

# SimplyOne

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State of Wisconsin – Department of Employee Trust Funds (ETF)



## OUR MISSION

# We enrich lives

...to help consumers and communities reach their best health by ensuring access to affordable and high quality health insurance.

## OUR VISION

# We will innovate

...and define the future of health care for generations and will be the consumer's first choice for health insurance.



## OUR VALUES

Member-centric | Trust | Teamwork | Excellence | Affordability

**SecurityHealth Plan**<sup>SM</sup>

Promises kept, plain and simple.®

# Facts at a glance



## 219,000 members

ACROSS ALL

72 Wisconsin counties

## Wisconsin's



largest health plan by **premium volume**



largest health plan by **membership**

### Health coverage for:



Large and small employers



Individuals and families



Medicare beneficiaries



Medicaid beneficiaries



**Plus:**  
Benefit administration for self-funded employers

### CMS star rating: 4.5 stars for 2022



### 2021 SQM Customer Service awards:

- Contact Center World Class Customer Experience Certification (6th consecutive year)
- Highest Customer service chat channel (2nd consecutive year)
- Most Improved Employee Experience
- World Class Employee Experience
- Best Performing Small- to Mid-Sized Call Center Finalist

**World Class Customer Service**  
in health care

Serving Wisconsin since 1971

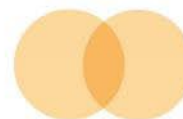


## 500+ employees

**NOT-FOR-PROFIT HEALTH PLAN**

## \$500,000

IN COMMUNITY CONTRIBUTIONS ANNUALLY

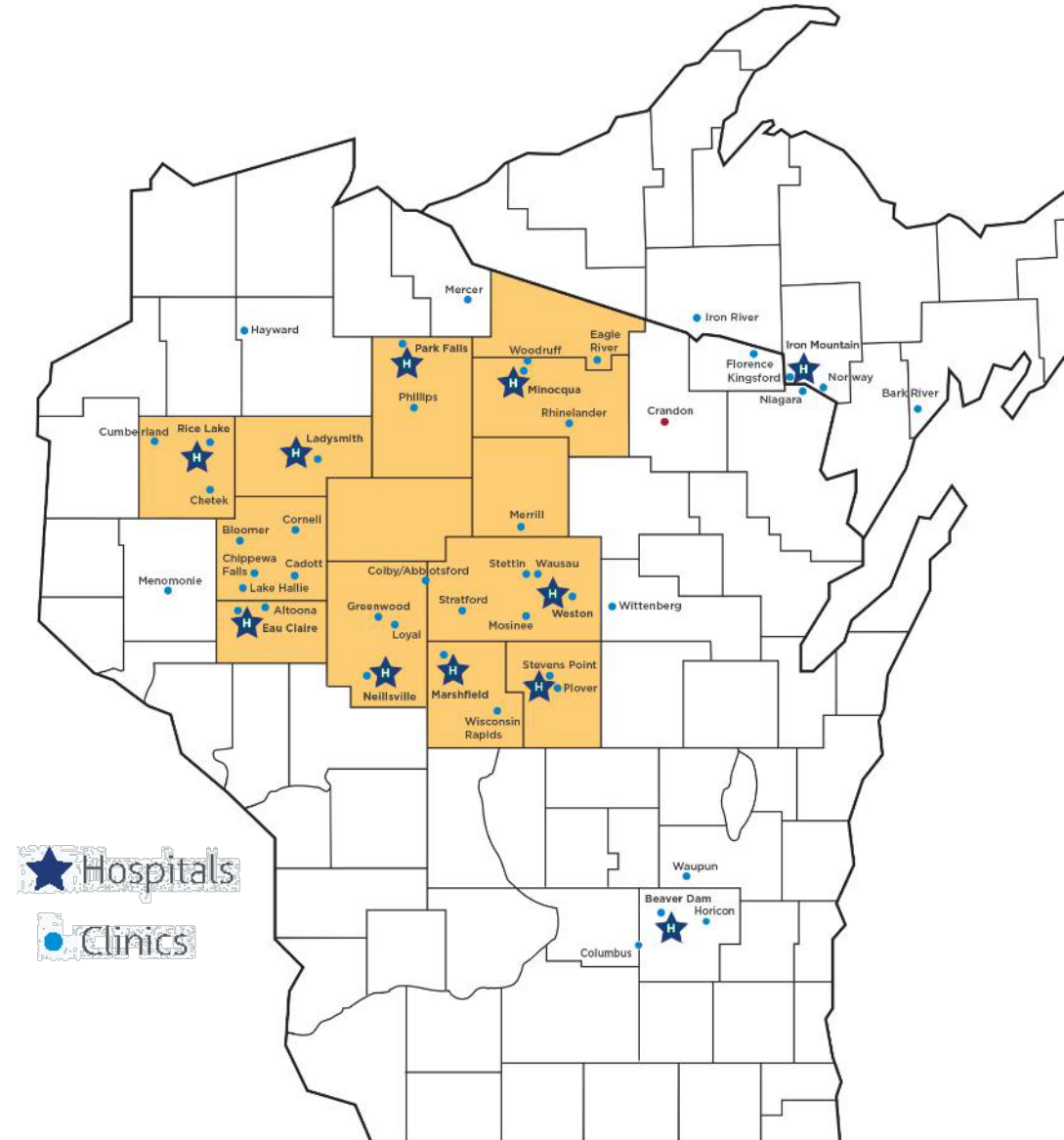


### A System of care

More than 100,000 shared customers between Marshfield Clinic Health System and Security Health Plan.

Access to the one provider that simplifies the path to healthcare:

- 10 hospitals
- 60 clinic locations
- 170 specialty care services
- Access to the region's only children's hospital
- Additional providers:
  - Home infusion, skilled nursing facilities and chiropractic networks mirror other commercial plans
  - Additional mental health clinics, autism clinics and home health agencies
  - DaVita Dialysis
  - Additional eye care providers



# SimplyOne perks



**MCHS Patient  
Navigator  
access**

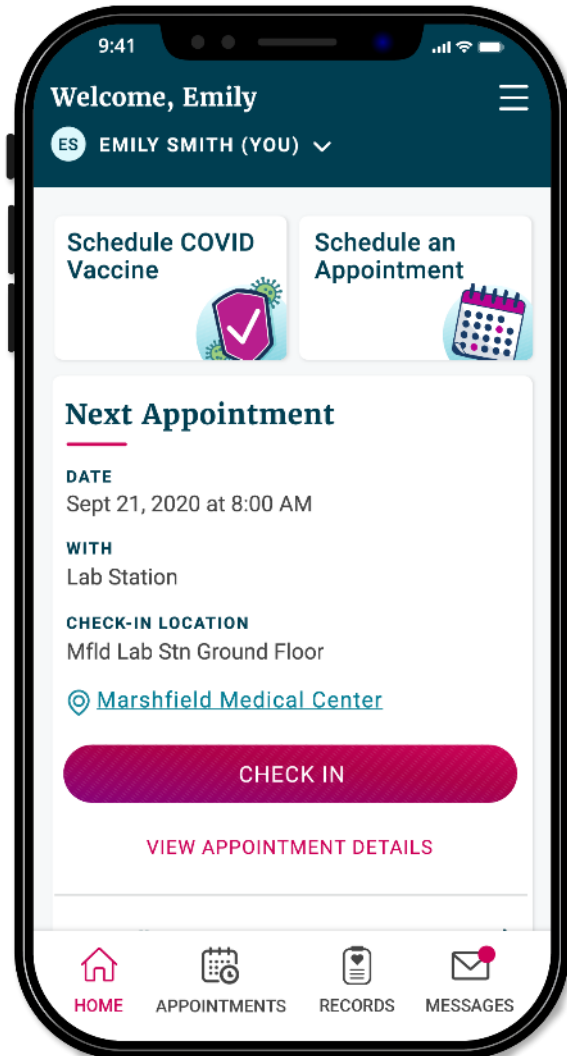


**30% off eye wear**



**100% coverage  
for unlimited  
Care My Way<sup>®</sup>  
visits – 24/7 access  
in all 50 states\***

# SimplyOne – Get care wherever you go



- With the Marshfield Clinic Health System mobile app, you can:
  - Securely message your care team
  - Refill a prescription
  - Schedule an appointment
  - Pay your bill
- Got symptoms? Ask Marsha
- Video nurse chat

# Award-winning customer service



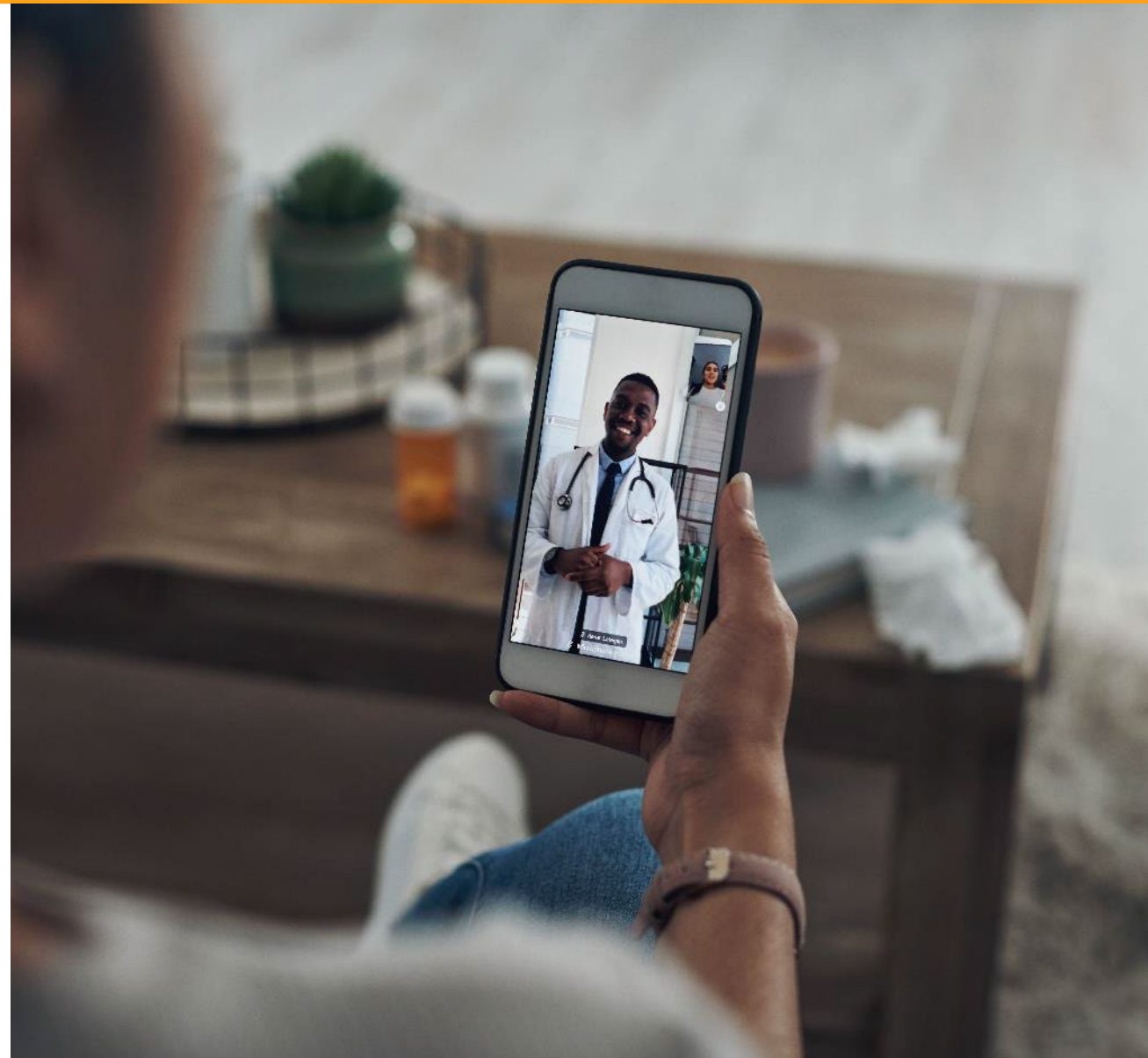
Attentive, World Class\* service from a local team. Members can reach Customer Service by these methods:

- **Telephone:** 844-813-7286 / 715-221-9199  
Mon.-Fri. 8 a.m. – 5 p.m.
- **Email:** shpetf@securityhealth.org OR  
shpcsweb@securityhealth.org
- **Live chat:** through *My Security Health Plan* member portal or via the app Mon.-Fri. 8 a.m. – 4:30 p.m.
- **Secure message:** through *My Security Health Plan* member portal only; send a message 24/7 (Customer Service replies during business hours)
- **Telephone Device for the Deaf (TDD) service:** accessible through the Wisconsin Relay Service: TTY 711.

\*SQM World Class Customer Service designation, 2016, 2017, 2018, 2019, 2020, 2021

# Nurse Navigators

- Registered nurse who works across the health care system to help navigate member care
- Help members understand how health care and health insurance work together
- Questions about:
  - providers or hospitals
  - more information about a specialist
  - help understanding their coverage limits





# Health and wellness supplies delivered

- Over-the-counter supplies delivered to members at home
- \$30 quarterly credit per subscriber
- Orders can be placed online at [www.securityhealth.org/OTC](http://www.securityhealth.org/OTC)

## OTC PRODUCT CATEGORIES

- allergy
- antacids and acid reducers
- anti-diarrheal, laxatives and digestive health
- cold, cough and flu
- dental and denture care
- diabetes management
- eye and ear care
- health care supplies
- hemorrhoidal preparations
- motion sickness
- pain relievers
- supports and braces
- topical skin care
- vitamins and minerals



Over-  
the-  
counter

[www.securityhealth.org/otc](http://www.securityhealth.org/otc)



- Care My Way connects to a Marshfield Clinic nurse practitioner who can:
  - offer treatment through the mobile app (virtual visit) or over the phone\*
  - call a prescription into the pharmacy, if necessary
- **Unlimited, 24/7 access covered at 100% for Security Health Plan members – no matter what state they live in.**

*\*All members can use the Care My Way **mobile app** 24 hours a day, 7 days a week in all 50 states. **Members in Wisconsin, Michigan and Minnesota can also call 1-800-549-3174 (TTY 711) to access Care My Way.***

Virtual visit from a mobile device

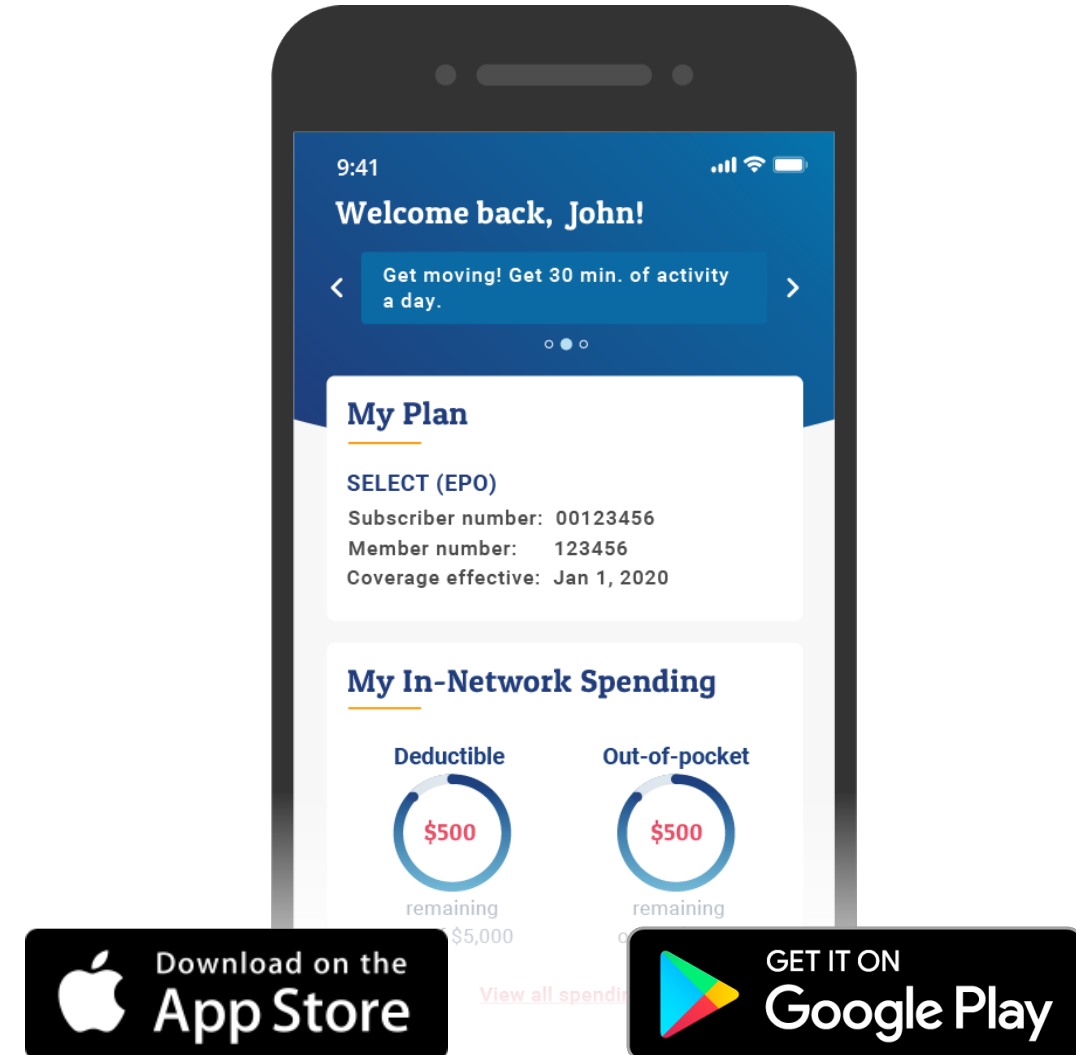


# Online member portal and app

A fast, easy way to manage your health plan

- live chat with Customer Service
- check deductibles
- track claims
- find an in-network provider
- find a pharmacy
- view and request ID cards
- place a quarterly OTC order
- enroll in wellness support programs

Register, then download the *My Security Health Plan* app



# A holistic approach to diabetes



**Cost-saving coverage**

- 100% coverage for two A1c tests per year



**Health coaching and wellness resources**

- Personalized coaching via phone
- Online assessments
- WebMD management tools
- Guidebooks and workshops



**Diabetes Prevention Program (DPP)**

- Year-long lifestyle change program
- Facilitated by coach
- Weekly 1-hour online classes



**Diabetes Self-Management Education and Support program**

- An educator offers personalized assessment
- Teaches how to manage blood sugar testing, medications, meals, exercise, etc.



**Omada diabetes and prediabetes programs**

- Interactive online weekly lessons
- Professional Omada health coach
- Connected wireless devices to monitor progress





Free member  
access

Discounts on  
fitness brands

# Thank you!

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Any questions?