

2026

Group Health Cooperative of South Central Wisconsin

2026 Partners HMO Provider Directory



TOGETHER, BETTER IS POSSIBLE.

 **Group Health
Cooperative**

of South Central Wisconsin

ghcsw.com

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK25-95-0(7.25)O - Updated September 2025

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About This Provider Directory

This Provider Directory is accurate at the time of printing. Find the most current information about our wide selection of care providers online.

- 1) Visit **ghcscw.com**.
- 2) Select the **Find a Provider** button.
- 3) Select either **Provider** to search by provider specifications or **Clinics** to search for providers available at a specific clinic.
- 4) Select your plan information to view results.

Need help selecting a Primary Care Provider (PCP)?
Call **(608) 828-4853** or toll-free at **(800) 605-4327** and request Member Services.

For complete details about what is covered under your GHC-SCW Plan, please refer to your Member Benefits Summary, Member Certificate and Plan Amendments, contact your employer or call Member Services.

Interpreter Services

Interpreter services are provided at no charge to you. GHC-SCW does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material interpreted, in an alternative format or need assistance in using any of our services, please contact Member Services at **(608) 828-4853** or toll-free at **(800) 605-4327**.

ESPAÑOL

Si necesita ayuda para traducir o entender este texto, por favor llame al telefono **(608) 828-4853** o, sin cargo, al **(800) 605-4327**, y solicite hablar con el Departamento de Servicios Miembros.

HMOOB

Kev Pab Cuam Txhais Lusyuav muaj pab pub dawb rau koj. Xav tau phau txhais ua lwm hom lus los sis kom nkag siab no, thov hu **(608) 663-2940**.

GHC-SCW complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. If you need this printed material interpreted or in an alternative format, or need assistance in using any of our services, contact GHC-SCW Member Services at **(608) 828-4853**; TDD **(608) 828-4815**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al, **(608) 828-4853**; TDD **(608) 828-4815**.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **(608) 828-4853**; TDD **(608) 828-4815**.

New Member Information

Welcome New Members!

Thank you for choosing Group Health Cooperative of South Central Wisconsin (GHC-SCW)! We pride ourselves on meeting your health care and health insurance needs. **To get the best care possible, we encourage you to take these quick steps!**

1

Activate your online GHCMYChartSM account. Schedule appointments, refill your prescriptions, view select test results and more!

Visit ghcscw.com/ghcmymchart and select “Sign up” to get started.

2

Transition your care.

If you’re coming to us from a different health care organization, we want to help make your transition as seamless as possible. You’ll want to:

- Transfer existing medical records so we can better understand your medical history.
- Transfer existing specialty care treatment so we can help provide continuity of your care.
- Transfer existing medications so we can help you avoid gaps in your medication regimen.
- Complete a Transition of Care form.

3

Choose your Primary Care Provider (PCP).

PCPs are listed in this Provider Directory. You have the right to choose any PCP who is available to accept you or your family members.

See page 5 for details about choosing a PCP.

4

Schedule an appointment.

After choosing a PCP, you may want to schedule an introductory visit. You don’t need to be sick to schedule an introduction — we look forward to meeting you!

An out-of-pocket expense may apply to your visit depending on your insurance plan.

Connect With Us

Member Services — We Are Your Resource

- Get answers to your insurance benefit questions.
- Learn about what health care services are covered with your insurance plan.
- Order or replace your GHC-SCW ID cards.

 **Call:** (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

 **Click:** Visit ghcscw.com/contact.

Primary Care Clinic — A Starting Point for Your Care

- Receive routine care from a PCP.
- Have your specialty needs coordinated by a team of experts.
- Receive support to manage an ongoing illness or injury.

 **Call:** Primary care clinic phone numbers are listed in the Primary Care Provider listings in this directory.

 **Click:** Log in to your GHCMYChartSM account, click “Messages,” and select “Send a message” to send a message to your Care Team.*

* You may be billed if the response requires medical expertise and more than five minutes of a provider’s time. Learn more by visiting ghcscw.com/ghcmymchart.

See Page 6 for a list of GHC-SCW Virtual Care Services.

Tips for choosing a Primary Care Provider (PCP)

It’s important to choose a PCP who meets your needs and can be a source of trust.

Here are some tips:

- Think about your health goals.
- Think about your preferences for your PCP’s gender, location and their medical interests.
- Learn more about your PCP options in this Provider Directory and online at ghcscw.com when you select the “Find a Provider” button.
- You may change your PCP and primary clinic location within your network at any time.

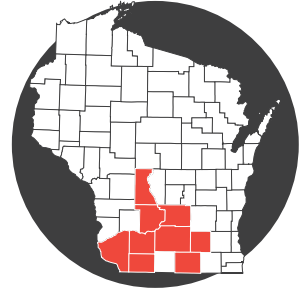
Visit ghcscw.com to view details about PCPs online, including their medical background, education, languages spoken and more. You can also request this information by contacting Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

Primary Care

The key to optimal health is forming a partnership with a Primary Care Provider (PCP). By understanding your needs and medical history, your PCP can best care for you. Your PCP can:

- Treat a wide variety of health care needs and provide preventive care.
- Help you manage an illness or injury.
- Coordinate your care with Specialty Care Providers.

Find exceptional PCPs in primary care clinics throughout southcentral Wisconsin:

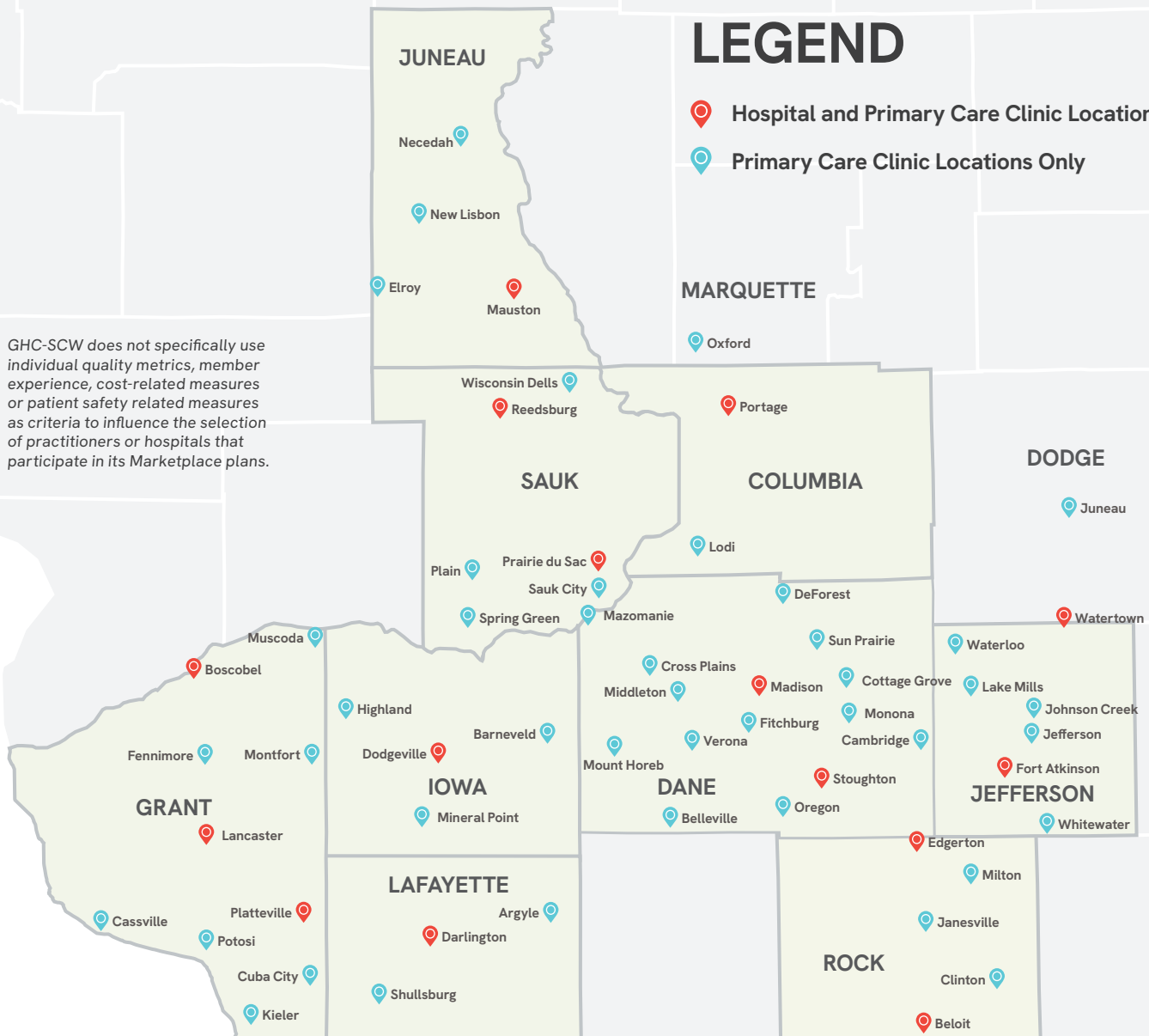


PRIMARY CARE MAP

GHC-SCW does not specifically use individual quality metrics, member experience, cost-related measures or patient safety related measures as criteria to influence the selection of practitioners or hospitals that participate in its Marketplace plans.

LEGEND

- Hospital and Primary Care Clinic Locations
- Primary Care Clinic Locations Only



Areas of Practice

PCPs generally focus on different medical areas of practice for different life stages:

- **Family Medicine** focuses on health care for the entire family, with an emphasis on care for all ages.
- **Family Medicine with Obstetrics** focuses on health care for the entire family, with an emphasis on delivering babies.
- **Internal Medicine** focuses on adult medicine and complex health care. Older adults may prefer Internal Medicine because of its focus on the interrelated systems of the body and how they are affected by illness.
- **Pediatrics** focuses on childhood and adolescent medicine, including preventative health care. A pediatric PCP may be ideal for children and youth ages 19 or younger with special health care needs. Most Family Medicine PCPs also have extensive pediatric experience.



Provider Race & Ethnicity

GHC-SCW seeks to collect race and ethnicity information from our network providers. You can obtain a provider's race and ethnicity information by contacting the Member Services team by phone, weekdays from 8 a.m. – 5 p.m., at **(608) 828-4853** or toll-free at **(800) 605-4327** and request Member Services. Provision of the information by network providers is voluntary and GHC-SCW may not have information for all providers.



LGBTQIA+ Primary Care Services

GHC-SCW understands and values the importance of care in an environment that is both safe and welcoming. We are committed to providing patient-centered primary care to our LGBTQIA+ members.

At GHC-SCW, you have the right to:

- Individualized and family-oriented care without discrimination based on sexual orientation and gender identity or expression.
- Include your partner or child in your care, regardless of legal recognition.
- Designate your preferred name, your gender identity and pronouns within your medical record.

To learn more, visit ghcscw.com/for-members/lgbtqia-members/



To Select a PCP



Log in to your GHCMYChartSM account and click “Messages”. Click “Send a message” and select “Ask a customer service question.” From the list of questions, select “Change Primary Care Provider.”

or



Visit ghcscw.com and select “Find A Provider”. Choose either “Provider” to search by provider specifications or “Clinics” to search for providers available at a specific clinic. Find a provider who shows “Accepting New Patients” and click on their listing. Scroll down and find the “Make This Your Primary Care Provider” form. Complete the form and select “Submit”.

Care Guide



Your Primary Care Clinic

Your primary care clinic is your first point of contact for all your health care needs. Anytime you need medical care (except for emergencies), call your primary care clinic for an appointment or to speak with your PCP's nursing staff. Find the clinic phone number listed next to your member number on your GHC-SCW Member ID card.



ghcscw.com/virtual-care



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 at (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 anywhere else 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.**

*GHCMyChart video visit services are not available to members who are located outside of the state of Wisconsin during the visit. KeyCare E-Visit services are not available to members who are physically located in Mississippi or New Mexico during the visit. Plan conditions may apply for HSA benefit plans. Visit ghcscw.com/virtual-care for more details on exclusions.



GET CARE

Pharmacy

- **GHC-SCW pharmacies can mail most common prescriptions right to your home!**
- Check your GHC-SCW Benefits Summary to see if prescription drugs are a covered benefit under your health insurance plan.
- Always present your GHC-SCW member ID card and any other prescription coverage card you may have to your pharmacy.
- **Navitus:** In addition to GHC-SCW pharmacies, you have the freedom to use any participating pharmacy in our national Navitus Health Solutions network, which includes most major pharmacies and independent community pharmacies. Show your GHC-SCW/Navitus identification card to your eligible pharmacy.

Fill Your Prescription

**Call Your Pharmacy**

See right for GHC-SCW pharmacy phone numbers and hours.

**Online**

Log in to your GHCMYChartSM account and select **"Medications"** to order through GHC-SCW pharmacies.

**Mail Order**

GHC-SCW Pharmacies can mail most common prescriptions right to your home! Call our Sauk Trails Pharmacy or log into GHCMYChartSM to learn more.

**Learn More**

Visit ghcscw.com and select **"Understanding Pharmacy Benefits"** under the **"Shop Our Plans"** tab at the top of the page to review the GHC-SCW Formulary.

New Member Courtesy Refill

Existing prescriptions may be temporarily honored, which gives you time to make an appointment with your Primary Care Provider (PCP).

- Bring your prescription bottle to any GHC-SCW clinic pharmacy and we will contact your existing pharmacy to transfer the prescription.
- If you fill your prescription at a GHC-SCW pharmacy and are taking a medication not covered by GHC-SCW (non-formulary), our pharmacists will help you by reaching out to GHC-SCW Pharmacy Administration or discussing it with your PCP. You can also choose to contact either GHC-SCW Pharmacy Administration or your PCP on your own.
- For first-time appointments, simply bring a medication list or existing medications to your GHC-SCW appointment. Prescription drugs administered during a GHC-SCW-approved hospitalization: coverage will be subject to your plan's Benefits for Inpatient/Outpatient Hospital Services. Please refer to your GHC-SCW Benefits Summary and Member Certificate for details.

GHC-SCW Pharmacies

Capitol Clinic

(608) 257-9732

675 W. Washington Ave.
Madison, WI 53703

Mon - Fri: 8 a.m. - 6 p.m.

Sat: 9 a.m. - 5 p.m.

Sun: 9 a.m. - 5 p.m.

Hatchery Hill Clinic

(608) 661-7242

3051 Cahill Main
Fitchburg, WI 53711

Mon - Fri: 9 a.m. - 5:30 p.m.

Sauk Trails Clinic

(608) 257-4869

8202 Excelsior Dr.
Madison, WI 53717

Mon - Fri: 8 a.m. - 5:30 p.m.

Pharmacy Administration

(608) 828-4811 or

(800) 605-4327, ext. 4811

Mon - Fri: 8 a.m. - 5 p.m.

**MedsOnCue**

MedsOnCue is a paperless pharmacy service that uses QR code technology to offer patient-friendly, prescription-specific medication education on demand. Written medication information and educational videos explain usage, benefits, and potential side effects. Meds On Cue ensures patients understand their medications and limit avoidable reactions, and helps GHC-SCW take steps to go green. Visit ghcscw.com for more information.

Care Guide

CARE TEAMS AT GHC-SCW

Care Teams Work Together for a Better You

When you're a member at a GHC-SCW primary care clinic, you're part of a whole team — a care team of expert doctors, nurses and others who spend time connecting with you. Each person on the care team helps coordinate your care so you get the right care, in the right place and at the right time.

Care Team in Action

To ensure your needs are met in a timely manner, even if your Primary Care Provider (PCP) is unavailable, others on your care team will:

- Respond to phone and GHCMYChartSM messages.
- Respond to lab test results, medication refills and change requests.
- Guide you through the pros and cons of medical treatments and procedures.

	Description	Role	Includes
You	The key decision-maker for your health.	▪ Make important and informed health choices. ▪ Inform the care team about your health care needs.	▪ You
Primary Care Provider (PCP)	An expert advocate who cares about you.	▪ Point-person for all of your care. ▪ Provides a range of primary care services. ▪ Connects you to specialty care. ▪ Helps educate and empower you for better health.	▪ Physician (MD/DO) ▪ Certified Physician Assistant (PA-C) ▪ Advanced Practice Nurse Prescriber (APNP)
Registered Nurse (RN) Coordinator	A professional guide for your health care.	▪ Answers ongoing health-related questions. ▪ Provides health education. ▪ Guides you through the health care system (hospitals, specialty clinics, etc.).	▪ Registered Nurse (RN)
Complex Case Manager	A helping hand during complex times of need.	▪ Provides education related to your health condition, treatment options, medications and self-care. ▪ Connects you to community resources to assist with food, housing, finances, transportation and support programs. ▪ Helps you understand changes in your care and available related options. ▪ Helps communicate your needs and questions.	▪ Registered Nurse (RN) ▪ Clinical Social Worker (CSW)
Care Team Specialist (CTS) and Patient Care Technician (PCT)	A trained, caring professional to serve your needs.	▪ Assists with member communication. ▪ Gathers information about your health. ▪ Supports the PCP during a visit.	▪ Licensed Practical Nurse (LPN) ▪ Certified Medical Assistant (CMA) ▪ Emergency Medical Technician (EMT) ▪ Paramedic ▪ Certified Nursing Assistant (CNA)
Pharmacist	A knowledgeable professional for your medication needs.	▪ Provides medication consultations. ▪ Explains medication information. ▪ Collaborates with care team to provide medication therapy reviews.	▪ Pharmacists

Care Guide

WHERE TO GO FOR CARE...

GHC-SCW Primary Care Clinics

Primary Care	Primary care services, including lab and radiology, must be received at Capitol Clinic, East Clinic, Hatchery Hill Clinic, Madison College Community Clinic or Sauk Trails Clinic.
Specialty and Ancillary Services at GHC-SCW Clinics	Services should be received at GHC-SCW-owned clinics for: chiropractic services, clinical health education, dermatology, eye care, occupational therapy, physical therapy and sports medicine.
Specialty Care Outside of GHC-SCW Clinics	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.
Urgent and Emergency Care	See Urgent Care or Emergency Care pages for locations.
Inpatient Care	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital.
Inpatient Labor & Delivery Care	Care must be received at UnityPoint Health - Meriter Hospital.

Access Community Health Center & Primary Care Clinics

Primary Care	Primary care services, including lab and radiology, must be received at Joyce and Marshall Erdman Clinic, William T. Evjue Clinic or Wingra Family Medical Center.
Specialty and Ancillary Services at GHC-SCW Clinics	Services should be received at GHC-SCW-owned clinics for: chiropractic, dermatology, genetic counseling, optometry, physical and occupational therapy, advanced imaging - ultrasound, CT scans, Mammograms (3D with Tomosynthesis).
Specialty Care Outside of GHC-SCW Clinics	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.
Urgent and Emergency Care	See Urgent Care or Emergency Care pages for locations.
Inpatient Care	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital.
Inpatient Labor & Delivery Care	Care must be received at UnityPoint Health - Meriter Hospital.

Unity-Point Meriter Primary Care Clinics

Primary Care	Primary care services, including lab and radiology, must be received at DeForest-Windsor Clinic, Fitchburg Clinic, McKee Clinic, Middleton Clinic, Monona Clinic, Stoughton Clinic or West Washington Clinic.
Specialty and Ancillary Services at GHC-SCW Clinics	Services should be received at GHC-SCW-owned clinics for: chiropractic, dermatology, genetic counseling, optometry, physical and occupational therapy, advanced imaging - ultrasound, CT scans, Mammograms (3D with Tomosynthesis).
Specialty Care Outside of GHC-SCW Clinics	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.

Unity-Point Meriter Primary Care Clinics (Continued)

Urgent and Emergency Care	See Urgent Care or Emergency Care pages for locations.
Inpatient Care	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital (special cases only).
Inpatient Labor & Delivery Care	Care must be received at UnityPoint Health - Meriter Hospital.

UW Health Primary Care Clinics

Primary Care	Primary care services, including lab and radiology, must be received at 1102 S. Park St. Clinic, 20 S. Park Clinic, Belleville Clinic, Cottage Grove Clinic, Cross Plains Clinic, DeForest-Windsor Clinic, E. Terrace Dr Medical Center, Fitchburg Clinic, Junction Rd. Medical Center, Mt. Horeb Clinic, Northport Dr. Clinic, Odana Rd. Clinic, Oregon Clinic, Sun Prairie Clinic, Union Corners Clinic, Verona Clinic or Yahara Clinic.
Specialty and Ancillary Services at GHC-SCW Clinics	Services should be received at GHC-SCW-owned clinics for: chiropractic, dermatology, genetic counseling, optometry, physical and occupational therapy, advanced imaging – ultrasound, CT scans, Mammograms (3D with Tomosynthesis).
Specialty Care Outside of GHC-SCW Clinics	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics, Unity-Point Meriter Clinics or UW Health Clinics (special cases only). This excludes Behavioral Health.
Urgent and Emergency Care	See Urgent Care or Emergency Care pages for locations.
Inpatient Care	Care must be received at University Hospital and Clinics or UnityPoint Health - Meriter Hospital (special cases only).
Inpatient Labor & Delivery Care	Care must be received at UnityPoint Health - Meriter Hospital.

UW Health Stoughton Primary Care Clinic

Primary Care	Primary care services, including lab and radiology, must be received at UW Health - Stoughton Clinic.
Specialty and Ancillary Services at GHC-SCW Clinics	Services should be received at GHC-SCW-owned clinics for: chiropractic services, clinical health education, eye care, occupational therapy and physical therapy. If available, you may receive care for these services from your assigned primary care clinic.
Specialty Care Outside of GHC-SCW Clinics	Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at University Hospital and Clinics or UW Health Clinics. This excludes Behavioral Health care.
Urgent and Emergency Care	See Urgent Care or Emergency Care pages for locations.
Inpatient Care	Care must be received at Stoughton Hospital, University Hospital and Clinics or UnityPoint Health - Meriter Hospital (special cases only).
Inpatient Labor & Delivery Care	Care must be received at UnityPoint Health - Meriter Hospital.

If you see a PCP outside of Dane County, please refer the “**Surrounding Area**” providers and locations listed in this directory or visit ghcscw.com and click on **Find A Provider**.

Care Guide

GET CARE

Benefits of Choosing GHC-SCW Primary Care

GHC-SCW members benefit from many perks when choosing a Primary Care Provider at one of our GHC-SCW-owned and operated clinics.

Access: All GHC-SCW primary care clinics are accepting new patients!

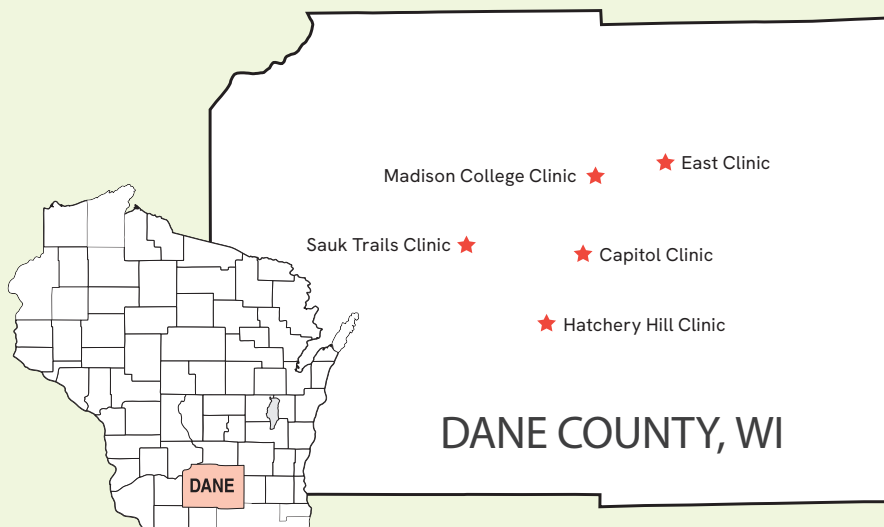
Care When You Need It We will always work with you to get you seen as soon as possible in the most convenient way for you. That might be an appointment with a provider on your care team, a same-day appointment at our Capitol Clinic Urgent Care or even a virtual visit.

GHC Experience GuaranteeSM: If your experience at a GHC-SCW clinic doesn't meet your expectations, you can tell us about it, and at your request, we'll refund out-of-pocket costs associated with your visit. It's just one way we show our commitment to exceptional primary care.

LGBTQIA+ Primary Care: Everyone deserves to receive care in an environment that is both safe and empowering. Choose from our PCPs, including those who have knowledge or special training in LGBTQIA+ primary care or who have self-identified as providing culturally sensitive and frequent care to LGBTQIA+ members.

Virtual Care Options: When you're sick and a waiting room is the last place you want to be, you have many virtual options. Use GHC Care OnDemand, which includes Virtual Urgent Care Visits powered by KeyCare, E-Visits powered by KeyCare, Virtual Therapy powered by MDLIVE, GHCMYChartSM Video Visits with GHC-SCW providers and the GHC NurseConnect line.

★ GHC-SCW Primary Care Clinics



- 📍 **Capitol Clinic (including appointment based Urgent Care)**
 675 W. Washington Ave.
 Madison, WI 53703
- 📍 **East Clinic**
 5249 E. Terrace Dr.
 Madison, WI 53718
- 📍 **Hatchery Hill Clinic**
 3051 Cahill Main,
 Fitchburg, WI 53711
- 📍 **Madison College Community Clinic**
 1705 Hoffman St.,
 Madison, WI 53704
- 📍 **Sauk Trails Clinic**
 8202 Excelsior Dr.
 Madison, WI 53717

See Page 12 for a full list of GHC-SCW Primary Care Providers.

Care Guide

GET CARE

Specialty and Ancillary Services at GHC-SCW

GHC-SCW members have access to outstanding specialty and ancillary services at our GHC-SCW-owned and operated clinics.



Eye Care

GHC-SCW optometry schedules are open at least 12 months in advance, so contact them early to get a time that fits your schedule. **Make an appointment through GHCMYChartSM or call (608) 257-7328.**



Physical and Occupational Therapy (PT/OT)

Our PT and OT staff work directly with your PCP to make sure you're receiving comprehensive treatment for your injury or condition. **Call (608) 662-5060 to schedule a standard PT/OT appointment or an Urgent Care PT/OT appointment.**



Dermatology

Dermatologists provide full-spectrum care including diagnosis, treatment, skin biopsies and light therapy in addition to treating conditions of the hair, nails and scalp. **Call your primary care clinic or (608) 661-7200 to schedule an appointment.**



Sports Medicine

Sports medicine providers care for active people, athletes and individuals with non-operative musculoskeletal conditions, as well as ongoing care of acute and overuse injuries. Treatment includes medical and injection therapies and collaboration with PT/OT. **Call your primary care clinic or (608) 661-7200 to schedule an appointment.**



Behavioral Health

We offer a full range of behavioral health and addiction services for children, adolescents and adults. Members have access to both GHC-SCW behavioral health providers and contracted providers in our community. Members can schedule with GHC-SCW outpatient behavioral health providers directly, without a referral, by contacting our behavioral health call center at **(608) 441-3290**. They can also visit our behavioral health page on ghcscw.com for a comprehensive search engine of behavioral health providers within GHC-SCW clinics and within our contracted network of providers in the community. GHC-SCW contracts with several substance use providers within the community, including UW Health Behavioral Health and Recovery - **(608) 282-8270**. Please

use the search engine for a complete list of substance use providers.

Some PCPs prescribe medications for substance use disorders. Please contact your primary care clinic for more information.

For Urgent and Emergency Behavioral Health Crisis

- **Behavioral Health 24/7 Crisis Line:** For immediate help with an urgent mental health crisis, 24-hour crisis intervention services are available for GHC-SCW members.
- **Monday - Friday Business Hours:** If you are experiencing a behavioral health emergency, including thoughts of suicide, **call GHC-SCW at (608) 441-3290 from 8 a.m. - 5 p.m., Monday - Friday.**
- **Nights and Weekends:** For crisis intervention services outside of business hours, call **(608) 257-9700**. You will be assisted by a nurse or an on-call crisis counselor who will help you to address your behavioral health emergency and any safety concerns.
- **PLEASE NOTE:** After-hours behavioral health crisis line **DOES NOT** prescribe medications, cancel or make appointments, send messages to your BH provider or connect you to your BH provider after-hours. For these services, please call during business hours Monday - Friday.

If your situation is immediately life-threatening, please call 911 or safely get yourself to the nearest emergency room.



Chiropractic

GHC-SCW has a team of chiropractors who can work to adjust or realign your spine and help reduce pain and discomfort. You might use chiropractic care if you have back or neck pain, get headaches or even if you have pain in your arms or legs. Talk to your primary care provider to see if chiropractic care is the right choice for you.



Clinical Health Education (CHE)

CHE staff include Diabetes Care Specialists, Dietitians, a Respiratory Educator, a Lactation Consultant, and a Genetic Counselor. CHE helps you learn about your health and how to prevent or manage chronic conditions. CHE Providers may help you create an individualized plan to improve your health, based on credible and easy-to-understand health information.

Health System Specialty Care Clinics

► Specialty Care

Prior authorization may be required for these services. Specialty care outside of GHC-SCW-owned clinics must be provided by contracted providers at the locations listed below. For a full list of our specialty locations and providers, see **Dane County Specialists** and **Surrounding Area Specialists** sections.

1 Sauk Prairie Healthcare

(608) 643-3311
260 26th St.
Prairie du Sac, WI 53578

2 Reedsburg Area Medical Center

(608) 524-6487
2000 N. Dewey Ave.
Reedsburg, WI 53959

3 Aspirus Health

(608) 742-4131
2817 New Pinery Rd.
Portage, WI 53901

4 UW Health Hospitals & Specialists

Dane County, WI

5 UnityPoint Health - Meriter Hospital & Specialists

Dane County, WI

6 Upland Hills Health

(608) 930-7115
800 Compassion Way
Dodgeville, WI 53533

7 Mile Bluff Medical Center

(608) 847-6161
1050 Division St.
Mauston, WI 53948

8 Fort HealthCare Specialty Clinic

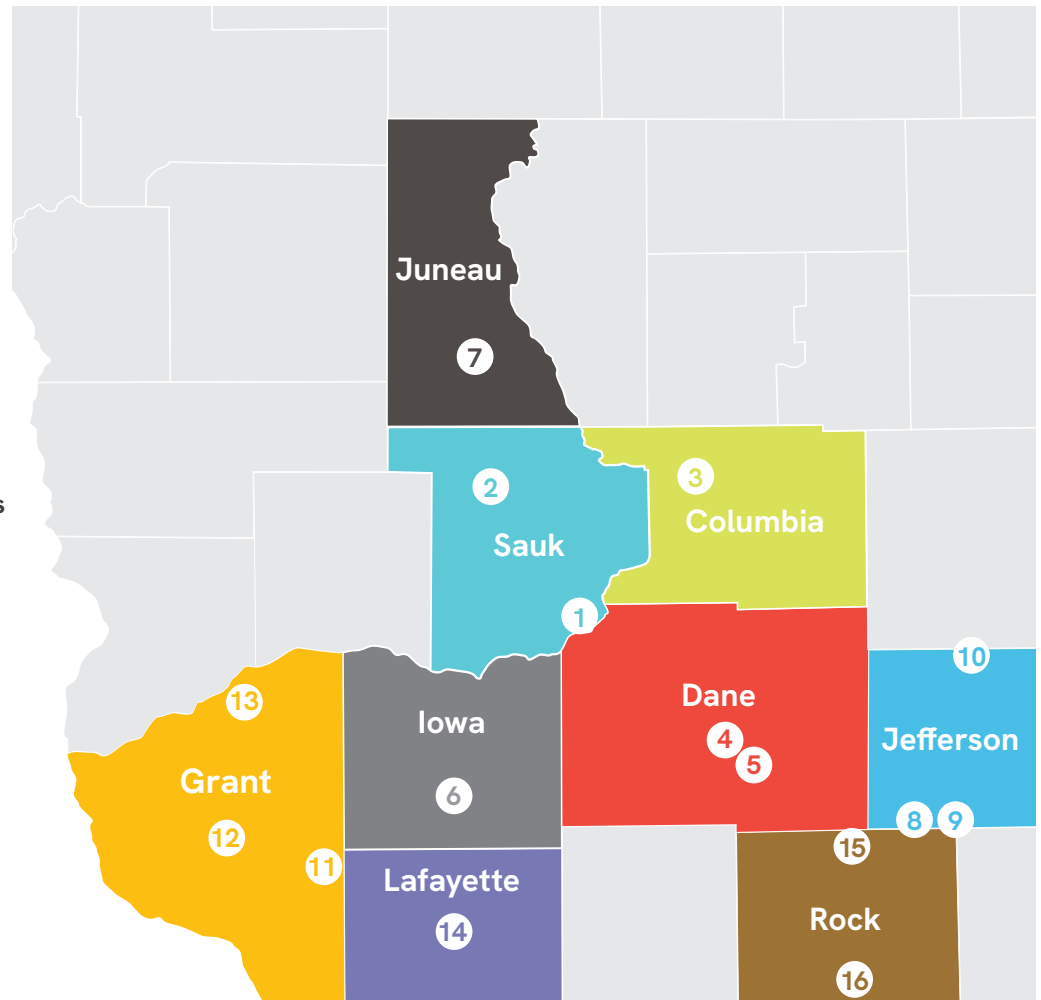
(920) 568-5334
611 Sherman Ave. E.
Fort Atkinson, WI 53538

9 UW Health Specialty Clinic

(920) 568-6567
611 Sherman Ave. E.
Fort Atkinson, WI 53538

10 Watertown Regional Medical Center

(920) 261-4210
125 Hospital Dr.
Watertown, WI 53098



11 Southwest Health - The Specialist Clinics

(608) 342-5060
1450 Eastside Rd.
Platteville, WI 53818

12 Grant Regional Health Center

(608) 723-2143
507 S. Monroe St.
Lancaster, WI 53813

13 Gundersen Boscobel Specialty Clinic

(608) 375-6266
200 W. Bluff St.
Boscobel, WI 53805

14 Lafayette Hospital + Clinics - Specialty Clinic

(608) 776-5748
800 Clay St.
Darlington, WI 53530

15 Edgerton Hospital

(608) 884-3441
11101 North Sherman Rd.
Edgerton, WI 53534

16 Beloit Memorial Hospital

(608) 364-5011
1969 West Hart Rd.
Beloit, WI 53511

Urgent Care

- 1 Sauk Prairie Healthcare**
(608) 643-3311
260 26th St.
Prairie du Sac, WI 53578
- 2 Reedsburg Area Medical Center**
(608) 524-6487
2000 N. Dewey Ave.
Reedsburg, WI 53959
- 3 Aspirus Divine Savior Urgent Care**
(608) 742-4131
2817 New Pinery Rd.
Portage, WI 53901

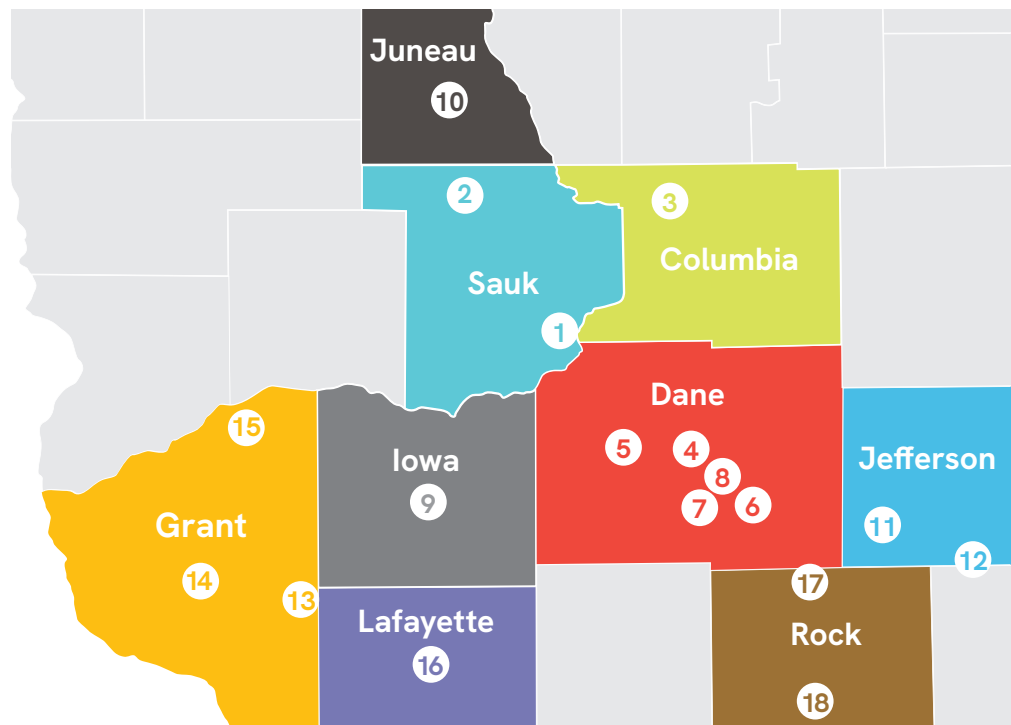
- 4 GHC-SCW Capitol Clinic Urgent Care**
(608) 257-9700
675 W. Washington Ave.
Madison, WI 53703
Mon - Fri: 8 a.m. - 9 p.m.
Sat - Sun: 9 a.m. - 9 p.m.
Call to schedule an appointment.
To serve your same-day access needs Appointments are required for GHC-SCW Urgent Care. Walk-ins are not available.

- 5 Stoughton Health - Urgent Care**
(608) 501-6230
110 Limestone Pass, #103
Cottage Grove, WI 53527
- 6 Stoughton Health - Urgent Care**
(608) 873-6611
900 Ridge St.
Stoughton, WI 53589
- 7 Stoughton Health - Urgent Care**
(608) 835-5373
990 Janesville St.
Oregon, WI 53575
- 8 Stoughton Health - Urgent Care**
(608) 838-8242
5614 US HWY 51
McFarland, WI 53558
- 9 Upland Hills Health**
(608) 930-8000
800 Compassion Way
Dodgeville, WI 53533
- 10 Mile Bluff Medical Center**
(608) 847-6161
1050 Division St.
Mauston, WI 53948

Anytime you need medical care (except for in an emergency), you should first call your primary care clinic to check for an available appointment. If nothing is available, urgent care is available for non-life-threatening conditions that need to be treated the same day or after business hours. Urgent Care examples include:

- back pain
- eye irritation
- simple bone fractures (not through skin)
- ear pain
- fever
- sprains
- colds and flu
- migraine headaches
- urinary burning
- cuts, scrapes or bruises
- skin rashes
- sore throats

Looking for virtual urgent care options? See page 6



- 11 Fort Memorial Urgent Care**
(920) 568-5330
611 Sherman Ave. E.
Fort Atkinson, WI 53538
- 12 Edgerton Hospital Urgent Care**
(608) 561-6740
757 E. Milwaukee St., Suite C
Whitewater, WI 53190
- 13 Southwest Health**
(608) 348-2331
1450 Eastside Rd.
Platteville, WI 53818
- 14 Grant Regional Health Center**
(608) 723-2143
507 S. Monroe St.
Lancaster, WI 53813
- 15 Gunderson Boscobel Area Hospital**
(608) 375-4112
205 Parker St.
Boscobel, WI 53805
- 16 Lafayette Hospital + Clinics**
(608) 776-4466
800 Clay St.
Darlington, WI 53530
- 17 Edgerton Hospital Quick Care**
(608) 561-6680
4 Burdick St.
Edgerton, WI 53534
- 18 Beloit Clinic Convenient Care**
(608) 364-2410
1905 E. Huebbe Pawrkway
Beloit, WI 53511

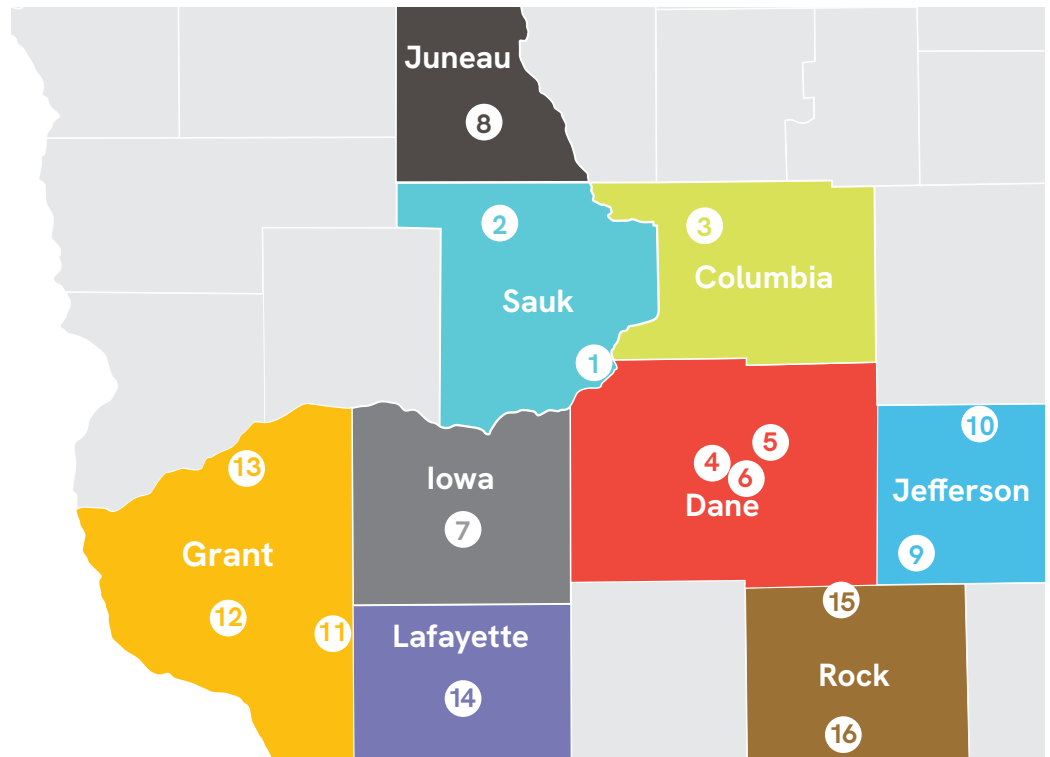
Emergency Care & Inpatient Care

Emergency care is for life-threatening medical conditions (including severe symptoms) that can cause serious danger to your health.

If it's not possible to go to your designated hospital, go to the nearest hospital emergency room or call 911.

Emergency Care Examples include:

- alcohol or drug overdose
- amputations or severe lacerations
- complex bone fractures (through skin)
- complications during pregnancy
- facial or eye trauma
- heart attack or chest pain
- knife or gunshot wounds
- loss of consciousness
- poisoning
- respiratory problems
- severe burns
- stroke



1 Sauk Prairie Hospital
(608) 643-3311
260 26th St.
Prairie du Sac, WI 53578

2 Reedsburg Area Medical Center
(608) 524-6487
2000 N. Dewey Ave.
Reedsburg, WI 53959

3 Aspirus Divine Savior Hospital
(608) 742-4131
2817 New Pinery Rd.
Portage, WI 53901

4 UW Health University Hospital
(608) 263-6400
600 Highland Ave.
Madison, WI 53792

5 UW Health - East Madison Hospital
(608) 440-6400
4602 Eastpark Blvd.
Madison, WI 53718

6 UnityPoint Health - Meriter Hospital
(608) 417-6000
202 S. Park St.
Madison, WI 53715

7 Upland Hills Health Hospital
(608) 930-8000
800 Compassion Way
Dodgeville, WI 53533

8 Mile Bluff Medical Center
(608) 847-6161
1050 Division St.
Mauston, WI 53948

9 Fort Memorial Hospital
(920) 568-5000
611 Sherman Ave. E.
Fort Atkinson, WI 53538

10 Watertown Regional Medical Center
(920) 261-4210
125 Hospital Dr.
Watertown, WI 53098

11 Southwest Health
(608) 348-2331
1450 Eastside Rd.
Platteville, WI 53818

12 Grant Regional Health Center
(608) 723-2143
507 S. Monroe St.
Lancaster, WI 53813

13 Gunderson Boscobel Area Hospital
(608) 375-4112
205 Parker St.
Boscobel, WI 53805

14 Lafayette Hospital + Clinics
(608) 776-4466
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15 Edgerton Hospital
(608) 884-3441
11101 North Sherman Rd.
Edgerton, WI 53534

16 Beloit Memorial Hospital
(608) 364-5011
1969 West Hart Rd.
Beloit, WI 53511

Common Terms

COMMON TERMS

The following terms and explanations are here to help guide you.
They are not definitions. For definitions, refer to your Member Certificate.

Care Management is here to assist members in navigating their insurance benefits. Their primary goal is getting our members to the right place at the right time and for the right reason. This goal is accomplished through three primary functions: Utilization Management, Care Coordination and Case Management.

Care Teams are a unique and member-focused approach to providing care to members. In GHC-SCW-owned clinics, a team of medical experts use their skills and expertise to work together to provide exceptional and coordinated care that supports members. The care team includes: Primary Care Providers (Physicians, Certified Physician Assistants and Advanced Practice Nurse Prescribers), Registered Nurse Coordinators, Clinical Case Managers, Care Team Specialists, Behavioral Health Consultants and Pharmacists.

Care Team Specialists are key players on care teams (found within GHC-SCW-owned clinics) who support the Primary Care Provider during a member's visit. They also gather information about a member's health and assist with member communication. A Care Team Specialist can be a Licensed Practical Nurse or a Certified Medical Assistant.

Case Managers are Registered Nurses and Social Workers who provide health education and care coordination, address barriers to care, collaborate with other members of a members health care team including Primary and Specialty Care providers, and connect members to resources (in-house or community). Members are accepted into Complex Case Management by meeting enrollment criteria.

A **Certified Physician Assistant (PA-C)** and an **Advanced Practice Nurse Prescriber (APNP)** are qualified, licensed health care professionals with extensive academic training and clinical experience. They provide a range of services, such as routine physical examinations along with evaluation and management of common medical problems. Like the GHC-SCW Primary Care Providers, PA-C and APNP are certified and committed to personalized comprehensive health care for you and your family.

Clinical Health Education (CHE) helps you learn about your health and how to prevent or manage chronic conditions. CHE Providers may help you create an individualized plan to improve your health, based on credible and easy-to-understand health information.

Emergency Care is care for a life-threatening medical condition that includes severe symptoms, which could cause serious jeopardy to a person's health.

Family Medicine involves broad training and may include expertise in the areas of obstetrics and gynecology, pediatrics or internal medicine. Family medicine concentrates on health care for the entire family, with an emphasis on continuity of care for all ages. Family Medicine Providers are ideal for members who have families or anticipate having children.

A **formulary** is a list of covered prescription drugs under a benefit plan. They have been proven to be safe, effective and cost-efficient. As a member of GHC-SCW, your prescription drug coverage includes only the drugs listed on the GHC-SCW Formulary, except in certain cases of medical necessity.

Internal Medicine specializes in adult medicine and complex health care. The focus is on the interrelated systems of the body and how they are affected by illness. Older adults often prefer Internal Medicine Providers for this reason. An Internal Medicine Provider may be a good choice if you or your family members are over the age of 16.

In-Plan Primary and Specialty Care is provided by a panel of providers under contract with GHC-SCW. Prior authorizations for specialty care are limited to this panel of contracted providers. Prior authorization is required to seek specialty care outside the panel of contracted providers. Specialty medical care provided by a contracted non-GHC-SCW provider is not covered if the service requested may be provided by a GHC-SCW specialty provider.

COMMON TERMS

The following terms and explanations are to help guide you.
They are not definitions. For definitions, refer to your Member Certificate.

A **member** is a person who is enrolled with GHC-SCW as either a subscriber or a dependent of a subscriber.

A **network** may be considered a “path” through the health care system. GHC-SCW offers multiple networks for primary and specialty care. Benefits coverage is only provided to members who stay within their chosen network.

Pediatrics focuses on the special health conditions of childhood and adolescence, as well as a wide range of preventive services. A Pediatrician will coordinate the necessary health screenings and immunizations to help your child stay healthy. Children age 19 or younger often see a Pediatrician to coordinate their primary care.

Pharmacists are knowledgeable professionals that help with medication needs. They provide medication consultations and explain medication information. Professional pharmacists have completed either a Bachelor of Science in Pharmacy or a Doctor of Pharmacy degree program at an approved and accredited College of Pharmacy. They have also passed several licensing examinations.

Primary Care is the first point of contact for the member within the health care system. It includes a broad spectrum of health care services and preventive care. The aim of primary care is to provide a foundation for good health and to coordinate the care that the patient receives.

A **Primary Care Provider (PCP)** is a health care provider who provides primary care to the member. The PCP also helps to provide continuity of care and to coordinate services, if necessary, with recommended Specialty Care Providers. A PCP may be a Family Medicine Physician, an Internal Medicine Physician, a Pediatrician, a Physician Assistant or a Nurse Practitioner.

Prior Authorization is the process of approving specialty care services and specific procedures or services when needed, based on appropriateness of care and location.

A **Registered Nurse (RN)** is a professional nurse who has completed a course of study at an approved and accredited school of nursing and who has passed the National Council of Licensure Examination. RNs are licensed to practice by individual states.

Specialty Care is care for a specific condition, or care to provide diagnosis and treatment by a provider with training in a particular field of medicine.

A **Specialty Care Provider** is an individual, team or facility who provides specialty care to the member. Specialty Care Providers specialize in one or more fields of medicine and have developed advanced skills in that area.

Urgent Care is same-day or after-hours care for non-life-threatening conditions that require immediate attention, or persistent or unusual discomfort associated with an illness. Some examples of urgent care include colds and flu, migraine headaches and minor injuries.

Discrimination Is Against The Law

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

GHC-SCW:

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

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

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

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

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

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

This notice is available at GHC-SCW's website: https://ghcscw.com/SiteCollectionDocuments/Nondiscrimination_Notice_and_Language_Assistance_Services.pdf.

Language Assistance Services

English:

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

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

العربية (Arabic):

1-608-828-4853, 1-800-605-4327, ext. 4504 تتوافر لك بالمجان. اتصل برقم ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية (1-608-828-4815 رقم هاتف الصم والبكم)

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese):

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Deutsch (Pennsylvania Dutch):

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

ພາສາລາວ (Lao):

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າ ພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Polski (Polish):

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) पर कॉल करें।

Shqip (Albanian):

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Tagalog (Tagalog - Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Your Rights & Protections Against Surprise Medical Bills

When you get emergency care or get treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a health care facility that isn’t in your health plan’s network.

“Out-of-network” describes providers and facilities that haven’t signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service. This is called **“balance billing.”** This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can’t control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider.

You are protected from balance billing for:

Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most the provider or facility may bill you is your plan’s in-network cost-sharing amount (such as copayments and coinsurance). You can’t be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers may bill you is your plan’s in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can’t balance bill you and may not ask you to give up your protections not to be balance billed.

If you get other services at these in-network facilities, out-of-network providers **can’t** balance bill you, unless you give written consent and give up your protections.

The contents of this document do not have the force and effect of law and are not meant to bind the public in any way, unless specifically incorporated into a contract. This document is intended only to provide clarity to the public regarding existing requirements under the law.

You’re never required to give up your protections from balance billing. You also aren’t required to get care out-of-network. You can choose a provider or facility in your plan’s network.

When balance billing isn’t allowed, you also have the following protections:

You are only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay out-of-network providers and facilities directly.

Your health plan generally must:

- Cover emergency services without requiring you to get approval for services in advance (prior authorization).
- Cover emergency services by out-of-network providers.
- Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
- Count any amount you pay for emergency services or out-of-network services toward your deductible and out-of-pocket limit.

If you believe you’ve been wrongly billed, you may contact the U.S. Department of Health & Human Service (HHS) at 1-800-985-3059.

Visit [cms.gov/nosurprises](https://www.cms.gov/nosurprises) for more information about your rights under federal law.



1265 John Q Hammons Dr.
Madison, WI 53717-1962

ghcscw.com

Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK25-95-0(7.25)O - Updated September 2025