



Group Health Cooperative



SOUTHCENTRAL

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Phone (608) 828-4853 or (800) 605-4327 Fax (608) 662-4186

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

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| Type of Plan | Health Maintenance Organization |
| Total Number of Members..... | 55,529 |
| Years of Operating Experience | 30 |
| Total Number of Primary Care Physicians (PCPs)..... | 68 |
| Percentage of PCPs Accepting New Patients | 91% |
| Percentage of Board Certified Specialty Care Physicians | 87% |
| Number of Hospitals Affiliated with Plan..... | 4 |
| Number of Urgent Care Facilities | 3 |
| Number of Dentists..... | 23 |

ADDITIONAL INFORMATION

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| Referral Requirements | <p>The Referral is a written recommendation submitted to the GHC Care Management Department by your Primary Care Physician, advising that you receive services outside of a GHC Clinic or through a specialty care area.</p> <p>Your PCP will send a referral request to certified Case Managers in the GHC Care Management Department. A team of experienced nursing staff will evaluate the PCP's request to determine if the referral meets the benefits covered under your health insurance plan. Most referral requests are approved in 48 hours. Some referral requests may need to be reviewed by the GHC Physician Reviewer and Care Management Team, which may take up to 15 days. Some referrals to plan providers and all referrals to non-plan providers require prior authorization from GHC. Please refer to the Prior Authorization Requirement Section.</p> |
| Prior Authorization Requirements | <p>Upon approval of the referral request, the Care Management Department will mail you a written Prior Authorization letter. Once you receive the Prior Authorization letter, you may then contact the referred specialist to make an appointment. If you schedule a specialty appointment without Prior Authorization from GHC, you may be responsible for full payment of services. It is helpful to bring your Prior Authorization letter to your specialty appointment.</p> <p>Note: If you are a registered GHCMYChart user, you may view and print your Prior Authorizations through www.ghc-hmo.com or www.ghcmychart.com.</p> <p>In the event of a denial of services, you will receive a follow-up letter from the Care Management Department which explains your appeal rights. Should the appointment be occurring on the same or next day from the time of the referral placement, a call will be placed to you by the Care Management Department.</p> |
| Medicare Claims Procedure | <p>The Medicare claims process is fully automated. When you use a plan provider, you do not have to submit any claims or complete any paperwork.</p> |
| Online Services | <p>Visit www.ghc-hmo.com</p> <ul style="list-style-type: none"> ▪ <i>Classes</i> link: View health education and wellness classes. ▪ <i>Provider Search</i> link: View providers and clinic locations; download GHC's Provider Directory. <p>EpicCare</p> <ul style="list-style-type: none"> ▪ Allows medical information to be maintained and accessed electronically, rather than through a paper chart. ▪ Gives GHC providers a more organized and legible record of a member's care. ▪ Provides prompt access to test results and displays specific reminders and summaries regarding a member's health. ▪ Available at GHC's Capitol, DeForest, East, Hatchery Hill, and Sauk Trails Clinics. |

ADDITIONAL INFORMATION

GHCMyChartSM

- 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.

MyChart® is a registered trademark of Epic Systems Corporation.

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| Outpatient Mental Health Network/Policy | When you need a mental health provider, you must see a GHC staff outpatient mental health provider. A referral is not required. |
| 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. Please see Major Providers in County listing below. |
| 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: Plan Pays 100%. Exams; X-rays; cleaning treatments twice per calendar year; fluoride treatments twice per calendar year through age 15; topical applications of sealants through age 18; and space maintenance for primary teeth.</p> <p>Restorative Services: Plan Pays 100%. 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 cost difference between posterior composite and amalgam fillings.</p> <p>Orthodontic Services: Plan Pays 50% of the first \$3,500 for dependent children through age 18.</p> <p>Emergency Dental Examinations During Business Hours: Plan Pays 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 care programs for diabetes, asthma, hypertension, heart disease, hyperlipidemia, and obesity management. • Improving the level of services provided to members: mental health access, telephone access, urgent care clinic services, communication of lab results, satisfaction with primary care providers and specialists. |

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