COUNTY

Darlington

- Memorial Hospital of Lafayette County

ROCK COUNTY

Edgerton

- Edgerton Hospital

SAUK COUNTY

Reedsburg

- Reedsburg Area Medical Center

Prairie du Sac

- Sauk Prairie Hospital



BADGERCARE PLUS SERVICES COVERED AND NOT COVERED

GHC-SCW is responsible for providing all medically necessary covered services under BadgerCare Plus. Some services may require a prior approval by GHC-SCW's Care Management Department.

COVERED AND NONCOVERED SERVICES

With BadgerCare Plus, you do not have to pay for covered services other than required copayments.

You may have to pay the full cost of services if:

- The service is not covered under BadgerCare Plus.
- You needed approval for a service from your Primary Care Provider (PCP) or GHC-SCW, but you did not get approval before getting the service.
- GHC-SCW determines that the service is not medically necessary for you. Medically necessary services are approved services or supplies needed to diagnose or treat a condition, disease, illness, injury or symptom.
- You received a non-emergency service from a provider that is not in the GHC-SCW network. Or you received a non-emergency service from a provider that does not accept your ForwardHealth card.

You can ask for noncovered services if you are willing to pay for them. You'll have to make a written payment plan with your provider. Providers may bill you up to their usual and customary charges for noncovered services.

If you get a bill for a service you did not agree to, please call Member Services at **(800) 605-4327**.

COPAYMENTS

Under BadgerCare Plus and Medicaid SSI, GHC-SCW and its providers may bill you copayments. A copayment is a fixed amount of money you pay for a covered health care service. Copayments for Badgercare Plus members are usually \$3 or less. The following members do not have to pay copayments:

- Nursing home residents
- Terminally ill members receiving hospice care
- Pregnant women
- Members younger than 19 years old
- Children in foster care or adoption assistance
- Youth who were in foster care on their 18th birthday. They don't have to pay any copays until age 26.
- Members who join by Express Enrollment
- American Indians or Alaskan Native Tribal members, children or grandchildren of a tribal member or anyone who can get Indian Health Services. Age and income do not matter. This applies when getting items and services from an Indian Health Services provider or from the Purchase and Referred Care program.

SERVICES COVERED BY BADGERCARE PLUS

GHC-SCW provides most medically necessary, covered services under BadgerCare Plus. See Services Covered by GHC-SCW on page 27 for more information about services covered by GHC-SCW.

Some services are covered by ForwardHealth. To learn more about these services, see pages 28-29, Services Covered by ForwardHealth.

Some services require prior authorization. Prior authorization is written approval for a service or prescription. You may need prior authorization from GHC-SCW or ForwardHealth before you get a service or fill a prescription.

| Service | Coverage under BadgerCare Plus |
|--|--|
| Ambulatory surgical center care | Coverage of certain surgical procedures and related lab services |
| Behavioral (autism) treatment services | Full coverage (with prior authorization). No copay *Covered by ForwardHealth. Use your ForwardHealth card to get this service |
| Chiropractic services | Full coverage. Copay: \$.50 to \$3 per service *Covered by ForwardHealth. Use your ForwardHealth card to get this service. |
| Dental services | Full coverage. Copay: \$0.50 to \$3 per service *Covered by Forward Health. Use your ForwardHealth card to get this service *See additional information on pg. 28 |
| Disposable medical supplies | Full coverage – May require prior authorization for certain supplies. |
| Drugs (Prescription and over-the-counter) | Coverage of generic and brand name prescription drugs and some over-the-counter drugs. Copay: \$0.50 for over-the-counter drugs \$1 for generic drugs \$3 for brand Copays are limited to \$12 per member, per provider, per month. Over-the-counter drugs do not count toward the \$12 maximum. Limit of five opioid prescription refills per month. *Covered by ForwardHealth. Use your ForwardHealth card to get drugs |
| Durable medical equipment | Full coverage. May require prior authorization from your Primary Care Provider or specialist. |
| HealthCheck screenings for children | Full coverage of HealthCheck screenings and other services for individuals 20 years and younger. *See additional information on pgs. 13-14 |
| Hearing services | Full coverage of HealthCheck screenings and other services for individuals under 21 years of age. |
| Home care services | Full coverage. May require prior authorization from your Primary Care Provider or specialist. |
| Hospice | Full coverage. May require prior authorization from your Primary Care Provider or specialist. |

SERVICES COVERED BY BADGERCARE PLUS (CONTINUED)

| | |
|---|---|
| Hospital services: inpatient | Full coverage. Requires prior authorization from your Primary Care Provider or specialist. |
| Hospital services: outpatient | Full coverage. Requires prior authorization from your Primary Care Provider or specialist. |
| Hospital services: emergency room | Full coverage— No copay for a medical emergency |
| Mental health and substance abuse treatment | Full coverage (not including room and board) *See additional information on pg. 27 |
| Nursing home services | Full coverage. Requires prior authorization from your Primary Care Provider or specialist. |
| Physician services | Full coverage, including laboratory and radiology. |
| Podiatry services | Full coverage. May require prior authorization from your Primary Care Provider or specialist. |
| Prenatal/maternity care | Full coverage, including prenatal care coordination and preventive mental health and substance abuse screening and counseling for women at risk of mental health or substance abuse problems. This includes services provided by nurse midwives and licensed midwives. |
| Reproductive and family planning services | Full coverage with the exceptions listed below. No copay for services provided by a family planning clinic or contraceptive management. Does not cover: <ul style="list-style-type: none"> ▪ Reversal of voluntary sterilization ▪ Infertility treatments ▪ Surrogate parenting and related services, including, but not limited to: <ul style="list-style-type: none"> ▪ Artificial insemination ▪ Obstetrical care ▪ Labor or delivery ▪ Prescription or over-the-counter drugs *See additional information on pg. 27 |
| Routine vision | Full coverage for exam: Eyeglasses selected from the Medicaid collection. *Some limitations apply. Call Member Services at (800) 605-4327 for more information. |
| Therapies: Physical therapy, occupational therapy, speech & language therapy | Full coverage— May require prior authorization from your Primary Care Provider or specialist. |
| Transportation: ambulance, specialized motor vehicle, common carrier | Full coverage of emergency and non-emergency transportation to and from a provider for a covered service. Copays: No copay for non-emergency ambulance trips No copay for transportation by specialized motor vehicle No copay by common carrier or emergency ambulance *See additional information on pg. 29 |

SERVICES COVERED BY GHC-SCW

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

GHC-SCW provides mental health and substance abuse (drug and alcohol) services to all members.

BEHAVIORAL (MENTAL) HEALTH SERVICES

GHC-SCW provides behavioral (mental) health services for GHC-SCW members. If you're interested in receiving services, call our Behavioral Health Department at **(608) 441-3290**. They'll talk to you about your needs and connect you with a health care provider.

All services provided by GHC-SCW are private.

SUBSTANCE ABUSE SERVICES:

Substance abuse treatments (drug and alcohol) are covered under BadgerCare Plus. UW Health Behavioral Health and Recovery provides substance use and addiction services for GHC-SCW members. GHC-SCW members can contact UW Health Behavioral Health and Recovery at **(608) 282-8270**. They offer services designed to assess and treat substance abuse problems. All services are private. You don't need a referral for these services.

If you need immediate help, you can call the Crisis Hotline at **(608) 282-8270** or our 24-Hour Nurse Line at **(855) 661-7350**, which is open seven days a week.

All services provided by GHC-SCW are private.

FAMILY PLANNING SERVICES

GHC-SCW provides private family planning services to all members, including people under the age of 18. If you do not want to talk to your Primary Care Provider (PCP) about family planning, call our Customer Service Department at **(800) 605-4327**. We will help you choose a GHC-SCW family planning provider who is different from your PCP.

We encourage you to get family planning services from a GHC-SCW provider. This allows us to better coordinate all your health care. However, you can also go to any family planning clinic that will accept your ForwardHealth ID card, even if the clinic is not part of GHC-SCW's provider network.

VISION SERVICES

GHC-SCW provides covered vision services, including eyeglasses; however, some limitations apply. For more information, call our Member Services Department at **(800) 605-4327**.

SERVICES COVERED BY FORWARDHEALTH

DENTAL SERVICES

Dental services are covered for you. You may get covered dental services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to www.forwardhealth.wi.gov.
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

Or, you can call ForwardHealth Member Services at **(800) 362-3002**.

You have the right to a routine dental appointment within 90 days of your request for an appointment. Call ForwardHealth Member Services at **(800) 362-3002** if you are unable to get a dental appointment within 90 days.

Call the Wisconsin non-emergency medical transportation NEMT manager at **(866) 907-1493** (or **TTY 711**) if you need help with getting a ride to or from the dentist's office. They can help with getting a ride.

If you have a dental emergency, you have the right to treatment within 24 hours of your request for an appointment. A dental emergency is severe dental pain, swelling, fever, infection or injury to the teeth. If you are having a dental emergency:

- If you already have a dentist who is with ForwardHealth:
 - Call the dentist's office.
 - Tell the dentist's office that you or your child are having a dental emergency.
 - Tell the dentist's office what the exact dental problem is. This may be something like a severe toothache or swollen face.
 - Call the NEMT manager at **(866) 907-1493** or ForwardHealth Member Services at 800-362-3002 if you need help getting a ride to or from your dental appointment.
- If you do not currently have a dentist who is with ForwardHealth:
 - Call ForwardHealth Member Services at **(800) 362-3002**. Tell them that you or your child are having a dental emergency. They can help you get dental services.
 - Tell them if you need help getting a ride to or from the dentist's office.

SERVICES COVERED BY FORWARDHEALTH (CONTINUED)

BEHAVIORAL (AUTISM) TREATMENT SERVICES

Behavioral treatment services are covered under BadgerCare Plus. Behavioral treatment services are used to treat autism. You can get autism treatment services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to www.forwardhealth.wi.gov.
2. Click on the Members link or icon in the middle section of the WW.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

Or, you can call ForwardHealth Member Services at **(800) 362-3002**.

CHIROPRACTIC SERVICES

Chiropractic services are covered under BadgerCare Plus. You can get chiropractic services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to www.forwardhealth.wi.gov.
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

Or, you can call ForwardHealth Member Services at **(800) 362-3002**.

TRANSPORTATION SERVICES

You can get non-emergency medical transportation (NEMT) services through Wisconsin NEMT manager. The NEMT manager arranges and pays for rides to covered services for members who have no other way to get there. NEMT can include rides using:

- Public transportation, such as a city bus
- Non-emergency ambulances
- Specialized medical vehicles
- Other types of vehicles, depending on a member's medical and transportation needs

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may be eligible for mileage reimbursement (money for gas).

You must schedule routine rides at least two business days before your appointment. Call the NEMT manager at **(866) 907-1493** (or **TTY 711**), Monday through Friday, from 7 a.m. until 6 p.m. You may also schedule rides for urgent appointments. A ride to an urgent appointment will be provided in three hours or less.

PHARMACY BENEFITS

You may get a prescription from a GHC-SCW provider, specialist or dentist. You can get covered prescriptions and certain over-the-counter items at any pharmacy that will accept your ForwardHealth ID card.

You may have copayments or limits on covered medications. If you cannot afford your copayments, you can still get your prescriptions.

If you have any questions about the medications covered under BadgerCare Plus or medication copayments, contact ForwardHealth Member Services at **(800) 362-3002**.

SERVICES NOT COVERED BY BADGERCARE PLUS

The services below are not covered under BadgerCare Plus.

- Services that are not medically necessary
- Services that have not been approved by GHC-SCW or your Primary Care Provider when approval is required
- Normal living expenses like rent or mortgage payments, food, utilities, entertainment, clothing, furniture, household supplies and insurance
- Experimental or cosmetic services or procedures
- Infertility treatments or services
- Reversal of voluntary sterilization
- Inpatient mental health stays in institutional settings for members ages 22-64, unless provided for less than 15 days instead of traditional treatment
- Room and board



CARE MANAGEMENT

As a member of GHC-SCW, you may be asked to talk with a trained staff member about your health care needs. GHC-SCW will contact you within the first 60 days of enrolling with GHC-SCW to schedule a time to talk about your medical history and the care you need. It is very important that you talk with us so that you can get the care and services you need. If you have questions or would like to contact GHC-SCW directly to schedule a time to talk about your health care needs, please call our Care Management Department at **(608) 257-5294**.

If you have complex health needs, you may benefit from Case Management if you have any of the following conditions:

- If you have Heart Disease and Diabetes
- If you struggle with alcohol, opioids or other recreational drugs
- If you're over 18 years old, have had a psychiatric admission AND struggle with other health conditions
- If your child is under 18 years old and has been admitted for psychiatric reasons
- If you're pregnant and at risk of having a poor birth outcome

Complex Case Management services are free and voluntary. You can end services at any time. You don't need to get a referral for services. The services are short-term and last up to one year.

IN LIEU OF SERVICE OR SETTING

GHC-SCW may cover some services or care settings that are not normally covered in Wisconsin Medicaid. These services are called "in lieu of" services or settings.

The following in lieu of services or settings are covered under BadgerCare Plus or Medicaid SSI:

- Inpatient mental health services in an institute of mental disease (IMD) for a person 22-64 years of age for no more than 15 days during a month.
- Sub-acute community-based clinical treatment (short-term residential mental health services).

Deciding if an "in lieu of" service or setting is right for you is a team effort. GHC-SCW will work with you and your provider to help you make the best choice. You have a right to choose not to participate in one of these settings or treatments.

HOW CAN A CASE MANAGER HELP YOU?

A Case Manager:

- Works to improve your quality of life, your ability to function and overall health.
- Helps you navigate the complex care system.
- Helps you understand your health insurance benefits so you'll get the most from your coverage.
- Answer questions about your health care.
- Helps you access the community resources you need to live better.
- Support you and reinforce your treatment and therapies.

BETTER TOGETHERSM



GETTING THE HEALTH CARE YOU NEED

CARE MANAGEMENT (CONTINUED)

GHC-SCW Case Managers believe in taking a holistic approach to health care. They'll work with you to create a care plan just for you. Your care plan will help you set priorities and achieve your maximum health potential. Your Case Manager, your care team and health care providers work together to ensure you receive high-quality care.

GETTING A SECOND MEDICAL OPINION

If you disagree with your provider's treatment recommendations, you may be able to get a second medical opinion. Contact your provider or our Member Services Department at **(800) 605-4327** for information.

MAINTAINING YOUR BADGERCARE PLUS COVERAGE

OTHER INSURANCE

Tell your providers if you have other insurance in addition to BadgerCare Plus. Your providers must bill your other insurance before billing GHC-SCW. If your GHC-SCW provider does not accept your other insurance, call the HMO Enrollment Specialist at **(800) 291-2002**. They can tell you how to use both insurance plans.

IF YOU MOVE

If you are planning to move, contact your county or tribal agency. If you move to a different county, you must also contact the county or tribal agency in your new county to update your eligibility for BadgerCare Plus or Medicaid SSI.

If you move out of GHC-SCW's service area [Dane, Columbia, Iowa, Jefferson, Grant or Sauk County], call the HMO Enrollment Specialist at **(800) 291-2002**. They will help you choose a new HMO that serves your new area.

CHANGES IN YOUR MEDICAID COVERAGE

If you have moved from ForwardHealth or a BadgerCare Plus HMO to a new BadgerCare Plus HMO, then you have the right to:

- Continue to see your current providers and access your current services for up to 90 days. Please call your new HMO when you enroll to let them know who your provider is. If this provider is still not in the HMO network after 90 days, you will choose a new provider that is in the HMO network.
- Get services that you need to avoid serious health risk or hospitalization.

Call GHC-SCW Member Services at **(800) 605-4327** for more information about changes in your coverage.

HMO EXEMPTIONS

GHC-SCW is a health maintenance organization, or HMO. HMOs are insurance companies that offer services from select providers.

Generally, you must enroll in an HMO to get health care benefits through BadgerCare Plus and Medicaid SSI. An HMO exemption means you don't have to join an HMO to get your BadgerCare Plus or Medicaid SSI benefits. Most exemptions are granted for only a short period of time. It's usually to allow you to complete a course of treatment before you are enrolled in an HMO. If you think you need an exemption from HMO enrollment, call the HMO Enrollment Specialist at **(800) 291-2002** for more information.

ENDING YOUR GHC-SCW MEMBERSHIP

You may switch HMOs for any reason during your first 90 days of enrollment in GHC-SCW. After your first 90 days, you will be “locked in” to enrollment in GHC-SCW for the next nine months. You will only be able to switch HMOs once this “lock-in” period has ended unless your reason for ending your membership in GHC-SCW is one of the reasons described below:

- You have the right to switch HMOs, without cause, if the Wisconsin Department of Health Services (DHS) imposes sanctions or temporary conditions on GHC-SCW.
- You have the right to end your membership with GHC-SCW at any time if:
 - You move out of GHC-SCW’s service area.
 - GHC-SCW does not, for moral or religious objections, cover a service you want.
 - You need one or more services performed at the same time and you can’t get them all within the provider network. This applies if your provider determines that getting the services separately could put you at unnecessary risk.
 - Other reasons, including poor quality of care, lack of access to covered services or lack of access to providers experienced in dealing with your care needs.

If you choose to switch HMOs or disenroll from the BadgerCare Plus program completely, you must continue to get health care services through GHC-SCW until your membership ends.

For more information about how to switch HMOs or to disenroll from BadgerCare Plus completely, contact the HMO Enrollment Specialist at **(800) 291-2002**.

GRIEVANCES

WHAT IS A GRIEVANCE?

You have a right to file a grievance if you are unhappy with our plan or providers. A grievance is any complaint about GHC-SCW or a network provider that is not related to a decision GHC-SCW made about your health care services. You might file a grievance about things like the quality of services or care, rudeness from a provider or an employee and not respecting your rights as a member.

WHO CAN FILE A GRIEVANCE?

You can file a grievance. An authorized representative, a legal decision maker or a provider can also file a grievance for you. We will contact you for your permission if an authorized representative or provider files a grievance for you.

WHEN CAN I FILE A GRIEVANCE?

You (or your representative) can file a grievance at any time.

HOW DO I FILE A GRIEVANCE WITH GHC-SCW?

Call GHC-SCW BadgerCare Plus Advocate at **(608) 662-4991** or write to us at the following address if you have a grievance:

GHC-SCW Administration

ATTN: Member Services Appeal Representative

1265 John Q Hammons Dr.
Madison, WI 53717

If you file a grievance with GHC-SCW, you will have the opportunity to appear in-person in front of GHC-SCW's Grievance and Appeal Committee. GHC-SCW will have 30 days from the date the grievance is received to give you a decision resolving the grievance.

WHO CAN HELP ME FILE A GRIEVANCE?

GHC-SCW's BadgerCare Plus Advocate can work with you to solve the problem or help you file a grievance.

If you want to talk to someone outside GHC-SCW about the problem, you can call the Wisconsin HMO Ombuds Program at **(800) 760-0001**. The Ombuds Program may be able to help you solve the problem or write a formal grievance to GHC-SCW. If you are enrolled in a Medicaid SSI Program, you can also call the SSI External Advocate at **(800) 928-8778** for help with filing a grievance.

GRIEVANCES (Continued)

WHAT IF I DISAGREE WITH GHC-SCW'S RESPONSE?

If you don't agree with GHC-SCW's response to your grievance, you can request a review of your grievance with the Wisconsin Department of Health Services (DHS).

Write to: **BadgerCare Plus and Medicaid SSI**
HMO Ombuds
P.O. Box 6470
Madison, WI 53716-0470

Or call: **(800) 760-0001**

WILL I BE TREATED DIFFERENTLY IF I FILE A GRIEVANCE?

You will not be treated differently from other members because you file a complaint or grievance. Your health care and benefits will not be affected.

APPEALS

WHAT IS AN APPEAL?

You have a right to request an appeal if you are unhappy with a decision made by GHC-SCW. An appeal is a request for GHC-SCW to review a decision that affects your services. These decisions are called adverse benefit determinations.

An **adverse benefit determination** is any of the following:

- GHC-SCW plans to stop, suspend or reduce a service you are currently getting.
- GHC-SCW decides to deny a service you asked for.
- GHC-SCW decides not to pay for a service.
- GHC-SCW asks you to pay an amount that you don't believe you owe.
- GHC-SCW decides to deny your request to get a service from a non-network provider when you live in a rural area with only one HMO.
- GHC-SCW does not arrange or provide services in a timely manner.
- GHC-SCW does not meet the required timeframes to resolve your grievance or appeal.

GHC-SCW will send you a letter if you have received an adverse benefit determination.

WHO CAN FILE AN APPEAL?

You can request an appeal. An authorized representative, a legal decision maker or a provider can also file an appeal for you. We will contact you for your permission if an authorized representative or provider requests an appeal for you.

WHEN CAN I FILE AN APPEAL?

You (or your representative) must request an appeal within 60 days of the date on the letter you get describing the adverse benefit determination.

HOW DO I FILE AN APPEAL WITH GHC-SCW?

If you would like to appeal an adverse benefit determination, you can call the GHC-SCW Member Services at **(608) 828-4853** or **(800) 605-4327** or write to the following address:

GHC-SCW Administration

ATTN: Member Services Appeal Representative

1265 John Q Hammons Dr.
Madison, WI 53717

If you request an appeal with GHC-SCW, you will have the opportunity to appeal in-person or via telephone in front of GHC-SCW's Grievance and Appeal Committee. Once your appeal is requested, GHC-SCW will have 30 calendar days to give you a decision.

APPEALS (CONTINUED)

WHAT IF I CAN'T WAIT 30 DAYS FOR A DECISION?

If you or your doctor think that waiting 30 days could seriously harm your health or ability to perform your daily activities, you can request a fast appeal. If GHC-SCW agrees that you need a fast appeal, you will get a decision within 72 hours.

WHO CAN HELP ME REQUEST AN APPEAL?

If you need help writing a request for an appeal, please call your GHC-SCW BadgerCare Plus Advocate at **(608) 662-4991**.

If you want to speak with someone outside GHC-SCW, you can call the BadgerCare Plus and Medicaid SSI Ombuds at **(800) 760-0001**. If you are enrolled in a Medicaid SSI Program, you can also call the SSI External Advocate at **(800) 708-3034** for help with your appeal.

CAN I CONTINUE TO GET THE SERVICE DURING MY APPEAL?

If GHC-SCW decides to stop, suspend or reduce a service you are currently getting, you have the right to ask to keep getting your service during your appeal. You'll have to mail, fax or email your request within a certain timeframe, whichever is later:

- On or before the date GHC-SCW plans to stop or reduce your service
- Within 10 days of getting notice that your service will be reduced

If GHC-SCW's decision about your appeal is not in your favor, you might have to pay GHC-SCW back for the service you got during the appeal process.

WILL I BE TREATED DIFFERENTLY IF I REQUEST AN APPEAL?

You will not be treated differently from other members because you request an appeal. The quality of your health care and other benefits will not be affected.

WHAT IF I DISAGREE WITH GHC-SCW'S DECISION ABOUT MY APPEAL?

You can request a fair hearing with the Wisconsin Division of Hearing and Appeals if you disagree with GHC-SCW's decision about your appeal. Learn more about fair hearings below.

FAIR HEARINGS

WHAT IS A FAIR HEARING?

A fair hearing is a review of GHC-SCW's decision on your appeal by an Administrative Law Judge in the county where you live. You must appeal to GHC-SCW first before requesting a fair hearing.

WHEN CAN I REQUEST A FAIR HEARING?

You must request a fair hearing within 90 days of the date you get GHC-SCW's written decision about your appeal.

HOW DO I REQUEST A FAIR HEARING?

If you want a fair hearing, send a written request to:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

You have the right to be represented at the hearing, and you can bring a friend for support. If you need a special arrangement for a disability or for language translation, please call (608) 266-7709.

WHO CAN HELP ME REQUEST A FAIR HEARING?

If you need help writing a request for a fair hearing, please call the BadgerCare Plus and Medicaid SSI Ombuds at **(800) 760-0001**. If you are enrolled in a Medicaid SSI Program, you can also call the SSI External Advocate at **(800) 708-3034** for help.

CAN I KEEP GETTING THE SERVICE DURING MY FAIR HEARING?

If GHC-SCW decides to stop, suspend or reduce a service you are currently getting, you have the right to ask to keep getting your service during your GHC-SCW appeal and fair hearing. You'll have to request that the service continue during your fair hearing, even if you already requested to continue the service during your GHC-SCW appeal. You'll have to mail, fax or email your request within a certain timeframe, whichever is later:

- On or before the date GHC-SCW plans to stop or reduce your service
- Within 10 days of getting notice that your service will be reduced

If the administrative law judge's decision is not in your favor, you might have to pay GHC-SCW back for the service you got during the appeal process.

WILL I BE TREATED DIFFERENTLY IF I REQUEST A FAIR HEARING?

You will not be treated differently from other members because you request a fair hearing. The quality of your health care and other benefits will not be affected.

COMPLETING AN ADVANCE DIRECTIVE, LIVING WILL, OR POWER OF ATTORNEY FOR HEALTH CARE

You have the right to give instructions about what you want done if you are not able to make decisions for yourself. Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen in these situations. This means you can develop an “advance directive.”

There are different types of advance directives and different names for them. Documents called “living will” and “power of attorney for health care” are examples of advance directives.

You decide whether you want an advanced directive. Your providers can explain how to create and use an advance directive. But, they cannot force you to have one or treat you differently if you don’t have one.

Contact your provider if you want to know more about advance directives. You can also find advance directive forms on the Wisconsin Department of Health Service (DHS) website at <https://www.dhs.wisconsin.gov/forms/advdirectives>.

You have the right to file a grievance with the DHS Division of Quality Assurance if your advance directive, living will or power of attorney wishes are not followed. You can get help filing a grievance by calling the DHS Division of Quality Assurance at **(800) 642-6552**.

NEW TREATMENTS AND SERVICES

GHC-SCW has a process for reviewing new types of services and treatments. As part of the review process, GHC-SCW reviews scientific studies and standards of care to make sure new treatments or services are safe and helpful and look at whether the government has approved the treatment or service.



YOUR RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

YOU HAVE A RIGHT TO GET INFORMATION IN A WAY THAT WORKS FOR YOU. THIS INCLUDES:

- Your right to have an interpreter with you during any BadgerCare Plus covered service.
- Your right to get this member handbook in another language or format.

YOU HAVE A RIGHT TO BE TREATED WITH DIGNITY, RESPECT AND FAIRNESS AND WITH CONSIDERATION FOR PRIVACY. THIS INCLUDES:

- Your right to be free from discrimination. GHC-SCW must obey laws that protect you from discrimination and unfair treatment. GHC-SCW provides covered services to all eligible members regardless of the following:
 - Age
 - Color
 - Disability
 - National origin
 - Race
 - Sex
 - Religion
 - Sexual orientation
 - Gender identity

All medically necessary, covered services are available and will be provided in the same manner to all members. All persons or organizations connected with GHC-SCW that refer or recommend members for services shall do so in the same manner for all members.

- Your right to be free from any form of restraint or seclusion used to coerce, discipline, be convenient or retaliate. This means you have the right to be free from being restrained or forced to be alone to make you behave in a certain way, to punish you or because someone finds it useful.
- Your right to privacy. GHC-SCW must follow laws protecting the privacy of your personal and health information. See GHC-SCW's Notice of Privacy Practices for more information.

YOU HAVE THE RIGHT TO GET HEALTH CARE SERVICES AS PROVIDED FOR IN FEDERAL AND STATE LAW. THIS INCLUDES:

- Your right to have covered services be available and accessible to you when you need them. When medically appropriate, services must be available 24 hours a day, seven days a week.



YOUR RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS (CONTINUED)

YOU HAVE A RIGHT TO MAKE DECISIONS ABOUT YOUR HEALTH CARE. THIS INCLUDES:

- Your right to get information about treatment options, regardless of cost or benefit coverage.
- Your right to accept or refuse medical or surgical treatment and participate in making decisions about your care.
- Your right to plan and direct the types of health care you may get in the future if you become unable to express your wishes. You can make these decisions by completing an advance directive, living will or power of attorney for health care. See more information on page 40, Completing an Advance Directive, Living Will, Or Power Of Attorney For Health Care.
- Your right to a second opinion if you disagree with your provider's treatment recommendation. Call Customer Service for more information about how to get a second opinion.

YOU HAVE A RIGHT TO KNOW ABOUT OUR PROVIDERS AND ANY PHYSICIAN INCENTIVE PLANS GHC-SCW USES. THIS INCLUDES:

- Your right to ask if GHC-SCW has special financial arrangements (physician incentive plans) with our physicians that can affect the use of referrals and other services you might need. To get this information, call our Member Services Department at **(800) 605-4327** and request information about our physician payment arrangements.
- Your right to request information about GHC-SCW providers, including the provider's education, board certification and recertification. To get this information, call our Member Services Department at **(800) 605-4327**.

YOU HAVE A RIGHT TO ASK FOR COPIES OF YOUR MEDICAL RECORDS FROM YOUR PROVIDER.

- You may correct inaccurate information in your medical records if your doctor agrees to the correction.
- Call **(608) 662-4988** for assistance with requesting a copy or change to your medical records. Please note that you may have to pay to copy your medical records.

YOU HAVE A RIGHT TO BE INFORMED ABOUT ANY MEDICAID COVERED BENEFITS THAT ARE NOT AVAILABLE THROUGH GHC-SCW BECAUSE OF MORAL OR RELIGIOUS OBJECTION. THIS INCLUDES:

- Your right to be informed of how to access these services through ForwardHealth using your ForwardHealth card.
- Your right to disenroll from GHC-SCW if GHC-SCW does not cover a service you want because of moral or religious objections.

YOU HAVE A RIGHT TO FILE A COMPLAINT, GRIEVANCE OR APPEAL IF YOU ARE DISSATISFIED WITH YOUR CARE OR SERVICES. THIS INCLUDES:

- Your right to request a fair hearing if you are dissatisfied with GHC-SCW's decision about your appeal or if GHC-SCW does not respond to your appeal in a timely manner.
- Your right to request a Department of Health Services grievance review if you are unhappy with GHC-SCW's decision about your grievance or if GHC-SCW does not respond to your grievance in a timely manner.
- For more information on how to file a grievance, appeal or fair hearing, see pages 35-39, Filing a Grievance or Appeal.



YOUR RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS (CONTINUED)

YOU HAVE THE RIGHT TO RECEIVE INFORMATION ABOUT GHC-SCW, ITS SERVICES, ITS PRACTITIONERS, PROVIDERS AND MEMBER RIGHTS AND RESPONSIBILITIES. THIS INCLUDES:

- Your right to know about any big changes with GHC-SCW at least 30 days before the effective date of the change.

YOU HAVE A RIGHT TO BE FREE TO EXERCISE YOUR RIGHTS WITHOUT NEGATIVE TREATMENT BY GHC-SCW AND ITS NETWORK PROVIDERS. THIS INCLUDES:

- Your right to make recommendations about GHC-SCW's Member Rights and Responsibilities Policy.

YOUR RESPONSIBILITIES

- You have a responsibility to provide the information that GHC-SCW and its providers need to provide care.
- You have a responsibility to let GHC-SCW know how best to contact and communicate with you. You have a responsibility to respond to communications from GHC-SCW.
- You have a responsibility to follow plans and instructions for care that you have agreed to with your providers.
- You have a responsibility to understand your health problems and participate in creating treatment goals with your providers.

For a full list of your Rights and Responsibilities, visit ghcscw.com and search "Rights and Responsibilities." If you would like a copy of your Rights and Responsibilities, please call Member Services at **(608) 828-4853**, toll-free at **(800) 605-4327** or send an email to member_services@ghcscw.com.

FRAUD AND ABUSE

Healthcare fraud, waste and abuse (FWA) is a national issue that even impacts GHC-SCW. We seek to uphold the highest ethical standards when providing care and services to our members. However, preventing FWA is an organizational effort that requires every employee, member, insurance agent and provider to be knowledgeable about what FWA involves and looks like.

If you suspect fraud or abuse of the Medicaid program, you may report it. Please go to www.reportfraud.wisconsin.gov.

You can also report fraud, waste or abuse to GHC-SCW. Please visit ghcscw.com/fraud-waste-abuse.



WHERE TO GO FOR EMERGENCY AND URGENT CARE

LEGEND

 Emergency Care  Urgent Care


COLUMBIA COUNTY


Portage


  Aspirus Divine Savior Hospital
(608) 742-4131

DANE COUNTY

Madison


 GHC-SCW Urgent Care Clinic at Capitol Clinic
(608) 442-8100

 UnityPoint Health - Meriter Hospital
(608) 417-6000


 UW Health - East Madison Hospital
(608) 440-6252

 UW Health University Hospital
(608) 262-2398



McFarland

 Stoughton Health
(608) 838-8242

Oregon


 Stoughton Health
(608) 835-5373

Stoughton



  Stoughton Hospital
(608) 873-6611

GRANT COUNTY



Boscobel

  Gunderson Boscobel Area Hospital
(608) 375-4112

Lancaster



  Grant Regional Health Center
(608) 723-2143

Platteville

  Southwest Health Hospital
(608) 348-2331



IOWA COUNTY

Dodgeville

  Upland Hills Health Hospital
(608) 930-8000



JEFFERSON COUNTY

Fort Atkinson

  Fort Memorial Hospital
(920) 568-5000



JUNEAU COUNTY

Mauston

  Mile Bluff Medical Center
(608) 847-6161



LAFAYETTE COUNTY

Darlington

  Memorial Hospital of Lafayette County
(608) 776-4466



ROCK COUNTY



Edgerton

  Edgerton Hospital
(608) 561-6680

SAUK COUNTY

Reedsburg

  Reedsburg Area Medical Center
(608) 524-6487

  Sauk Prairie Hospital
(608) 643-3311

GHC-SCW Urgent Care

Anytime you need medical care (except for emergencies), you should first call your primary care clinic for an available appointment. If you need medical care after normal primary care clinic hours, call the GHC-SCW urgent care clinic to schedule an appointment:

(608) 442-8100

675 W. Washington Ave.,
Madison, WI 53703

Mon - Fri: 8 a.m. - 9 p.m.
Sat - Sun: 9 a.m. - 9 p.m.

GHC-SCW Important Contact Information

Member Services Department
(608) 828-4853 or
(800) 605-4327 (toll-free)
Mon- Fri: 8 a.m. - 5 p.m.

GHC NurseConnect
(855) 661-7350
24 Hours a Day, 7 Days a Week

Behavioral Health Department
To schedule an appointment, call
(608) 441-3290

Eye Care Center
(608) 257-7328
Mon- Fri: 7:30 a.m. - 5 p.m.

BadgerCare Plus Advocate
(608) 251-4156 ext. 4991
Mon- Fri: 8 a.m. - 5 p.m.

 Learn more about these clinics by visiting ghcscw.com/find-a-provider

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

Please clip and keep as a quick reference.



 **Group Health Cooperative**

of South Central Wisconsin