

2026

HouseCall



of South Central Wisconsin

1976

Celebrating 50 Years

2026

2026 Annual Membership
Meeting & Registration

Board of Directors & Nominations
Committee Candidates

GHC-SCW Adopts Epic's
AI Charting Tool

Refreshing your Wellness
Routine for Summer

50th Anniversary Legacy
Trail Adventure

TOGETHER, BETTER IS POSSIBLE.

TABLE OF CONTENTS

02	From the Desk of Mark Huth, MD	11	Leading the Way in Innovation and Excellence
03	Annual Membership Meeting & Election	12	Refreshing your Wellness Routine
05	Board Member Candidate Profiles	13	50th Anniversary Legacy Trail
08	Nominations Committee Candidate Profiles	14	Important Member Notices
10	Expanding Access to Care	16	Community Involvement

FROM THE DESK OF MARK HUTH, MD

Your Voice. Your Vote. Your Cooperative.



Dear GHC-SCW Members,

As we enter another summer together, I am reminded of what makes Group Health Cooperative of South Central Wisconsin (GHC-SCW) so special. For 50 years, GHC-SCW has been shaped by the people who believe in cooperative health care: our members, providers, staff, Board of Directors and community partners. This issue of HouseCall highlights many of the ways that spirit continues today, from new programs and health care innovation to opportunities for members to get involved and make their voices heard.

One of the most meaningful ways to participate in your Cooperative is to vote in the Annual Election and attend the Annual Membership Meeting. As a member-owned organization, GHC-SCW is guided by the people we serve. Your vote helps select the

Board of Directors and Nominations Committee members who support strong governance, thoughtful leadership and the continued success of our Cooperative. I encourage all eligible members to learn about this year's candidates and cast your vote.

This year's issue also includes updates that reflect our ongoing commitment to quality, access and innovation. We are preparing to launch Pathways to Recovery, a new outpatient Substance Use Disorders Treatment Program designed to provide individualized, whole-person care for adults. We are also proud to share that GHC-SCW has become the first health care organization in the world to adopt Epic's AI Charting tool, helping providers spend more time focused on patients and less time focused on a computer screen.

As many of you may have heard, I recently announced my planned retirement as President and CEO of GHC-SCW in April 2027. By that time, I will have had the privilege of serving this organization for 20 years, first as a Family Physician and later in leadership roles across the Cooperative. It has been the honor of my career to serve GHC-SCW, and I remain deeply grateful for the trust, kindness and commitment of our members, staff, providers, Board and community partners.

There will be time in the months ahead to reflect more fully on this transition. For now, my focus remains on supporting GHC-SCW's continued strength and helping ensure our Cooperative is well-positioned for the future. As we celebrate our 50th anniversary, I am proud of our history and optimistic about the future we will continue building together.

Thank you for being part of GHC-SCW and for helping shape the future of your Cooperative. I hope you enjoy this issue of HouseCall, take a few moments to vote and join us in celebrating 50 years of being Better Together.



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



ANNUAL MEMBERSHIP MEETING & ELECTION

2026 ANNUAL MEMBERSHIP MEETING & ELECTION

Your Cooperative holds an Annual Membership Meeting so your voice can be heard. This year, the meeting will be held in person, giving members a chance to talk to the candidates before the meeting begins. In-person attendees of the Annual Meeting will be eligible for a prize drawing, so don't miss out. For planning purposes, please RSVP.

A view-only livestream option will also be available, but if you would like to participate and ask the candidates questions before the meeting, please plan to join us in person this year.



When:
June 25, 2026
Time: 6:00 p.m.



Where:
**Alliant Energy
Center**



RSVP:
ghcscw.com/vote

Annual Meeting materials, including a copy of the 2025 Annual Meeting Minutes, can be found online at ghcscw.com/vote.

Notice: A Member submitted proposed changes to the Bylaws, which can be found online at ghcscw.com/vote. A paper copy can be made available upon request by email or phone at annualmeeting@ghcscw.com or (608) 662-4183. GHC-SCW's Bylaws were amended by the Board of Directors on March 19, 2026. More information regarding the March 2026 Bylaw amendment is available on page 15.

The 2026 ballot will include Board of Directors candidate and 2027 Nominations Committee candidate voting, as well as a proposal to approve the 2025 Annual Meeting Minutes. If you have trouble accessing the minutes, RSVPing or voting, please email annualmeeting@ghcscw.com or call (608) 662-4183.

How to Cast Your Vote

All eligible GHC-SCW voting members may vote online, in-person at the Annual Meeting or by mail-in paper. Voting begins on **Friday, May 29, 2026** and closes on **Sunday, June 21, 2026, at 11:59 p.m.**

Visit ghcscw.com/vote to cast your online vote. All you need to cast an electronic ballot is your last name, member number and your home zip code.

Completed paper ballots must be received no later than Sunday, June 21, 2026, in a sealed envelope bearing the signature of the member on the outside of the envelope.

You may still request a paper ballot to vote before the 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



**ALL VOTING
CLOSES BY END
OF THE DAY
ON SUNDAY,
JUNE 21, 2026.**



ANNUAL MEMBERSHIP MEETING & ELECTION

YOUR VOICE MATTERS:

Why it's Important to Vote

As a member of Group Health Cooperative of South Central Wisconsin, you are more than a patient or customer, you are part of a cooperative where members help shape important decisions. One of the best ways to make your voice heard is by voting in the Annual Election for the Board of Directors and Nominations Committee.

Unlike many health care organizations, GHC-SCW gives members a direct role in choosing its leaders. Your vote helps select the people who guide the Cooperative's future and make decisions about the care and services members receive. The Board of Directors helps oversee areas like quality of care, member experience, financial health and long-term planning. The Nominations Committee helps identify future leaders who represent the values of GHC-SCW members.

For 50 years, GHC-SCW has been committed to providing high-quality care and putting members first. That success is possible because of dedicated staff and engaged members who take part in the Cooperative's governance process. Voting is a simple but important way to support the future of GHC-SCW and make sure member voices continue to be represented.

Every vote matters. By taking just a few minutes to vote, you help support strong member leadership and the continued success of your Cooperative. We encourage all eligible members to learn about this year's candidates and cast their vote.

2026 BOARD OF DIRECTOR CANDIDATES:

This year, there are six candidates running to fill three open positions on the GHC-SCW Board of Directors. Read their profiles or watch their candidate videos to get to know your 2026 board member candidates!



John Flanery



Colleen Gullickson



Hendrik Lai



Christopher Stroebel



Elise Taft



Andrew Turner

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.



2026 BOARD MEMBER CANDIDATE PROFILES



John Flanery



Scan for Board
Candidate Video 

I want GHC-SCW to be a top employer in Wisconsin and a more successful organization with a strong future of providing excellent service. We will not be successful until all employees are pleased and our operations and financials are sound.

While various reports show that GHC-SCW employees are predominantly “happy,” I believe more can be done to reduce workloads, correct pay-disparity and improve management effectiveness. I want to ensure that every single employee, not just “the majority” feels empowered to speak up and is secure and proud of their choice to work for GHC-SCW.

On the operations front, I want to continue reviewing company policies and financials for improvement opportunities. I think GHC-SCW needs to be a bit more employee-focused and invest more into relationships, clinic facilities and technology. Investing in the business will strengthen the foundation of the Cooperative and allow it to continue providing much-needed health care for years to come.

These past 9 months, as a new board member, I have begun building trusting relationships with key GHC-SCW executives and board members and have learned a lot about the operations of the clinics and the insurance company. My term was limited to 1 year because I was unknowingly slotted to complete the term of a resigning board member. With a new term of 3 years, I can continue building on the work I’ve started. To that end, I sincerely thank those of you who recently voted for me and I would greatly appreciate your continued confidence in me to serve GHC-SCW.



**Colleen
Gullickson**



Scan for Board
Candidate Video 

GHC-SCW is unique in that we are both a health insurance company and health care delivery organization. I am currently the only elected board member with direct health care delivery experience. As a retired nurse practitioner, educator and Associate Dean of Nursing for Edgewood University, I am well-informed regarding the current challenges health care agencies face while seeking to improve the patient experience and overall health of diverse populations while reducing costs. I am equally well-informed about current practices designed to best respond to these issues while avoiding staff and provider burnout.

It has been a privilege and honor to serve on the Board of Directors for GHC-SCW since 2017. As a cooperative director, I strive to incorporate the seven cooperative principles in all that we do. As part of the governance team, I have developed my skills as a leader of the Board. I have served four years as Board Vice Chair and five years as Chairperson on the Quality, Safety and Patient Experience Committee. I also serve on the Executive Committee, Board Development Committee and Governance Committee. Serving on these committees is an excellent match with my knowledge, skills and expertise. As Vice Chair I have worked with the Board Chair in developing a strong governance policy monitoring system and reporting that ensures accountability in cooperative governance. This past year has brought attention to issues our organization needs to address, which will require experienced leadership on the board.

Continued success for GHC-SCW is incumbent on creative thinking and problem-solving, innovation and dedication to the organization’s Mission, Vision and Values. I hope to continue serving as a board member and seek re-election to continue collaborating with a team of resolute individuals who support a common goal in the provision of outstanding, affordable and accessible health care.



2026 BOARD MEMBER CANDIDATE PROFILES



Hendrik Lai



Scan for Board
Candidate Video



I expect to contribute in three primary ways. First, I bring a strong understanding of health care systems from both the provider and enterprise perspectives. Having served in senior executive and advisory roles across integrated care, clinical operations and health care services, I am experienced in balancing clinical excellence with financial stewardship, regulatory compliance and long-term organizational resilience. This perspective supports sound fiduciary oversight while keeping patient and member outcomes at the center of decision-making.

Second, I offer data-driven strategic insight to support GHC-SCW's long-term sustainability. My background includes profit and loss accountability, performance transformation and strategic planning for health care organizations at scale. As a director, I would help evaluate strategic initiatives, investments and risk through a disciplined, evidence-based lens - ensuring resources are deployed effectively to support high-quality, affordable care for members.

Third, I am committed to governance that reflects cooperative values and community accountability. I have worked extensively with public, private, not-for-profit and government stakeholders, and I value transparent decision-making, respectful debate and collective responsibility. I believe effective boards ask the right questions, support management without overreach and remain deeply connected to the communities they serve. In serving on the GHC-SCW Board, my goal would be to contribute thoughtful governance, strategic clarity and principled leadership - helping ensure the Cooperative remains financially strong, clinically excellent and true to its mission for current and future member-owners.



**Christopher
Stroebel**



Scan for Board
Candidate Video



After graduating from Harvard Law School, I pursued a career in law. In 2016, I left a successful practice at a large, Milwaukee-based law firm, where I was a shareholder specializing in corporate reorganization and financial restructuring, to start my own law firm. My decision was motivated by the desire to broaden my legal practice and more effectively represent clients based on their specific needs.

Over the course of my career, I have counseled many officers and directors of businesses, including a brief stint as in-house counsel at Epic Systems Corporation in the early 2000s. My clients rely on me as a trusted advisor on legal matters. Clients also frequently seek my views when considering strategic business decisions. My work ranges from helping clients meet the challenges that arise in their day-to-day operations to representing businesses as they navigate critical situations and pursue key opportunities. I have followed developments in the health care industry: the consolidation of health care systems; the diversification and vertical integration of insurers, pharmacies and health care providers; the rise of niche monopolies within the health care system and the resulting relentless pressure on health care providers and patients. These developments present challenges, to be sure.

At the same time, I believe that GHC-SCW, as a cooperative with the central purpose of providing high-quality, member-focused care, is uniquely positioned to thrive in an age of increasingly sclerotic profit-seekers. I ask that you vote for me. I will bring my more than 30 years of experience in counseling businesses to GHC-SCW, providing a careful evaluation of the facts, insightful analysis, strategic thinking and collaborative problem-solving, for the benefit of GHC-SCW's members.



2026 BOARD MEMBER CANDIDATE PROFILES



Elise Taft



Scan for Board
Candidate Video



When I began planning to leave my job working at Epic health care software company in 2022 to take a leap and expand our family's violin shop, I was nervous. There were so many things for my spouse and me to consider, but foremost in my mind was if we could be sure to continue getting health care coverage for ourselves and our three children through GHC-SCW. The relationships we had developed with our doctors and care providers had become fundamental for us. We were relieved when we were able to purchase GHC-SCW coverage on the health care marketplace so I could make this monumental career change.

The intervening years have been tumultuous for those of us who rely on the ACA and the marketplace. Health care has become the most expensive line item in our budget by a significant margin. All of this has brought me to evaluate my commitment to GHC-SCW. After nearly 20 years of membership, I find myself eager to join the board to help take my ownership of GHC-SCW beyond simply membership and ensure GHC-SCW continues to thrive.

Because of my time at Epic, my experience with health care goes beyond just being a consumer, though. For twelve years I worked closely with health care providers and the staff that support them. I have seen the struggles and the success that happen at each point of the health care experience. When I join the board I will bring with me this first-hand experience and a respect for health care's immense complexity.

Health care is paramount for my family, as I'm sure it is for yours. As a GHC-SCW board member you can expect me to bring all of my experience. I will bring my first-hand experience working in health care, my acumen as a business owner and my deep commitment as a member by way of the ACA. I believe my breadth of experience would be an important asset to GHC-SCW.



**Andrew
Turner**



Scan for Board
Candidate Video



I believe serving on the GHC-SCW Board is the best way for me to contribute to health care quality in our community. Serving my first term on the board gave me invaluable insight into the challenges and opportunities that confront GHC-SCW. I came to the board with high expectations, but I've found GHC-SCW to be even more unique, special and important than I had realized. The last few years have been both challenging and enlightening as we've worked to ensure the patient-first focus of the Cooperative and remain true to its ideals and vision, while also providing the fiscal and managerial foundation necessary for the organization to survive and thrive in an incredibly complex, demanding and competitive health care environment. On a personal level I'm living through the impact of chronic illness on my own family, so GHC-SCW's quality, patient focus and organizational stability are personal to me.

Much of my professional experience bears directly on GHC-SCW's work. As a lawyer, I worked with major health care providers to navigate legal compliance issues, studied member-owned cooperatives as a researcher for the Filene Research Institute. My financial experience also includes being the Vice President of Lending Services at Forward Community Investments. I have extensive non-profit board experience having served on the board of Centro Hispano, Supporting Families Together Association, Madison Youth Choirs and LOV Dane. I currently serve on the University of Wisconsin-Madison Athletic Board.

My breadth of experience is my most valuable asset. I've worked in multiple countries problem-solving alongside people as diverse as corporate business owners (as a lawyer), indigenous tribe members (as an anthropologist) and students from every background and walk of life (as a professor). Those experiences help me bring a unique perspective to bear on difficult questions that require creative problem-solving, discretion and judgment.



2027 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 2027 Nominations Committee. Members will be asked to vote for the three Nominations Committee candidates on the 2026 ballot. Scan the QR code to the right or read the bios below to learn more about the candidates.



Visit ghcscw.com/vote to vote.



Katherine Blue

I am an acute care speech-language pathologist at UW Hospital and am on a team that treats the adult population with cognition and communication impairments including populations with neuro-rehab needs (post-stroke, delirium, tumor resection; language, cognition; motor speech), tracheostomy weaning (speaking valve) and augmentative and alternative communication. I specialize in discourse analysis and the use of alternative communication in the ICU setting. I am also a peripheral member of our inpatient Geriatrics team.

My current research investigates patient outcomes and institutional cost when ventilated patients are provided with alternative modes of communication.

While my current practice is in the adult realm, I spent my early years practicing with the Madison School District. Since being hired at UW Health, I floated between AFCH and UH initially but am now dedicated to the adult populations.



Mike Butterworth

Thank you for the opportunity to serve our members and our community. I am a US Army veteran, government employee, father and part-time cat wrangler. My professional experiences span over fifteen years in government employment with experience working at both the state (two) and the federal level. I am a graduate of Northern Illinois University where I earned a Bachelor of Science in Economics. I spend most of my time off enjoying all the wonderful places Madison and the surrounding communities have to offer. I also spend some of my free time organizing and officiating local wargaming events as well as going for walks with my wife and our two cats, Leo and Tostada.



Pauline Gilbertson

I have lived in Madison since 1985, and have been a GHC-SCW member since 1985. I have three college degrees. I was in business management positions for 17 years, in both private and cooperative businesses. I then switched careers and became a public school teacher of students with special needs for 20 years. I also taught adult Business and Marketing students at MATC while attending UW graduate school. I have been an active board member of three cooperatives. My personal interests include travel, camping, theatre, film festivals, photography, needlecraft and puzzles.



2027 NOMINATIONS COMMITTEE CANDIDATE PROFILES



Ted Haglund

As a long-time, but now retired GHC-SCW provider, I am uniquely qualified to assist with promoting the best board candidates to ensure the long-term growth and success of the Cooperative. My decades of experience working at GHC-SCW's Urgent Care offered me the opportunity to understand the needs of and challenges faced by our Cooperative in the increasingly profit-driven health care industry. My deep knowledge of our members and our clinic staff has positioned me to be an effective member of the Nominations Committee.



Ami Han Huesmann

I am a proud Badger, having earned a Ph.D. in Physics from UW-Madison in 2004, and am currently an education professional at UW-Madison.

I have extensive experience working with diverse groups of people, and my own multicultural and international background – including having parents from different countries – gives me a valuable perspective. I've had to communicate with a doctor in a second language, and I have seen my naturalized parent struggle to get appropriate and respectful health care in the U.S. Thus, I believe it is important to consider immigrant voices in any discussion.

My international experience has all been in countries with health care challenges: Yemen, the Philippines and several countries in sub-Saharan Africa. Notably, I served as a Peace Corps volunteer in Gabon. There, I observed the racial and class disparities in the health care system and learned from public-health volunteer peers. For example, anyone admitted to a hospital then (mid 1990s) was tested for HIV; where one public-health volunteer worked, approximately 25% tested positive. These experiences also influence my views on many topics, including health care.



Veronika Kurth

I have been a GHC-SCW member for over 35 years, giving me a long-term, personal perspective on the organization's evolution and the role it plays in our community. That experience shapes how I think about patient care, organizational values and the importance of thoughtful leadership.

My educational background is in Astronomy-Physics, a field that strengthened my analytical thinking, problem-solving abilities and comfort with complex systems. Those skills became the foundation of my career in health care technology. After graduating, I spent 21 years at Epic, where I developed deep expertise across a wide range of clinical and patient-facing applications. As a Quality Manager, I collaborated closely with clinicians, analysts, developers and operational leaders to ensure that software met real world needs.

I value data-driven decision-making, collaborative problem-solving, and a strong commitment to patient-centered care, and I hope to contribute those strengths to the Nominations Committee.

INTRODUCING PATHWAYS TO RECOVERY

Substance Use Disorders Treatment Program



GHC-SCW is launching **Pathways to Recovery**, a new outpatient Substance Use Disorders Treatment Program for adults, in the summer of 2026.

Pathways to Recovery provides individualized, whole-person care for members living with substance use disorders, including concerns related to alcohol, opioids, cannabis, cocaine, methamphetamine and other substances. The program uses a harm-reduction, low-barrier approach focused on meeting patients where they are and supporting long-term recovery.

Pathways will be staffed by licensed therapists, nurses and an addiction medicine physician. Services may include assessment and treatment planning, individual and group counseling, medication management, harm-reduction education, outpatient withdrawal management when appropriate and referrals to additional care or community resources.

The new program will be located in the lower level of the GHC-SCW Capitol Clinic, 675 W. Washington Ave., Madison. Virtual video visits will also be available.

Once the program opens, members can talk with their Primary Care Provider, urgent care provider or behavioral health provider if they think this program would benefit them. Members may also contact Pathways directly to request an appointment at **(608) 441-3320**.



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.**



GHC MYCHARTSM VIDEO VISITS

Visit with providers via video to receive the same exceptional care experienced at a GHC-SCW clinic. Visits can be scheduled 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 visit. You can be at home, the office or elsewhere and receive virtual care using a computer, tablet or smartphone.* **Visit ghcscw.com/keycare.**



E-VISITS POWERED BY KEYCARE

Send messages and photos to a licensed provider to 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.**



VIRTUAL THERAPY VISITS POWERED BY MDLIVE

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.**

*Restrictions may apply for BadgerCare Plus and non-member patients. Some services may not be available to members who are located outside of the state of Wisconsin during the visit. Visit ghcscw.com/virtual-care for more details on exclusions.



GHC-SCW BECOMES FIRST IN THE WORLD TO ADOPT EPIC'S AI CHARTING TOOL

GHC-SCW is the first health care organization in the world to implement Epic's new AI Charting tool, marking a major step forward in patient-centered care and provider well-being.

The tool uses secure, health care-specific artificial intelligence to draft visit notes during in-person or virtual appointments (with patient consent). By reducing the need for providers to divide attention between patients and documentation, AI Charting allows providers to be more present while maintaining accurate, timely records.

"This technology fundamentally changes the experience of a health care visit," said Dr. Chris Kastman, Chief Medical Officer. "It supports providers behind the scenes so they can focus on listening, building trust and making shared decisions."

According to Epic, providers using AI Charting have reported saving up to 60 minutes per day, along with improvements in both provider well-being and patient experience.

GHC-SCW partnered closely with Epic to develop the tool, continuing its long history of innovation in health IT, including being the first in Wisconsin to implement EpicCare and MyChart.

"Provider burnout has been a growing challenge," said CEO Dr. Mark Huth. "This technology helps address that while improving the patient experience. We're proud to help lead the industry forward."

About Epic AI Charting

Epic AI Charting is a HIPAA-compliant documentation tool used only with patient consent. Recordings are stored securely for a limited time and are not used to train AI models. Providers review and finalize all documentation.

"This technology fundamentally changes the experience of a health care visit," said Dr. Chris Kastman, Chief Medical Officer.

GHC-SCW AMONG THE TOP PLANS IN THE NATION

According to the **Alliance of Community Health Plans' (ACHP)** review of NCQA Quality Compass® data for Commercial Health Plan Ratings for 2025, GHC-SCW is proud to announce we were ranked among the top-performing health plans in the nation.



GHC-SCW was a top plan in the nation across several categories including **children and adolescent well-care, childhood and adolescent immunizations and prenatal and postpartum care**. We also were a top plan in Wisconsin in **treatment including respiratory care** and overall member satisfaction with their health plan.



REFRESHING YOUR WELLNESS ROUTINE

The sunny season is on its way! Now is the perfect opportunity to reflect on your wellness routine and consider adding a new habit to the mix. Whether you're looking for a new hobby or self-care ideas, a seasonal reset can help set the tone for a more mindful and balanced summer ahead.



SPEND TIME OUTDOORS

Summertime brings fresh air and re-emerging greenery, offering a great time to head outdoors and enjoy nature. Finding ways to keep active can increase energy levels, boost your mood and support overall physical and mental well-being.

- **Take an Outdoor Walk:** Getting outside doesn't need to be complicated. Whether walking around your neighborhood or exploring one of Wisconsin's many incredible parks, taking time to step outdoors can be an active way to practice self-care. A few gem locations include the UW Arboretum, Olbrich Botanical Gardens and the Henry Vilas Zoo.
- **Visit a Farmers' Market:** Farmers' market season is back in full swing! Stop by a market near you to find fresh goods from local farmers and small businesses. Often, you'll be able to find anything from fresh produce to artisan breads to aromatic body soap.
- **Try Birding:** Late spring typically marks peak bird migration, with close to 300 species of birds stopping within Wisconsin each year. Birding is a recreational activity of noticing, identifying and learning about the species that call Wisconsin home. So, grab a pair of binoculars, open your ears and enjoy the show!

INCORPORATE PRODUCE INTO YOUR MEALS

Eating seasonal produce from local farms can help support Wisconsin families while reducing your carbon footprint. When fruits and vegetables are grown locally, they often travel shorter distances and require less transport emissions.

Late Spring/Early Summer Fruits: Strawberries, blackberries, cherries and peaches. These fruits can be the perfect base for fresh fruit desserts or easy side dishes to liven up a meal.

Late Spring/Early Summer Vegetables: Spinach, rhubarb, asparagus, beets, peas and mixed greens. These spring veggies are ideal additions to simple sautés and fresh, green salads.

ORGANIZE YOUR SPACE, DECLUTTER YOUR MIND

Seasonal cleaning can be for both your home and mind! Decluttering your physical spaces can help promote relaxation and productivity. Make a start by focusing on one room at a time. Begin by organizing the space and collecting unused items to donate. Then, you can complete a deep cleaning of high-traffic areas for a fresh start.

Outside of physical cleaning, you can also declutter your digital spaces. Clean out your email inbox, delete unnecessary photos and screenshots, organize your phone apps and answer any outstanding voicemails or text messages. Building these small habits over time can help you feel more prepared for whatever is next in your week.

The Legacy Trail Adventure Has Begun!

Members are finding caches, exploring and giving back.

GHC-SCW's 50th Anniversary Legacy Trail is officially underway, and members across the community are already getting outside, finding caches and sharing their adventures.



A TRAIL THAT CELEBRATES 50 YEARS

The Legacy Trail is an outdoor scavenger hunt featuring hidden Legacy caches, each representing a year from 1976 to 2026. Every cache brings a piece of GHC-SCW's history to life while encouraging players to explore local parks, businesses and community spaces. New caches are added to the trail every two weeks throughout the summer.



FIND. WIN. GIVE BACK.

Each cache you find gives you more chances to win, from weekly \$100 prize drawings to milestone rewards and a \$1,000 grand prize drawing at the end of the campaign. The Legacy Trail also gives back, with more than **\$25,000** in donations connected to local non-profit organizations.



MADE FOR EVERYONE

No experience is required. Whether you find one cache or try to complete the full trail — every adventure counts. It's a fun, flexible and family-friendly way to get outside and make a difference.

Start your adventure

Visit explore.ghcscw.com to view available caches, learn how to play and join the celebration.



Scan to
learn more!





IMPORTANT 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 stages 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 members may access free language assistance services. Written notification about the availability of these services and how to obtain them is provided in multiple languages. You can find this information on our website at ghcscw.com. Print copies are also available upon request by calling Member Services at **(608) 828-4853** or toll-free at **(800) 605-4327**.

Notice of Privacy Practices and Protections

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. 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 or sexual orientation. The NPP explains how your protected health information may be used or shared with others, how to contact the GHC-SCW Compliance hotline and explains your privacy rights. As part of our commitment to safeguarding your personal information and ensuring transparency, we periodically review and update our privacy practices.

What is new?

We recently updated our Notice of Privacy Practices to follow new federal rules under 42 CFR Part 2, which are designed to strengthen protections for records related to substance use disorders treatment. These updates explain more clearly how your information may be used and shared, when your permission is required, and the steps we take to keep your information private and secure. You may obtain a copy or view the NPP at any time by: Viewing at the entrance of each GHC-SCW clinic location; requesting a paper copy from an employee or at ghcscw.com/privacy. Please contact the GHC-SCW Privacy Officer at **(608) 662-4899** with any questions.

Provider Directories Available

The 2026 Provider Directories are now available on the GHC-SCW website; visit ghcscw.com, click "For Members" and select "Provider Directories" from the drop-down menu. Print material can also be requested by contacting Member Services at **(608) 828-4853** or toll-free at **(800) 605-4327**.



IMPORTANT MEMBER NOTICES

Member Understanding of Coverage: BadgerCare Plus

Want to understand your BadgerCare Plus coverage? Visit ghcscw.com, click "For Members" in the menu and select "BadgerCare Plus Members" to check out the BadgerCare Plus Member Handbook. In the document, we've gathered the information you should know as a GHC-SCW member.

Complex Case Management

Complex Case Management is a free, voluntary, short-term program that helps GHC-SCW members create personalized goals to improve their health, functional status and quality of life.

Complex case managers work with members, their care team, GHC-SCW providers and in-network specialists to develop a care plan, navigate the health care system, understand benefits and connect to community resources. Members may self-refer or be referred by a provider, caregiver, hospital discharge planner or medical management program by contacting their Primary Care Provider or calling the GHC-SCW Care Management Department at (608) 257-5294.

Utilization Review Notice

Members can refer themselves or can be referred by utilization review or other medical management programs, hospital discharge planners, their practitioners or a caregiver. If you're interested in Complex Case Management, contact your Primary Care Provider to discuss the opportunity or call the GHC-SCW Care Management Department at (608) 257-5294.

Member Rights & Responsibilities

GHC-SCW wants you to be aware of your Rights and Responsibilities as a GHC-SCW member. New members receive these statements with their new member materials. If you're not a new member or you would like to see a copy of your rights and responsibilities, we invite you to visit our website at ghcscw.com and search "Rights and Responsibilities." You may also call our Member Services staff at (608) 605-4327 to request a paper copy be mailed to you OR you can request a copy by sending an email to Member_Services@ghcscw.com.

16 Things Members Should Know

Want to understand your HMO coverage? Check out the Member Health Plan Information document on our website. In the document, we've gathered the information you should know as a GHC-SCW member. It includes:

1. Information about providers.
2. Primary care services, including points of access.

3. Specialty care, behavioral health and hospital services.
4. How to access care after normal office hours.
5. Emergency care, including when to directly access emergency care or use 911 services.
6. Benefits and services included in and excluded from coverage.
7. Pharmaceutical management procedures, if they apply.
8. Copayments and other charges for which members are responsible.
9. How to obtain care and coverage when outside of the GHC-SCW service area.
10. Benefit restrictions that apply to services obtained outside the GHC-SCW service area.
11. Language assistance.
12. How to submit a claim for covered services, if applicable.
13. How to submit a complaint.
14. How to appeal a decision that adversely affects coverage, benefits or a member's relationship with GHC-SCW.
15. How GHC-SCW evaluates new technology for inclusion as a covered benefit.
16. Independent External Review or review request of a member's appeal.

To find this information online, visit ghcscw.com and select For Members, then Your Benefit Information. There, you can find important plan documents, including Health Plan Member Information and Membership Guides for each plan type. To request a paper copy of either document, contact GHC-SCW Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

GHC-SCW Bylaw Amendment

As a member-owned cooperative, GHC-SCW is guided by a set of bylaws that outline how we operate and make decisions. These bylaws define the role of our Board of Directors, support fair and consistent governance and ensure members have a voice in shaping the future of our Cooperative.

GHC-SCW's Bylaws were recently amended on March 19, 2026 by the Board of Directors.

Visit ghcscw.com/bylaws to read the summary of changes and to view the fully updated bylaws. We encourage you to review the materials to learn more.

We remain committed to keeping you informed and ensuring you have access to the information that helps you stay engaged in your Cooperative.

Visit ghcscw.com for health and wellness resources, tools and health management information to support your well-being.

CONTACT US

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

(608) 828-4853 ▪ (800) 605-4327

member_services@ghcscw.com ▪ ghcscw.com

Group Health Cooperative of South Central Wisconsin

MK26-35-0(4-26)O

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.



*American Heart Association's
Go Red for Women*



One Walk, Big Strides for Autism



*Badger Challenge Supporting
Cancer Research*