



Group Health Cooperative



SOUTHCENTRAL

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<http://www.ghc-hmo.com>

Type of Plan	Health Maintenance Organization
Total Number of Members.....	51,285
Years of Operating Experience	28
Total Number of Primary Care Physicians (PCPs).....	69
Percentage of PCPs Accepting New Patients	90%
Percentage of Board Certified Specialty Care Physicians	89%
Number of Urgent Care Facilities	2
Number of Dentists.....	20
Percentage of Dentists Accepting New Patients	95%

ADDITIONAL INFORMATION

Referral Requirements	Benefits for covered services must be coordinated by a member's Primary Care Provider, except in the case of Emergency Room Services, Mental Health Care, Alcohol and Drug Addiction Services, Eye Examinations, Oral Surgery and Chiropractic services. Referral requests are generated by the member's Primary Care Provider for initial services and additional recommended specialty care services, but do not guarantee payment for services. Members must receive an approved authorization letter from GHC before rendering services from a Specialty Care Provider, which will be mailed to the member within 15 days of the request. In the event of a denial of services, the member will receive a telephone call and follow up letter explaining their appeal rights.
Prior Authorization Requirements	Services related to second opinions, out-of-area care or out-of-plan care require Prior Authorization. Members should contact their Primary Care Provider to request approval for any of these services. Notification of Prior Authorization will be mailed to the member within 15 days of the request.
Medicare Claims Procedure	The Medicare claims process is fully automated. When you use a plan provider, you do not have to submit any claims or do any paperwork.
On-Line Services	<p>Visit www.ghc-hmo.com</p> <ul style="list-style-type: none"> ▪ Register for health education classes. ▪ Review GHC's clinic locations and providers. ▪ Download GHC's member newsletter (HouseCall). <p>EpicCare</p> <ul style="list-style-type: none"> ▪ Allows medical information to be maintained and accessed through a computer rather than a paper chart. ▪ Gives GHC providers a more organized and legible record of a member's care. ▪ Provides prompt access to test results and displaying specific reminders and summaries regarding a member's health. ▪ Available at GHC's Capitol, DeForest, East, and Sauk Trails Clinics. <p>GHCMYChart</p> <ul style="list-style-type: none"> ▪ Available to members receiving primary care at GHC's Capitol, DeForest, East, or Sauk Trails Clinics. ▪ Provides members with personalized, secure, online access to their insurance and medical information. ▪ Allows members to view lab and x-ray results, schedule appointments and communicate with their provider. <p>EpicCare and GHCMYChart services will also be available to members at GHC's Hatchery Hill Clinic, opening Summer 2005.</p>

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Members must see GHC staff outpatient mental health providers. A referral is not required to see GHC staff mental health providers.
24-Hour Nurse Line	Not Available. GHC has a physician on-call 24 hours a day, 7 days a week by contacting your Primary Care Clinic.
PCP Restrictions	All family members are encouraged to use the same provider network.
Dental Benefits	<p>Dental benefits provided at Dental Health Associates (DHA).</p> <p>Annual Benefit Maximum: None</p> <p>Annual Deductible: None</p> <p>Diagnostic & Preventive Services: 100%</p> <ul style="list-style-type: none"> • Exams; X-rays; cleaning treatments once every six months; fluoride treatments through age 15; topical applications of sealants through age 18; and space maintenance for primary teeth <p>Restorative Services: 100%</p> <ul style="list-style-type: none"> • Amalgam fillings; composite fillings for anterior teeth; composite fillings for posterior teeth (alternative allowance); stainless steel crowns for primary teeth; and extractions <p>Orthodontic Services: 50% of the first \$3,500</p> <ul style="list-style-type: none"> • Dependent children through age 18 <p>Anesthesia Services: 100%</p> <p>Emergency Dental Examinations: 100%</p>
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Improving the delivery of preventive services by mailing reminder letters and conducting telephone outreach for at-risk patients. Services include breast cancer screening, tobacco use reduction and prevention, colon cancer screening, patient safety and immunizations for all ages. • Improving the care to members with chronic illnesses by physicians utilizing a comprehensive disease management registry to ensure that members receive tests required to control the disease. Services include diabetes care, asthma, hypertension, heart disease, hyperlipidemia, obesity management, and postpartum depression. • Improving the level of services provided to members: telephone access, mental health access, follow-up of member complaints, communicating clinical information to members, new members understanding of membership materials and improving member satisfaction with primary care providers and specialists.

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane	<ul style="list-style-type: none"> ✿✓ University of Wisconsin Hospital and Clinics (inpatient) ✿✓ St. Marys Hospital Medical Center (maternity) ✿✓ Meriter Hospital (specified referrals) ✿✓ Stoughton Hospital (UW Health-Stoughton members only) 	<p>Group Health Cooperative Clinics: Capitol, DeForest, East, Sauk Trails. Opening Summer 2005 – Hatchery Hill Clinic in Fitchburg.</p> <p>University of Wisconsin Family Medicine Clinics: Belleville, Northeast, Research Park, Verona, Wingra.</p> <p>UW Health Clinics in Cottage Grove, Mazomanie, Stoughton.</p>

* This column provides only a general summary of major provider groups. For a complete listing, please contact GHC at (608) 828-4853 or (800) 605-4327 or visit GHC's worldwide Web site at www.ghc-hmo.com for a provider directory.