



Spring
2025

House *Call*

TOGETHER, BETTER IS POSSIBLE



2025 Annual Meeting

Registration is now open, along with voting for the 2025 Board of Directors. Learn more about this year's candidates.

Olin Clinic Opening

Learn more about our new Behavioral Health clinic, which replaced the former clinic on Regent Street in April.

Understanding Costs

We have several tools you can use to understand your health care costs to help you avoid unexpected bills.

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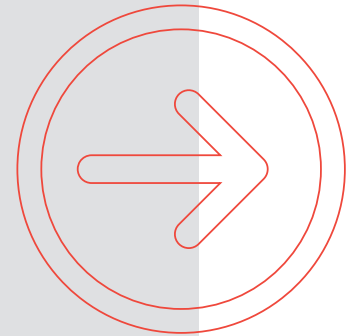
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COMMUNITY INVOLVEMENT

GHC-SCW is dedicated to building stronger communities through our Partnership and Community Giving programs, which embody our “Together, Better is Possible” philosophy. Visit ghcscw.com/impact to view our full Community Giving Report.



Adopt-A-School Holiday Gift Giving



Access Community Health Dinner



One Walk, Big Strides for Autism



Madison Children's Museum Partnership

From the Desk of

MARK HUTH, MD



**Your Voice. Your Vote.
Your Cooperative.**

At Group Health Cooperative of South Central Wisconsin, we believe that the best health care systems are the ones where people have a voice. That's why every year, we invite you to take part in two

important traditions that set our member-owned Cooperative apart: our annual **Board of Directors and Nominations Committee elections** and our **Annual Membership Meeting**.

This year's Annual Meeting will be held virtually on **Thursday, June 26, 2025**, and we hope you'll join us. The meeting is a chance to hear directly from Cooperative leadership and learn more about how GHC-SCW performed in 2024. I'm proud to share that we had a strong financial year and made meaningful investments in expanding access to care and improving member experiences. Together with our staff and provider teams, we continue working toward a healthier future for our members and our community.

Our Board of Directors and Nominations Committee elections run through June 22, and your vote matters. Each vote helps shape the direction of GHC-SCW as we continue building on our mission. Inside this newsletter, you'll find bios for eight Board of Directors candidates. This year, candidates also had the option to submit short video nomination statements. Scan the QR code next to their bio in this newsletter to hear directly from the candidates before casting your vote.

Visit ghcscw.com/vote to RSVP, cast your vote and review annual meeting materials such as the annual report, community giving report and more.

In this HouseCall issue, you'll also find stories about the grand opening of our new Behavioral Health clinic on Olin Avenue, a helpful guide on understanding health care costs and coverage and instructions on how to opt in to receive feedback surveys by text.

Thank you for being an important part of our community and placing your trust in us. Your voice, your vote and your engagement in your Cooperative make us stronger.

// *Your voice, your vote and your engagement in your Cooperative make us stronger.* //

We are proud to be **Better Together** with you.

Sincerely,

Mark Huth, MD
President & Chief Executive Officer
Group Health Cooperative of South Central Wisconsin



ANNUAL MEETING

2025 Annual Meeting & ELECTION

Your Cooperative holds an **Annual Membership Meeting** so your voice can be heard. This year, the meeting will be held virtually. Attendees of the virtual Annual Meeting will be eligible for a prize drawing, so don't miss out. Make sure to register and join us!



When:
June 26, 2025
Time: 5:30 p.m.



Where:
Virtual



Register:
ghcscw.com/vote

Annual Meeting materials, including a copy of the 2024 Annual Meeting Minutes, can be found online at ghcscw.com/vote.

The 2025 ballot will include Board of Directors candidate voting as well as proposals to approve the 2024 Annual Meeting Minutes and the 2026 Nominations Committee candidates. If you have trouble accessing the minutes, registering, voting or wish to submit a question prior to the annual meeting, please email annualmeeting@ghcscw.com or call (608) 662-4183.

All eligible GHC-SCW voting members may now vote online or by mail-in paper. Voting begins on **Wednesday, May 28, 2025, at 8:00 a.m.** and closes on **Sunday, June 22, 2025, at 11:59 p.m.**

Visit ghcscw.com/vote to cast your online vote. All you need to cast an electronic ballot is your full name, email address and your home zip code.

You may still request a paper ballot to vote before the virtual Annual Membership Meeting. Requests for a paper ballot must be in writing and include your name, GHC-SCW member number, address and date.

Mail to: GHC-SCW Administration
c/o Daniela Annen
P.O. Box 44971
Madison, WI 53744-4971

Completed paper ballots must be received no later than **Sunday, June 22, 2025**, in a sealed envelope bearing the signature of the member on the outside of the envelope.



**ALL VOTING
CLOSES BY END
OF THE DAY
ON SUNDAY,
JUNE 22, 2025.**

2025 BOARD OF DIRECTOR CANDIDATES:

This year, there are eight candidates running to fill four open positions on the GHC-SCW Board of Directors. Read their profiles or watch their candidate videos to get to know your 2025 board member candidates!



**Courtney
Berner**



**Chassitti
Clark**



**John
Flanery**



**Amie
Goldman**



**Nanette
Hensen**



**Jake
Jolman**



**Caitlyn
Liu**



**Brandon
Pittser**

Members wishing to serve on the Board of Directors must have already submitted an application to the GHC-SCW Nominations Committee. In keeping with the GHC-SCW bylaws, the committee reviews these applications and recommends qualified candidates to the general membership.



**Courtney
Berner**



Scan for Board
Candidate Video



My name is Courtney Berner, and I am eager to contribute my cooperative expertise and 20 years of experience in organizational development to the GHC-SCW board. As the executive director of the University of Wisconsin Center for Cooperatives, I manage a portfolio of research, outreach and education programs, including the Cooperative Governance Research Initiative, a national study on cooperative governance practices. In addition to conducting research on governance, I train and advise cooperative boards, and have direct experience serving on the boards of non-profits, foundations and co-ops. I am currently the board vice president of the Federated Youth Foundation and the Wisconsin Center for Employee Ownership, and I served as the vice president of the Willy Street Grocery Co-op board from 2013 to 2016.

I am an advocate for the cooperative model, yet what motivated me to run for the board is an appreciation for the quality of care my family has received from GHC-SCW and a desire to apply my energy and expertise to ensuring our Cooperative continues to meet the needs of its members while remaining competitive in an increasingly challenging health care environment.

I joined GHC-SCW in 2009 when I moved to Madison to start graduate school. Over the course of 16 years of membership, I have gained patient perspectives as a student, an expectant mother and a working parent. My experience at GHC-SCW has not been perfect, but I have been continually impressed by the member-centered decisions leadership has made, from investing in behavioral health and autism care to the creation of the GHC Experience Guarantee and a strong commitment to maternal health.

In addition to my professional and patient experiences, I will bring integrity, candor and an ability to dialogue productively with diverse experiences and perspectives to the role. If elected, I'll work with management and my fellow board members to continue pursuing strategic investments in our cooperative that improve the lives of staff, members and our community.



**Chassitti
Clark**
(Incumbent)



Scan for Board
Candidate Video



As a committed advocate for accessible, high-quality health care, my foremost goal is to ensure that GHC-SCW consistently prioritizes its members. Since being elected by the Cooperative in 2022, I have diligently worked to amplify the voices and address the needs of our membership, focusing on enhancing transparency, equity and innovation in health care delivery.

Guided by GHC-SCW's mission to provide comprehensive and innovative health care while upholding our Cooperative principles and values, I am dedicated to advancing policies that improve member experiences, expand access to essential services and promote holistic, patient-centered care. My professional background and leadership experience equip me to effectively navigate complex health care challenges while keeping the well-being of our members at the forefront of every decision.

I firmly believe in fostering meaningful collaboration among GHC-SCW leadership, health care providers and the communities we serve. By advocating for proactive health care solutions, preventive care initiatives and inclusive policies, I will work tirelessly to ensure that all members, regardless of background or circumstance, receive the care they deserve.

Together, we are indeed stronger. Serving on the Board enables me to drive significant change, reinforce the cooperative model and uphold GHC-SCW's commitment to high-quality, affordable health care. With your support, I will continue to champion policies and initiatives that empower our members and advance GHC-SCW's legacy of excellence.



**John
Flanery**



Scan for Board
Candidate Video



I have over 20 years of experience in FP&A and Strategy, including 15 years in senior leadership.

My passion is to create and enhance growth through quantitative analysis, process improvement and a keen eye for rooting out inefficiency. I have a strong record of building and managing high-performing teams and applying a collaborative style to drive success.

In my most recent position, I helped lead my 3k employee business unit to become the most efficient (lowest operating cost per customer) while concurrently having the highest customer satisfaction (measured by “lowest number of customer complaints”) compared to 10 other similar-sized business units.

I am excited to apply for a board position where I can help positively impact my community’s health care. In my family’s 15 years as GHC-SCW members, we have experienced great service from some excellent people, but as a “business fixer” I can’t help but think about ways to do things better and expand the GHC-SCW’s services. As technologies, capabilities and community demands evolve, so must any successful endeavor. I would truly enjoy being a part of GHC-SCW’s continued success.



**Amie
Goldman**



Scan for Board
Candidate Video



I have interacted with GHC-SCW for nearly 20 years. My appreciation for the dedicated professionals and providers at GHC-SCW first started in 2006. At that time, I was CEO of Wisconsin’s state high-risk pool and GHC-SCW’s Executive Director served on our Board of Directors and its Medical Director helped inform the development of our care management programs. Some years later, while CEO at TMG, I had the opportunity to work with GHC-SCW as an employer. We partnered to bring health insurance coverage to TMG’s 600 employees across the state of Wisconsin. It was also my first opportunity to fully understand the benefits of being a GHC-SCW member. Later, as Chief Strategy Officer of Quartz, I came to further appreciate GHC-SCW’s unique approach to care delivery and financing as a competitor. I have a passion for GHC-SCW’s mission and am grateful to once again be a GHC-SCW member.

It would be an honor to bring my nearly 30 years of experience in the financing and delivery of health care to the GHC-SCW Board of Directors. In addition to my professional experience, dedicating time to board service has long been a priority. I’ve served on multiple non-profit boards contributing to the health and well-being of Wisconsinites, including the Lussier Community Education Center, Agrace and Planned Parenthood of Wisconsin. My National Guardian Life Insurance (a mutual company) board experience has strengthened my preference for policyholder and member owned companies. My board skills are diverse having served on Finance, Audit, Governance, Executive, Development, Personnel and Quality committees.

I have a strong track record of building positive and collaborative relationships with staff, board of directors, plan members, regulators, policymakers and other stakeholders over the course of my career. My experience in guiding organizations through significant growth and change while maintaining a mission-driven focus would be an asset to the board. My career has focused exclusively on the development and delivery of high-quality, person-centered, efficient and effective health and long-term care services in Wisconsin. I hope to have the opportunity to continue that work as a member of the GHC-SCW Board of Directors.



**Nanette
Hensen**
(Incumbent)

I have been a GHC-SCW member for over 25 years and had the privilege to serve on GHC-SCW's Board of Directors for the last 9 years. Over my tenure, my areas of focus included the Finance and Audit committees, Business Development Committee and more recently, the Quality Safety & Patience Experience Committee. I also served as Board Secretary for several years.

In my 35+ years with American Family Insurance, I have held a variety of roles in Finance (financial planning & analysis), Accounting (financial statements, budget, investment accounting) and Claims (operations, planning, strategy). In my current role as financial advisor, I provide financial guidance to leaders to aid in their decision-making. The best part of my job is two-fold - I enjoy getting into the detail of developing complex financial models/analyses, and also working with talented business partners to get things accomplished. I recently was appointed clerk for the Town of Hampden which has given me the opportunity to learn about local government and to meet my neighbors. I hold a Master of Science Management in Accounting from UW Milwaukee and a Bachelor of Science in Mathematics and Economics from UW Madison. My other designations include Certified Public Accountant (inactive license), Financial Planning & Analysis Professional, Chartered Property & Casualty Underwriter, Associate in Insurance Accounting & Finance and Associate in Reinsurance.

My primary areas of focus for another term on GHC-SCW's Board include continued financial stability, innovation, best-in-class patient care, employee satisfaction, health equity, diversity and inclusion and maintaining our non-profit cooperative status. I am committed to the fiduciary responsibilities of oversight of safeguarding the organization's assets and ensuring effective governance and controls. I bring my work ethic, business acumen/experience, analytical skills project management skills and Lean experience to GHC-SCW's Board of Directors. I also bring my member's perspective as a wife and mother. I would be honored to have your vote for another term.



**Jake
Jolman**

I will be able to contribute a fresh perspective on how the Cooperative can best serve its members and ensure our members are receiving the highest quality of services possible.

WITHDRAWN



**Caitlyn
Liu**



Scan for Board
Candidate Video



As a GHC-SCW director, I will bring more than a decade of expertise in health care operations, insurance technology and strategic leadership to contribute to GHC-SCW's continued success. Early in my career, I had the pleasure of working at GHC-SCW. As an analyst in the Finance Department, I got to collaborate with the most caring clinical staff, senior leaders, technical experts and administrative workers. Everyone lived and breathed the core value of Better Together. This experience shaped how I believe health companies should operate: always put the member first.

Since then, I have worked at several other insurance organizations (both local and national) and I see a stark difference. Our country's health care landscape is ruled by mega-corporations happy to make a quick buck at the expense and long-term health of its customers, where any mention of patient experience exists simply as lip service.

By contrast, since its founding, GHC-SCW has been a vanguard of cutting-edge ideas, such as: customers have ownership in their own health care, early adoption of a sustainable cost saving model by emphasizing disease prevention and deliberately building a flat organization structure that highlights transparency and accountability. Recognizing GHC-SCW's history as an industry mold-breaker, I will do everything in my power as a director to strengthen our legacy, broadening GHC-SCW's beacon of what primary care can and should be.

As a board member, I aim to grow GHC-SCW through innovation and lead the company through uncertain times. With my leadership experience in insurance technology, I am deeply committed to fostering a culture of continuous improvement and using data-driven strategies to enhance service delivery and patient care. My background in advanced analytics, risk management and clinical performance improvement gives me unique perspective in identifying opportunities for process optimization and better aligning services with the evolving needs of our patients and our providers. Last, but not least, as a young Chinese immigrant and woman of color, I pledge to advocate and be a voice for members from underrepresented minority backgrounds.



**Brandon
Pittser**



Scan for Board
Candidate Video



As a leader in one of Madison's eminent impact-oriented tech businesses, I represent a vital class of GHC-SCW clientele with strong and sometimes divergent opinions about how health care is administered.

My history as both a communicator and a businessperson has equipped me with the necessary talent in synthesis, articulation and negotiation to advocate for the needs of my peers in balance with the needs of my neighbors.

2026 NOMINATIONS COMMITTEE CANDIDATE PROFILES

The Nominations Committee is tasked with selecting candidates to serve on the Board who are eligible and qualified to serve as directors. There are currently three open positions on the 2026 Nominations Committee. Members will be asked to approve the three Nominations Committee candidates on the 2025 ballot.

Visit ghcscw.com/vote to vote and approve the 2026 Nominations Committee candidates listed below.



Ruth Brill

I spent 37 1/2 years as a career employee of the Wisconsin Department of Transportation (DOT) and retired as lead worker in the Research and Information Unit of the Bureau of Vehicle Registration. My reputation is as a problem-solver. Interpersonal disputes sometimes lead to morale and productivity issues; that's why it's important to identify if a problem is at the core and recommend changes that solve the problem. I served six years on the Red Cross Blood Board, six years on the City/County Basic Needs Committee and 37 years on the Martin Luther King Coalition (currently Dinner Committee Chair). I retired from the DOT in 2008 and went on to work seven years as a part-time substitute teacher in a Spanish immersion day care (Cultured Kids of Madison), retiring for good when Covid hit.



← Scan for Nominations Committee Candidate Video



David Jenkins

I want GHC-SCW to continue to thrive. It and other health care institutions face Medicaid cuts, mergers, unionization and other challenges.



Kate Karre

I'm a passionate HR leader that enjoys creating and nurturing workplace cultures where employees thrive. I have experience building HR functions from the ground up and leading organizations like the Junior League of Madison where I combine strategic vision with hands-on expertise to help fulfill the organization's goals. I believe deeply in fostering environments centered on engagement, authenticity and belonging.

When I'm not at work, you'll find me volunteering with the Junior League of Madison, diving into a great book or enjoying a quiet moment with a latte and a furry friend.



← Scan for Nominations Committee Candidate Video

NEWS & NOTES

Introducing
OLIN CLINIC
208 E OLIN AVE
SUITE 105
MADISON, WI 53713

A New Home for GHC-SCW Behavioral Health **OLIN CLINIC NOW OPEN**

In April, GHC-SCW officially opened the doors to our new Behavioral Health clinic on Olin Avenue in Madison. This expanded location replaced our Capitol Regent Behavioral Health Clinic and has already begun welcoming patients into a brighter, more spacious environment designed for healing and growth.

The Olin Clinic features 24 individual offices, two group rooms and space for our expanding Autism Services. This summer, we will launch both Occupational Therapy and Speech-Language Services for members with Autism Spectrum Disorder (ASD).

With this move, our entire behavioral health team, including outpatient therapy, psychiatry, triage, crisis care and SPARC (Strategies to Promote Attention and Resilience Clinic) came together under one roof for the first time.

We selected the Olin Avenue location for its convenient access, safety and the opportunity to design a modern, adaptable clinic that supports our mission of delivering high-quality, compassionate care.

As part of this transition, GHC-SCW honored the memory of LuAnne Rosa, a beloved psychiatric nurse practitioner who passed away in 2022, by dedicating one of the clinic's group rooms in her name. LuAnne's warmth, advocacy and commitment to vulnerable populations continues to inspire our work.

This new chapter in behavioral health care reflects GHC-SCW's commitment to meeting our community's growing mental health needs now and into the future.



WE'RE NOW ON

Instagram

FOLLOW ALONG FOR UPDATES, SEE THE GREAT THINGS OUR CLINICS AND STAFF ARE DOING, ENGAGE WITH US AND MORE.

FOLLOW US AT @GHCSCW

Patient After-Visit Surveys

OPTING IN FOR TEXT MESSAGE NOTIFICATIONS


Members can now receive text message notifications about their patient after-visit surveys that are available. Completing these surveys is an easy and convenient way to share feedback with GHC-SCW.

At GHC-SCW, we want our patients to have the best possible experience when they turn to us for care. Our patient experience surveys help us learn how we can improve that experience. Sharing the provider ratings from those surveys on our provider search tool is part of our commitment to providing the information you need to make important decisions about your health and care.

Follow these instructions to opt-in:

Your Menu


Account Settings

 Communication Preferences

Patient after-visit Survey

Text Message

Opt in or out of after-visit patient surveys.

 Text Message


1 of 1 Notifications turned on

☐

Patient after-visit Survey

Text Message

Opt in or out of after-visit patient surveys.

 Text Message

1 of 1 Notifications turned on

☒

Save Changes

1

Log in into your GHCMYChartSM

2

In the Menu, select "Communication Preferences"

3

Expand the "Patient after-visit Survey" section

4

Toggle the "Text Message" button to ON

5

Select "Save Changes"

➔ TOGETHER, BETTER IS POSSIBLE

11



Growing into Spring

HOW TO CREATE THE PERFECT GARDEN THIS SEASON

Spring is finally here, and there's no better time to dig into the joy of gardening. Whether you have a spacious backyard or just a cozy porch, cultivating your own garden is a rewarding way to embrace the season, reduce stress and even grow your own food or flowers. Let's explore how you can get started, no matter the size of your space.

BACKYARD GARDEN

CULTIVATING A GREEN OASIS

A backyard garden offers ample space and flexibility. Whether you're dreaming of rows of vegetables or a peaceful retreat, the possibilities are endless.

1. **Choose Your Garden Type:** Start by deciding what you want to grow. Are you more interested in fresh produce, herbs or decorative plants? Popular spring vegetables include lettuce, spinach, carrots and peas. If you're going for flowers, think tulips, daffodils, pansies and marigolds. These are great for seasonal color and relatively low-maintenance.
2. **Prepare the Soil:** Spring is the time to prep! Clear weeds and debris, then enrich the soil with compost or organic fertilizer. Testing your soil's pH can help you tailor nutrients for optimal plant health.
3. **Plan the Layout:** Consider sun exposure, plant spacing and companion planting (e.g., basil near tomatoes). Raised beds or designated plots make maintenance easier and improves drainage.
4. **Water Wisely:** Spring showers help, but as temperatures rise, ensure your garden gets about 1 inch of water per week. Early morning watering is best to prevent disease and evaporation.

PORCH GARDEN

SMALL SPACE, BIG IMPACT

No backyard? No problem. A porch or balcony garden can be just as lush and rewarding, perfect for apartment dwellers or anyone tight on space.

1. **Pick the Right Containers:** Use pots, window boxes, hanging baskets or vertical planters. Make sure each container has drainage holes and is large enough for the root system of your plants.
2. **Maximize Vertical Space:** Think up instead of out. Install wall planters, trellises or shelves to stack herbs and flowers. Vining plants, like cherry tomatoes or climbing peas, thrive in these setups.
3. **Choose Space-Savvy Plants:** Compact, container-friendly plants include:

Herbs: Basil, thyme and rosemary

Salad greens: Lettuce, arugula and kale

Flowers: Petunias, geraniums and begonias

4. **Mind the Light:** Evaluate how much sun your porch gets. South-facing areas are ideal for sun-loving plants, while shady porches are better for greens and shade-tolerant flowers.

Understanding Your Health Care Costs



WHAT'S COVERED, WHAT'S SHARED

When it comes to health insurance, one of the most common questions we hear from members is: “Will I have to pay for this?”

The answer often depends on whether a service is considered preventive or diagnostic. Coverage benefits and understanding what's covered or what's shared can help you avoid unexpected costs.

PREVENTIVE VS. DIAGNOSTIC: WHAT'S THE DIFFERENCE?

Preventive services are routine screenings and checkups that help catch issues early, such as annual physicals, mammograms or colonoscopies for those within eligible age ranges recommended by the U.S. Preventive Services Task Force or other clinical guidelines. These are typically covered at 100%, meaning you usually don't pay anything out of pocket.

Diagnostic services are used when you're experiencing symptoms or following up on a concern. Even if it's the same test (like a mammogram), the purpose can change the billing and may result in cost-sharing, depending on your plan.

Because health care can be complex, we want to make it easier for you to find answers. Here are some tools and resources that can help:

MYPLANFINDER

Visit planfinder.ghcscw.com and enter your Group or Plan Number from your Member ID card.

A screenshot of the MyPlanFinder tool. It has a white background with a teal header that says "Welcome To Plan Finder". Below the header is a search bar with the placeholder text "Enter A Group Number Or Plan Number:". The search bar contains the number "1234567". To the right of the search bar is a magnifying glass icon. Below the search bar is a small teal button that says "Where can I find my group number?".

You can easily view:

- Your Benefit Summary and Certificate
- Glossary of health insurance terms
- Formularies and covered services
- Notices of Changes and more

GHCMYChartSM

Log in to **GHCMYChartSM** and click **Insurance Summary** from the left-hand **MyMenu**. Click **View Coverage Details** and then click **Benefits Overview**. This overview shares what your coverage amounts are, such as copays, deductibles and coinsurance related to your specific plan.

You can also use the **GHCMYChartSM Cost Calculator** tool to estimate what you might pay for a specific procedure. Just type in a keyword (e.g., "x-ray"), accept the terms and explore detailed cost breakdowns by provider or location.

NEED ADDITIONAL HELP? CALL OR EMAIL US!

Member Services can help with general benefit questions: Call (608) 828-4853 or (800) 605-4327 or email member_services@ghcscw.com

Hours: Monday-Friday, 8 a.m. – 5 p.m.

Medical Billing can assist with questions about charges, statements or cost-sharing related to a recent or upcoming visit: Call (608) 251-4138 or email medicalbilling@ghcscw.com

Hours: Monday-Friday, 8 a.m. – 5 p.m.

Whether you're scheduling a checkup or a lab test, taking a few minutes to check your benefits or ask questions can save you from an unexpected bill and help you better understand your coverage.

GHC Care OnDemand virtual care options offer fast and convenient access to trusted medical providers and deliver the same high-quality care our members expect, anytime and anywhere.

GHC NURSECONNECT

Registered nurses are here 24/7/365 to guide you and get you on the path to better health fast. They can answer your questions, give you advice and help you plan your next steps. **Call (608) 661-7350 or toll-free (855) 661-7350.**

GHCMyChartSM VIDEO VISITS

With GHCMyChartSM Video Visits, members can safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic. Visits are set up using GHCMyChartSM and are available for routine visits and select specialty visits (PT/OT, Dermatology and Behavioral Health).* **Contact your clinic or log in to GHCMyChartSM to schedule.**

VIRTUAL URGENT CARE VISITS POWERED BY KEYCARE

Receive 24/7/365 non-emergency medical care from licensed providers without an in-person office visit. You can be at home, the office or anywhere else and receive virtual care using a computer, tablet or smartphone.** **Go to ghcscw.com/keycare.**

E-VISITS POWERED BY KEYCARE

Send messages and photos to a licensed provider to review and help treat non-emergency medical conditions.** You can be at home, the office or on-the-go and receive virtual care using a computer, tablet or smartphone.***

Go to ghcscw.com/keycare.

VIRTUAL THERAPY VISITS POWERED BY MDLIVE

You can access a licensed therapist or psychiatrist from your home, office or on the go, 24/7/365 by phone or secure video to help treat any non-emergency behavioral health medical condition.**

Go to ghcscw.com/mdlive.

**For GHCMyChartSM Video Visits, members must be physically located within the state of Wisconsin during the entirety of the visit.*

***Visits powered by KeyCare and MDLIVE are not available for Medicare Select, BadgerCare Plus or MMSD-Quartz patients. Plan conditions apply for members with HSA benefit plans.*

****We suggest members visit GHCMyChartSM prior to needing care to set up proxy access. Proxy access can take up to 7 days to be approved. Members must be physically located in one of the following states during the entirety of the E-Visit: AL, CA, CT, FL, ID, IL, ME, MI, MN, MT, NE, NV, NH, NC, OH, SC, SD, WI or WY.*

ghcscw.com/virtual-care



MEMBER NOTICES

Women's Health and Cancer Rights Act of 1998

The Women's Health and Cancer Rights Act of 1998 mandates that plan sponsors provide a notice to participants about reconstructive surgery after mastectomy. Please read the notice below for further information. NOTICE: The Federal Government passed the Women's Health and Cancer Rights Act of 1998 on October 21, 1998. The Women's Health and Cancer Rights Act of 1998 requires that group health plans that offer medical and surgical benefits with respect to mastectomies provide the following services to a participant or beneficiary in connection with a mastectomy:

- All stages of reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prostheses and physical complications for all state of mastectomy, including lymphedemas (swelling associated with the removal of the lymph nodes).

The benefits above will be subject to the same deductible and coinsurance provisions as other covered benefits. If you have any questions regarding this or any other benefit, please call Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

Completing an Advance Directive, Living Will or Power of Attorney for Health Care Notice

You have the right to make decisions about your medical care. You have the right to accept or refuse medical or surgical treatment. You have the 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 let your provider know about your wishes by completing an advance directive, living will or power of attorney for health care. Contact your provider for more information.

You have the right to file a grievance with the Wisconsin Department of Health Services, Division of Quality Assurance if your advance directive, living will or power of attorney wishes are not followed. You may request help in filing a grievance.

Prescription Benefit and Formulary Changes

A list of covered drugs, called a Formulary, is always available at ghcscw.com. You can initiate a request for coverage of a drug that requires prior authorization or is not on the Formulary by:

1. Logging into your GHCMYChartSM account, selecting "Messages" and clicking on "Send a message". From there, click on "Ask a customer service question" and choose "Pharmacy Benefits Questions" to send a message.
2. Accessing the Prior Authorization Request Form on ghcscw.com and having your provider complete and submit it to: GHC-SCW Pharmacy Benefits, Fax: (608) 828-4810.

Recent Formulary changes can be found at ghcscw.com. Select the "For Members" menu and click "Understanding Your Pharmacy Benefits."

Notice of Availability of Language Services

GHC-SCW provides written notification to all members about the availability of free language assistance services and how to obtain them. This statement is provided in multiple languages to those served by our Cooperative and is available on our website. Print copies are also available on request.

Notice of Privacy Practices

GHC-SCW is committed to protecting your privacy. We are required by law to remind you that our Notice of Privacy Practices (NPP) is available to you. The NPP explains how your protected health information may be used and shared with others. It also explains your privacy rights regarding this kind of information.

You may obtain a copy or view the NPP at any time in the following ways: at the entrance of each GHC-SCW clinic location; request a paper copy from any GHC-SCW employee or on our website at ghcscw.com under "Privacy" in the footer.

Visit our website for more information about your member rights and responsibilities, including information about the GHC-SCW Compliance Hotline. If you have any questions about the GHC-SCW NPP or general privacy questions or concerns, please contact the GHC-SCW Privacy Officer at (608) 662-4899.

Notification of Privacy Protections

GHC-SCW wants our members to know we respect privacy and have policies and procedures for managing access to and the utilization of data we may collect about our members related to disclosed race or ethnicity, preferred language, gender identity or sexual orientation. Our full policy is available to you on our website under Privacy Resources to inform you of how GHC-SCW may use this information to help us deliver appropriate services or better care.

Providers Not Available

The following providers have left GHC-SCW and are no longer in the provider network:

- Winston Harris II, Family Medicine, GHC-SCW Capitol Clinic
- Andrew Lewandowski, DO, Pediatrics, GHC-SCW East Clinic



CONTACT US

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK25-57-0(4.25)O

A Message From Your Board Chair, Dr. Ann Hoyt



Think about it. In the many businesses that you patronize, how many are you a part owner? How many of them give you and their other customers an equal opportunity to control the business? I'd guess even in Dane County your list is pretty short. But you can proudly put

GHC-SCW at the top of that list.

Every year at GHC-SCW, each member has an equal opportunity to vote to elect members to our Board of Directors. Your choice of directors has a direct impact on the values, strategies and oversight driving the quality and safety of your health care.

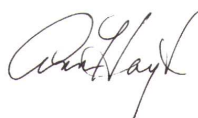
Next year we will be celebrating the 50th anniversary of GHC-SCW. We were the first HMO in Dane County and have consistently been among the highest-rated HMOs in the country and the state of Wisconsin. In 2024, we continued to receive high-quality and safety ratings.

These results are due to the excellent work of our entire staff to serve you. You, our members, have also contributed to our successes by thoughtfully considering your votes in our board elections.

Your board members have diligently worked to follow all local, state and national regulations, encourage financial stability, continue to improve patient experience and focus on strategic planning. We take our responsibility for your welfare seriously and tirelessly. Remember: your votes in the upcoming election are an important part of the member control of our Cooperative. Every vote counts! Don't let this opportunity pass you by!

Take a look in this Housecall issue or visit ghcscw.com/vote to learn about this year's board candidates and cast your vote today!

Sincerely,



Dr. Ann Hoyt, Board Chair
Group Health Cooperative of South Central Wisconsin