



of South Central Wisconsin



GHC-SCW Membership Guide

Partners Plus POS

Build confidence using your health plan by learning about common health insurance terms and how to read your GHC-SCW Member ID card.

Learn where to go for the right care and what your virtual care options include.

Save money with member discounts and earn rewards through our Member Owner Rewards program.

TOGETHER, BETTER IS POSSIBLE.

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Welcome to your GHC-SCW Partners Plus POS Plan

Thank you for choosing Group Health Cooperative of South Central Wisconsin (GHC-SCW) for your health insurance and health care needs. Our goal is to provide you and your family with what you need to lead a healthier life.

As a member-owner of south central Wisconsin's only non-profit cooperative health plan, you have access to world-class primary care, an elite network of specialty and hospital care providers, outstanding customer service and extra programs for whole health support. With the Point of Service (POS) plan, we hope you enjoy the freedom you have to see providers in and out of your GHC-SCW network, depending on your needs.

In this membership guide, you will find:

- Your Member Identification (ID) card(s)
- General health plan information and education
- Guidance on where to go for the right care
- How to access your plan documents
- Information about tools that save you time
- Contact information to get support from our outstanding staff

Get Started Today!

- Review the membership guide for key insurance terms. [Page 5](#)
- Schedule a new patient appointment with your Primary Care Provider. [Page 7](#)
- Find your preferred GHC-SCW pharmacy or locate an in-network pharmacy: ghcscw.com/pharmacy-locator. [Page 12](#)
- Explore care options and virtual visit availability. [Page 14](#)
- Sign up for ManageWell® to earn wellness rewards: ghcscw.com/managewell. [Page 15](#)
- Activate your GHCMYChartSM account: ghcmymychart.com. [Page 17](#)

At GHC-SCW, our mission, vision and values are built around providing our members with the best possible experience. That means making sure our members have access to the information and resources they need to navigate the complex world of health insurance and health care.

Our Member Services department is always here to help!



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Connect With Us

We look forward to connecting with you and want to help you get the most value from your membership.

MEMBER SERVICES

Our Member Services team is here to help. Contact us by phone, weekdays from 8 a.m. to 5 p.m., at **(608) 828-4853** or toll-free at **(800) 605-4327**.



CARE MANAGEMENT

Our Care Management team is here to assist you during your transition of health care to GHC-SCW. To speak privately to a Care Management associate, please contact us at **(608) 257-5294**.

SOCIAL MEDIA AND BLOG

Stay connected with GHC-SCW on your favorite social media platform! Follow us for the latest updates on health care, wellness tips, community news and exclusive content tailored just for you.

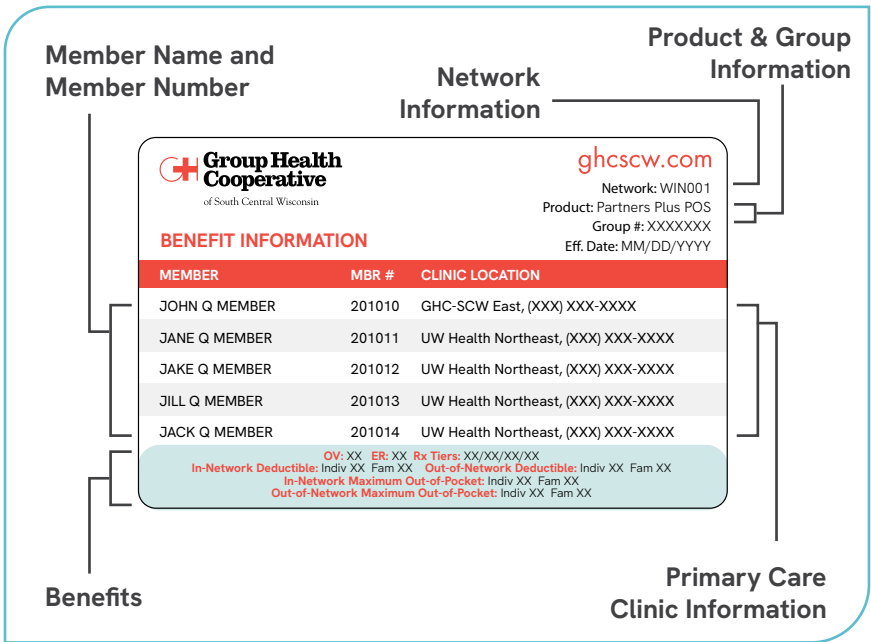


Understanding Your Plan

We're pleased to provide you with the tools you need to understand your benefits and receive exceptional health care. Use this guide, ghcscw.com and our Member Services team to answer your questions about your health plan and your health care.

USING YOUR MEMBER ID CARD: Your new GHC-SCW Member ID card is attached.

Please carry your card with you to present each time you receive care. Your Member ID Card contains important plan information such as your member number, product type, network and group number.



Visit planfinder.ghcscw.com to view, save or print important information about your benefits and coverage such as:

BENEFIT SUMMARY: Your Benefit Summary is a quick overview of just some of the benefits and covered services included in your health plan. For a complete description of covered services, view your Member Certificate and any amendments or riders to your benefit plan.

SUMMARY OF BENEFITS AND COVERAGE (SBC): Your Summary of Benefits and Coverage (SBC), which all health issuers must provide to you, provides an outline of your benefit plan.



MEMBER CERTIFICATE: Your Member Certificate outlines which benefits and services are included and excluded in your benefit plan and describes the terms, conditions and limitations of the benefits you receive.

PLAN AMENDMENTS AND RIDERS: Plan amendments and riders alter the Member Certificate language to include, exclude, and/or modify the benefits you are eligible to receive.

FORMULARY: GHC-SCW drug formularies provide a list of prescription drugs available under your benefit plan.

PLAN DETAILS AND DOCUMENTS: View your health plan information at planfinder.ghcscw.com or go to ghcscw.com, click on **For Members**, select **Your GHC-SCW Benefits**, and choose the red **MyPlanFinder** button. To access your plan documents, enter your group number. Your group number can be found on your Member ID card.

Terms to Know

Please refer to your plan documents (Benefit Summary and SBC) for the Deductible, Coinsurance, Maximum Out-of-Pocket (MOOP), and any Copayments specific to your plan.

DEDUCTIBLE: The amount you owe for covered health care services before your health insurance begins to pay.

COINSURANCE: Your share of the cost of a covered health care service, calculated as a percentage of the allowed amount for the service.

MAXIMUM OUT-OF-POCKET (MOOP): The most you pay during a policy period before your health insurance or plan begins to pay 100% of the allowed amount of covered health care services. This limit never includes your premium, balance-billed charges or health care your health insurance or plan doesn't cover.

COPAYMENT: A fixed amount a member pays for covered health services usually when a member receives the services.

IN-NETWORK: Providers who are contracted with GHC-SCW health insurance plan are considered in-network. Coinsurance and Copayments for visits to in-network Providers generally cost less than Coinsurance and Copayments for out-of-network Providers.

OUT-OF-NETWORK: Providers who are not contracted with GHC-SCW health insurance plan are considered out-of-network. If you choose to see an out-of-network Provider, you may be required to pay at the time of service and submit the claims to the network yourself.

Please Note: Any out-of-network Provider claims that exceed reasonable and customary fees and charges are the member's sole responsibility.

Prior Authorization and Referrals

REFERRALS: The referral request occurs when you visit your Primary Care Provider (PCP) and a decision is made to send you to a specific Specialist. Specialty office visits do not require prior authorization. You may access Behavioral Health, Chiropractic, Clinical Health Education and Eye Care services without a provider referral or prior authorization.

PRIOR AUTHORIZATION: Prior authorization is the process by which GHC-SCW provides prior written approval for coverage of specific benefits, treatments, Durable and Disposable Medical Equipment (DME), Prescription Drugs and supplies. The purpose of prior authorization is to determine and authorize the following:

- The specific type and extent of care, Durable and Disposable Medical Equipment, Prescription Drug or supply that is necessary;
- The number of visits, or the period of time, during which care will be provided;
- The provider to whom the member is being referred; and
- Whether the member should receive coverage for the services from an out-of-network provider because necessary services are not available from an in-network provider.

It is the member's responsibility to ensure a prior authorization has been obtained when required. Failure to obtain prior authorization when required may result in the member receiving a reduction in or no benefit.

If prior authorization is not received prior to the date of service and/or receipt of supplies, your provider should contact GHC-SCW's Care Management Department for a determination of Medical Necessity.

PCP in Dane County: If a specialty service is available at a GHC-SCW clinic, members are required to obtain the specialty service from GHC-SCW, otherwise a prior authorization from a referring provider is required.

PCP outside of Dane County: Specialty services should be obtained from an in-network regional health system partner and it does not require prior authorization. Specialty services unavailable within the regional area should be referred to UW Health or UnityPoint Health - Meriter Specialists and require a prior authorization.

The prior authorization lists may differ depending on your health plan.

For questions about services requiring prior authorization, visit ghcscw.com or contact Care Management at (608) 257-5294.



Primary Care



Primary Care Providers are your first point of contact for health care. Our Providers offer a broad spectrum of health care and preventive care services to our members. GHC-SCW has a broad network of providers in the Partners Plus POS plan, both at our GHC-SCW clinics and throughout partnering locations in south central Wisconsin.

With the Point of Service (POS) plan, you can see providers in and out of your GHC-SCW network, depending on your health care needs. View your plan documents or contact GHC-SCW Member Services for questions.

Visit ghcscw.com and select **Find A Provider** to view details about our Providers online, including their practice location, medical background, education, languages spoken and more.

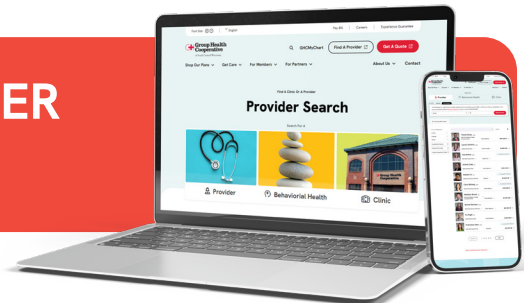
The key to good health is forming a partnership with a Primary Care Provider. By understanding your needs and medical history, your PCP can best care for you.

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 Dane County and south central Wisconsin.

FIND A PROVIDER SEARCH TOOL



TOGETHER, BETTER IS POSSIBLE.

Benefits of Choosing GHC-SCW Primary Care

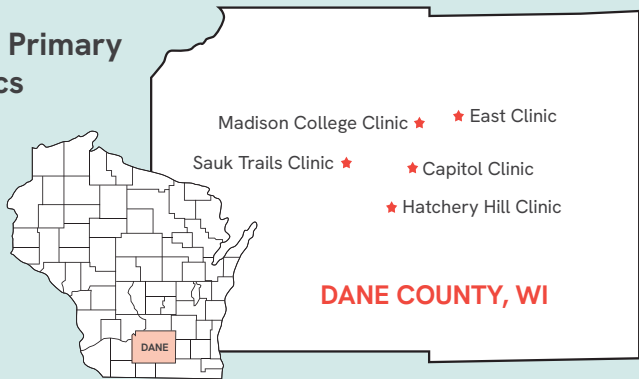
ACCESS: All GHC-SCW primary care clinics are accepting new patients!

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.

LGBTQIA+ PRIMARY CARE: Choose from our Primary Care Providers, 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. **Gender affirming care is health care.**

GHC EXPERIENCE GUARANTEESM: The GHC Experience GuaranteeSM is a promise that every patient and member gets the best experience every time. 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.

GHC-SCW Primary Care Clinics



Capitol Clinic (including appointment-based Urgent Care)
675 W. Washington Ave., Madison

East Clinic
5249 E. Terrace Dr., Madison

Hatchery Hill Clinic
3051 Cahill Main, Fitchburg

Madison College Community Clinic
1705 Hoffman St., Madison

Sauk Trails Clinic
8202 Excelsior Dr., Madison



Specialty Care

GHC-SCW offers access to providers in specialty areas and recommends and refers to partnering Specialists as needed. Begin with your PCP to access specialty care or contact Member Services for more information.

GHC-SCW has partnerships with UW Hospital and Clinics and UnityPoint Health - Meriter, two of the highest ranked hospitals in Wisconsin. In addition, members have access to many high-quality regional health systems for specialty care. For a full list of in-network providers, please visit ghcscw.com and select **Find a Provider**.

SPECIALTY AND ANCILLARY SERVICES AT GHC-SCW

As a GHC-SCW member, you have access to outstanding specialty and ancillary services at our GHC-SCW-owned and operated clinics. That means you can schedule directly for most of the following services.

	Capitol	Hatchery Hill	Sauk Trails	East	Madison College	Princeton Club	Olin
ASD Speech & Occupational Therapy							✓
Behavioral Health		✓	✓	✓			✓
Chiropractic	✓	✓	✓	✓			
Clinical Health Education	✓	✓	✓	✓			
Dermatology		✓					
Eye Care		✓					
Imaging	✓	✓	✓	✓	✓		
Advanced Imaging (e.g., CT scans, mammography, ultrasound)		✓					
Lab	✓	✓	✓	✓	✓		
Occupational Therapy	✓			✓		✓	
Physical Therapy	✓			✓		✓	
Sports Medicine		✓					

For details about GHC-SCW specialty services covered under your insurance plan, or to determine if prior authorization is needed, please refer to your Member Certificate and Benefits Summary.

Specialty and Ancillary Care Options at GHC-SCW Clinics

GHC-SCW CHIROPRACTIC CARE: GHC-SCW chiropractors work with your Primary Care Provider to make sure you are getting the right treatment for your condition. Chiropractic care may help relieve your back or neck pain, headaches or even pain in the arms and legs by adjusting or manipulating the spine.




GHC-SCW CLINICAL HEALTH EDUCATION: GHC-SCW clinics provide education and support through Clinical Health Education. Health promotion, disease prevention and management, nutrition and other patient-centric strategies are available one-on-one or in classes.

GHC-SCW DERMATOLOGY: GHC-SCW dermatologists provide a full spectrum of dermatology care including diagnosis, treatment, skin biopsies and light therapy, as well as treating conditions of the hair, nails and scalp.

GHC-SCW EYE CARE: Members have access to the extensive services at our GHC-SCW Eye Care Center, including comprehensive eye exams, top-of-the-line eyewear, sunglasses and contact lenses.

GHC-SCW PHYSICAL AND OCCUPATIONAL THERAPY: Members can get physical and occupational therapy care at our Primary Care Clinics and our specialty PT/OT Clinic. PT/OT services and group classes are available. Visit ghcscw.com/classes to learn more.

GHC-SCW Eye Care Center Services

-  **Comprehensive eye exams**
Skilled doctors whose main concern is your vision and eye health.
-  **Glasses and state-of-the-art lenses**
Stylish frames at a competitive price.
-  **Sunglasses**
From sports to safety, find the perfect prescription and non-prescription sunglasses.
-  **Contact lenses**
Full service fittings for contact lenses that are available for order through your GHCMYChartSM account.



See us Today

 (608) 257-7328

 **Hatchery Hill Clinic,
Eye Care Center**
3051 Cahill Main
Fitchburg, WI 53711

 **Mon-Fri: 7:30 a.m. - 5 p.m.**



GHC-SCW offers a full range of behavioral health, addiction services and health behavior interventions for children, adolescents and adults. Our multi-disciplinary treatment team works collaboratively with members to develop individualized assessments and treatments to meet the needs of each member and their family.

BEHAVIORAL HEALTH SERVICES AVAILABLE:

- ASD Treatment and Services
- 24/7 Crisis Intervention Services
- Couples and Family Therapy
- Group Psychotherapy
- Higher Levels of Behavioral Health Care
- Individual Therapy
- Psychiatry
- Substance Use Disorder Treatment
- Types of Testing and Evaluations
- Virtual Behavioral Health Care

GHC-SCW outpatient behavioral health services are available at the following clinic locations:

- Olin Clinic
- East Clinic
- Hatchery Hill Clinic
- Sauk Trails Clinic



GHC Foundations Intensive Outpatient Program is a treatment program for members who are either stepping down from higher levels of behavioral health care or could use more intensive services than outpatient therapy and medication management. A virtual program is also available.

Autism Spectrum Treatment Program

The Autism Spectrum Treatment Program helps school age children with autism learn ways to make and keep friends and cope with their emotions. Our neurodiversity affirming approach supports autistic individuals and their caregivers using evidenced-based techniques. Depending on individual needs, services are available one-on-one, virtually, in the child's home (Dane County only) or in group settings at a GHC-SCW clinic. ASD Speech and Occupational Therapy services are also available.

To learn more and find behavioral health providers, visit [ghcscw.com](https://www.ghcscw.com) and search **Behavioral Health** or click **Find a Provider**. You can also call the GHC-SCW Behavioral Health team at **(608) 441-3290** to get started.

GHC-SCW offers our members a broad network of pharmacies to make sure getting your prescriptions filled is convenient for you!

GHC-SCW CLINIC PHARMACIES AND PHARMACISTS: GHC-SCW pharmacists help you navigate the complex world of medications by answering questions on therapy, performing dose verification, analyzing drug interactions and completing medication reviews. If you have any questions, please call **608-257-9732** (TTY Number: **(608) 828-4815**) or visit **ghcscw.com**, select **Get Care** and click **Pharmacy**.

GHC-SCW MAIL ORDER PHARMACY: Prescriptions are delivered right to your door with our FREE MAIL ORDER service. GHC-SCW pharmacies can dispense a 90 day supply on most medications. Most prescriptions arrive within 3-5 days after your refill request. Note some medications can not be shipped. GHC-SCW mail orders can only be shipped to a location within the state of Wisconsin. Members interested in this service should call the **Sauk Trails Clinic Pharmacy** at **(608) 831-1773**.

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.

MAIL PHARMACY: GHC-SCW offers members the Birdi Mail Pharmacy. Birdi is an option for patients getting prescriptions mailed out of state. Please call **(855) 247-3479** or visit **BirdiRx.com** for more information.

FORMULARIES: GHC-SCW drug formularies provide a list of prescription drugs available under your specific benefit plan. You can find your plan's formulary on **MyPlanFinder** or **ghcscw.com**, with your other plan documents. See the Understanding Your Plan section in this booklet for information on your plan's formulary. For questions about formularies, please call **(608) 828-4811**.



Urgent and Emergency Care

Urgent care is for non-life-threatening conditions that need to be treated that same day or after business hours. These conditions typically cause unusual discomfort.

EXAMPLES OF URGENT CARE SYMPTOMS:

- Back Pain
- Eye Irritation
- Sprains
- Urinary Tract Infections
- Colds and Flu
- Fever
- Skin Rashes
- Cuts or Bruises
- Migraine Headaches
- Simple Bone Fracture
- Ear Pain
- Sore Throats

For a full list of in-network Urgent Care and Emergency Care locations, visit ghcscw.com and click on **Find a Provider**.

GHC-SCW APPOINTMENT-BASED URGENT CARE CLINIC

675 W. Washington Ave.,
Madison, WI 53703

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

Call the GHC-SCW Urgent Care Clinic at Capitol Clinic at **(608) 442-8100** to schedule an appointment.

Appointments are made to better serve your same-day access needs and are required for GHC-SCW Urgent Care. Walk-in appointments are not available.

Physical therapy is available for some injuries at the GHC-SCW Urgent Care Clinic at Capitol Clinic.

EMERGENCY CARE: Emergency Care is medical care for a life-threatening medical condition that could cause serious jeopardy to a person's health. If you require Emergency Care, please go to your designated hospital emergency room for treatment.

EXAMPLES INCLUDE:

- Alcohol or drug overdose
- Amputations or severe lacerations
- Complex bone fractures
- 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

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



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) 661-7360.**



GHCMyChartSM VIDEO VISITS

With GHCMyChartSM Video Visits, members can safely visit with providers to receive the same exceptional care experienced at a GHC-SCW clinic. Visits can be set up using GHCMyChartSM for routine visits and select specialty visits* **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.* **Visit ghcscw.com/keycare to get started.**



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.* **Visit ghcscw.com/keycare to get started.**



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.* **Visit ghcscw.com/mdlive to get started.**

*Restrictions may apply for BadgerCare Plus and non-member patients. 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 members with HSA benefit plans. Visit ghcscw.com/virtual-care for more details on exclusions.



Member Owner Rewards

As member-owners in south central Wisconsin's only non-profit health care Cooperative, you automatically qualify for our **Member Owner Rewards**.

Member Owner Rewards Include:

GHC EXPERIENCE GUARANTEESM

We give you the power to decide if your experience at a GHC-SCW clinic was worth what you paid.

Visit ghcscw.com/experience-guarantee to get started!

GHC MYCHARTSM & MOBILE APP

The power of all your health information in one place. Easy, convenient and safe. **Visit ghcmychart.com for more information.**

EYECARE AND WELLNESS DISCOUNTS

Receive a discount on retail eyewear, massage and acupuncture.

Learn more at ghcscw.com/member-owner-rewards

MANAGEWELL[®] REWARDS*

GHC-SCW has a member-centric wellness rewards program called ManageWell[®]. **Learn more at ghcscw.com/managewell.**

VIRTUAL CARE

When you have a GHC-SCW Member ID card in your wallet, you can take care, anywhere.

- GHC NurseConnect
- GHCMYChartSM Video Visits
- Virtual Urgent Care Visits powered by KeyCare
- E-Visits powered by KeyCare
- Virtual Therapy Visits powered by MDLIVE[®]

Visit ghcscw.com/virtual-care to get started!

* ManageWell[®] is not available to those included in the State of Wisconsin Group Health Insurance Program, Federal (FEHB), Individual and Family Plan and BadgerCarePlus members.

Eye Care & Wellness Member Discounts

Studio Z Salon

studiozmadison.com | (608) 221-7888

Studio Z Salon & Spa is an inviting full-service salon and spa. Their team is comprised of nearly 40 talented professionals whose goals are for every guest to leave feeling and looking happier than the moment they arrived.



Current GHC-SCW members will receive \$20 off any 60 or 90 minute massage services. *

Inner Wisdom Acupuncture

innerwisdomacu.com | (608) 709-1119

Inner Wisdom Acupuncture's deep-rooted passion for holistic health fuels their dedication to each patient. At their clinic, your well-being is their top priority, guiding them to craft individualized treatment plans that suit your unique needs.



Current GHC-SCW members will receive \$10 off acupuncture (initial & follow-up services).*

Dane County Family Acupuncture

danecountyfamilyacupuncture.com | (608) 222-0250

Dane County Family Acupuncture is a premier, full-service acupuncture and traditional Chinese medicine clinic. They are located in Monona, WI and serve Madison, WI and the greater Dane County area.



Current GHC-SCW members will receive \$15 off an Initial Acupuncture Visit and \$10 off a Return Acupuncture Visit.*

GHC-SCW Eye Care Center

ghcscw.com/eye-care | (608) 257-7328

Our expert staff at the GHC-SCW Eye Care Center take the time to help you and your family select the perfect frames and lenses to fit any lifestyle and budget.



GHC-SCW members get a discount of 20% on retail eye care products such as frames, non-prescription sunglasses, reading glasses, solutions and drops. Members also receive 10% off a 12-month supply of contacts!*

**GHC-SCW members will need to show their current Member ID card in order to receive their discount.*



Manage your health online, 365 days a year! At GHC-SCW, we believe that you and your provider should collaborate on your health care.

GHCMyChartSM Features*



Message your provider.**



Schedule appointments online.



View select test results, immunization records and health summaries.



Video Visits with GHC-SCW providers.



Refill medications.



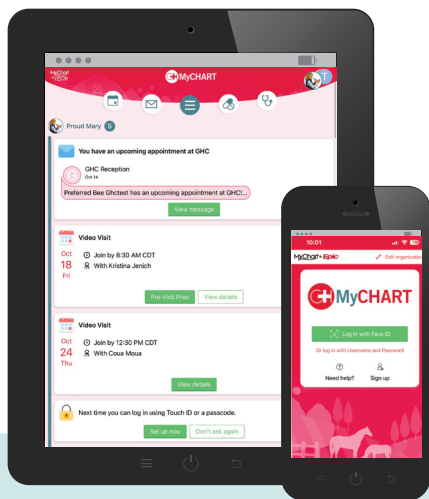
View and pay your bill.



Connect to your children's medical and insurance information with GHCFamilyChart.



And much more!



Activate your Account

- 1 Visit ghcscw.com/ghcmymchart and select **"Sign Up Now."**
- 2 Enter your Activation Code. If you don't have one, select **"Request a Code Now"** to receive an activation code via email.
- 3 Complete the form and follow the prompts.



Get the App

To use the MyChart app on your smartphone, you must first create your online GHCMyChartSM account. Standard data rates from your phone provider apply.

*Features listed are available to members who receive care at GHC-SCW Capitol, East, Hatchery Hill, Madison College and Sauk Trails Clinics. Members who receive care at other clinics may have fewer features available. Members must be at least 18 years old to create an account.

**GHCMyChartSM messaging fees may apply.

More Information

We encourage you to view your member materials and benefits information online.

Visit ghcsw.com, select **For Members**, then **Your Benefit Information** to access important member information including an electronic copy of this GHC-SCW Membership Guide and the following:

- [MyPlanFinder](#):
Your online tool to obtain plan documents
- [Explanation of Benefits Key](#)
- [Notice of Privacy Practices](#)
- [Health Plan Member Information](#)
- [Patient Protection Disclosure](#)
- [Rights and Responsibilities](#)
- [Women's Health Notice](#)
- [Advance Directive, Living, Will or Power Of Attorney for Health Care Notice](#)

On ghcsw.com you can also:

- [View Provider Directories](#)
- [Sign up for your GHCMYChartSM Account](#)
- [Take steps to select your Primary Care Provider](#)
- [Transfer your medical records, prescriptions and specialty care](#)
- [Learn about our Member Owner Rewards](#)
- And more!

If you would like a free copy of any of these materials printed and mailed to you, please contact our Member Services team.

Feel free to contact us by phone, weekdays from 8 a.m - 5 p.m, at **(608) 828-4853** or toll-free at **(800) 605-4327 (TTY Number: (608) 828-4815)** and request Member Services. If you prefer, you may contact us by email at member_services@ghcsw.com.



Nondiscrimination Notice & Language Services

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.

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

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

An electronic copy of **GHC-SCW's Nondiscrimination Notice and Language Assistance Services** can be found on ghcscw.com

NOTICE OF PRIVACY

GHC-SCW is legally required to protect the Privacy of each member's health information, and doing so is of extreme importance to GHC-SCW. We call this information "protected health information" or PHI. This information includes your personal and demographic information that identifies you and that relates to your past, present or future physical or mental health conditions and related to health care services. Please read the **GHC-SCW Notice of Privacy Practices** for more information as well as your **Rights and Responsibilities**. The GHC-SCW Notice of Privacy Practices can be found at ghcscw.com. Scroll to the bottom of the page and select **Privacy** in the footer bar or type "Privacy" in the search bar on any page. If you would like a free copy of these materials printed and mailed to you, please contact our Member Services team.

ABOUT GHC-SCW

Mission: We partner with members and the communities we serve to maximize health and well-being.

Vision: As a local, non-profit, member-owned Cooperative, we are the most trusted resource for lifelong health and well-being in the communities we serve.

Values:

We are a non-profit Cooperative

We are member-centered

We are equitable and inclusive

We are quality-driven

We are innovative

We are community involved

