



# Group Health Cooperative



## SOUTHCENTRAL

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

Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	53,838
Years of Operating Experience .....	29
Total Number of Primary Care Physicians (PCPs).....	68
Percentage of PCPs Accepting New Patients .....	85%
Percentage of Board Certified Specialty Care Physicians .....	88%
Number of Urgent Care Facilities .....	3
Number of Dentists.....	23
Percentage of Dentists Accepting New Patients .....	100%

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	<p>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 (except TMJ), OB/GYN, Complementary Medicine, and Chiropractic services. Referral requests are generated by the member's Primary Care Provider for initial services and additional recommended specialty care services, including second opinions, out-of-area care or out-of-plan care. Referral requests do not guarantee payment for services.</p> <p>Members must receive an approved authorization letter from GHC's Care Management Department before services are rendered by a Specialty Care Provider. The authorization 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 appeal rights.</p>
<b>Prior Authorization Requirements</b>	<p>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.</p>
<b>Medicare Claims Procedure</b>	<p>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.</p>
<b>OnLine Services</b>	<p><b>Visit <a href="http://www.ghc-hmo.com">www.ghc-hmo.com</a></b></p> <ul style="list-style-type: none"> <li>▪ <i>Classes</i> link: View health education and wellness classes.</li> <li>▪ <i>Provider Search</i> link: View providers and clinic locations; download GHC's <b>Provider Directory</b>.</li> </ul> <p><b>EpicCare</b></p> <ul style="list-style-type: none"> <li>▪ Allows medical information to be maintained and accessed electronically, rather than through a paper chart.</li> <li>▪ Gives GHC providers a more organized and legible record of a member's care.</li> <li>▪ Provides prompt access to test results and displays specific reminders and summaries regarding a member's health.</li> <li>▪ Available at GHC's Capitol, DeForest, East, Hatchery Hill, and Sauk Trails Clinics.</li> </ul> <p><b>GHCMYChart<sup>SM</sup></b></p> <ul style="list-style-type: none"> <li>▪ Available to all GHC members. Full access for members receiving primary care at GHC's Capitol, DeForest, East, Hatchery Hill, or Sauk Trails Clinics. Limited access for members utilizing DFM and UCC clinics.</li> <li>▪ Provides members with personalized, secure, online access to their insurance and medical information.</li> <li>▪ Allows members to view lab and x-ray results, schedule appointments and communicate with their provider.</li> </ul>

## ADDITIONAL INFORMATION

*MyChart® is a registered trademark of Epic Systems Corporation.*

<b>Outpatient Mental Health Network/Policy</b>	Members must see GHC staff outpatient mental health providers. A referral is not required to see GHC staff mental health providers.
<b>24-Hour Nurse Line</b>	Not Available. GHC has a physician on call 24 hours a day, 7 days a week by contacting your Primary Care Clinic.
<b>PCP Restrictions</b>	All family members are encouraged to use the same provider network.
<b>Urgent Care Services</b>	GHC provides urgent care services at the Capitol Clinic which is open until 10:00 p.m. Monday – Saturday, until 9:00 p.m. on Sunday. Limited holiday schedule. Check clinic for holiday hours of operation.
<b>Dental Benefits</b>	<p><b>Dental benefits provided at Dental Health Associates (DHA).</b></p> <p><b>Annual Benefit Maximum: None</b></p> <p><b>Annual Deductible: None</b></p> <p><b>Diagnostic &amp; Preventive Services: Plan Pays 100%.</b> Exams; X-rays; cleaning treatments twice a year; fluoride treatments through age 15; topical applications of sealants through age 18; and space maintenance for primary teeth</p> <p><b>Restorative Services: Plan Pays 100%.</b> Amalgam fillings; composite fillings for anterior teeth; composite fillings for posterior teeth (alternative allowance); stainless steel crowns for primary teeth; and simple and surgical extractions. NOTE: Restorative dental service performed strictly for cosmetic purposes are excluded. Patient is responsible for the cost difference between the posterior composite and amalgam fillings.</p> <p><b>Orthodontic Services: Plan Pays 50% of the first \$3,500.</b> Dependent children through age 18</p> <p><b>Emergency Dental Examinations: Plan Pays 100%</b></p>
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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 care programs for diabetes, asthma, hypertension, heart disease, hyperlipidemia, postpartum depression, and obesity management.</li> <li>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.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane	 ✓ University of Wisconsin Hospital and Clinics (inpatient)  ✓ St. Marys Hospital Medical Center (maternity)  ✓ Meriter Hospital (specified referrals)  ✓ Stoughton Hospital (UW Health-Stoughton members only)	Group Health Cooperative Clinics: Capitol, DeForest, East, Hatchery Hill, Sauk Trails  University of Wisconsin Dept. of Family Medicine Clinics (DFM): Belleville, Northeast, Research Park, Verona, Wingra.  UW Health Community Clinics (UCC): Cottage Grove, Stoughton.

\* 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 web site at [www.ghc-hmo.com](http://www.ghc-hmo.com) for a provider directory.