

# 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



**230,000**  
members

ACROSS ALL

72 Wisconsin counties

Among Wisconsin-based health plans:

- 4<sup>th</sup> largest health plan in **revenue**
- 5<sup>th</sup> largest health plan by **membership**

Data source: 2023 NAIC Summary

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 2023**



**2022 SQM Customer Service awards:**

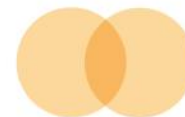
- Call Center World Class FCR Certification
- Highest Chat Customer Service Award
- Highest Customer Service Award for the Health Care Industry
- Highest Customer Service Award for the Non-Profit Sector
- World Class Employee Experience Award
- World Class Customer Experience Certification (7th consecutive year)

**Best Performing**  
Small to Mid-sized  
**Call Center**  
Award Winner

**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.

# Welcome packet

- ID cards
- SimplyOne member handbook

*Your member handbook is a quick-start guide to help you find the information you need about your plan.*



SimplyOne State of Wisconsin - ETF

**Security Health Plan<sup>SM</sup>**  
Promises kept, plain and simple.<sup>®</sup>

**On the go?**  
Take your health plan with you  
page 2

Get **answers** to your **health questions** with a call or click.  
page 13

Learn about **free services** to help you improve your health.  
page 16

**2024 SimplyOne Member Handbook**  
What you need to know about your health insurance coverage

To receive a free gift, complete the survey at [www.securityhealth.org/yourfeedback](http://www.securityhealth.org/yourfeedback).

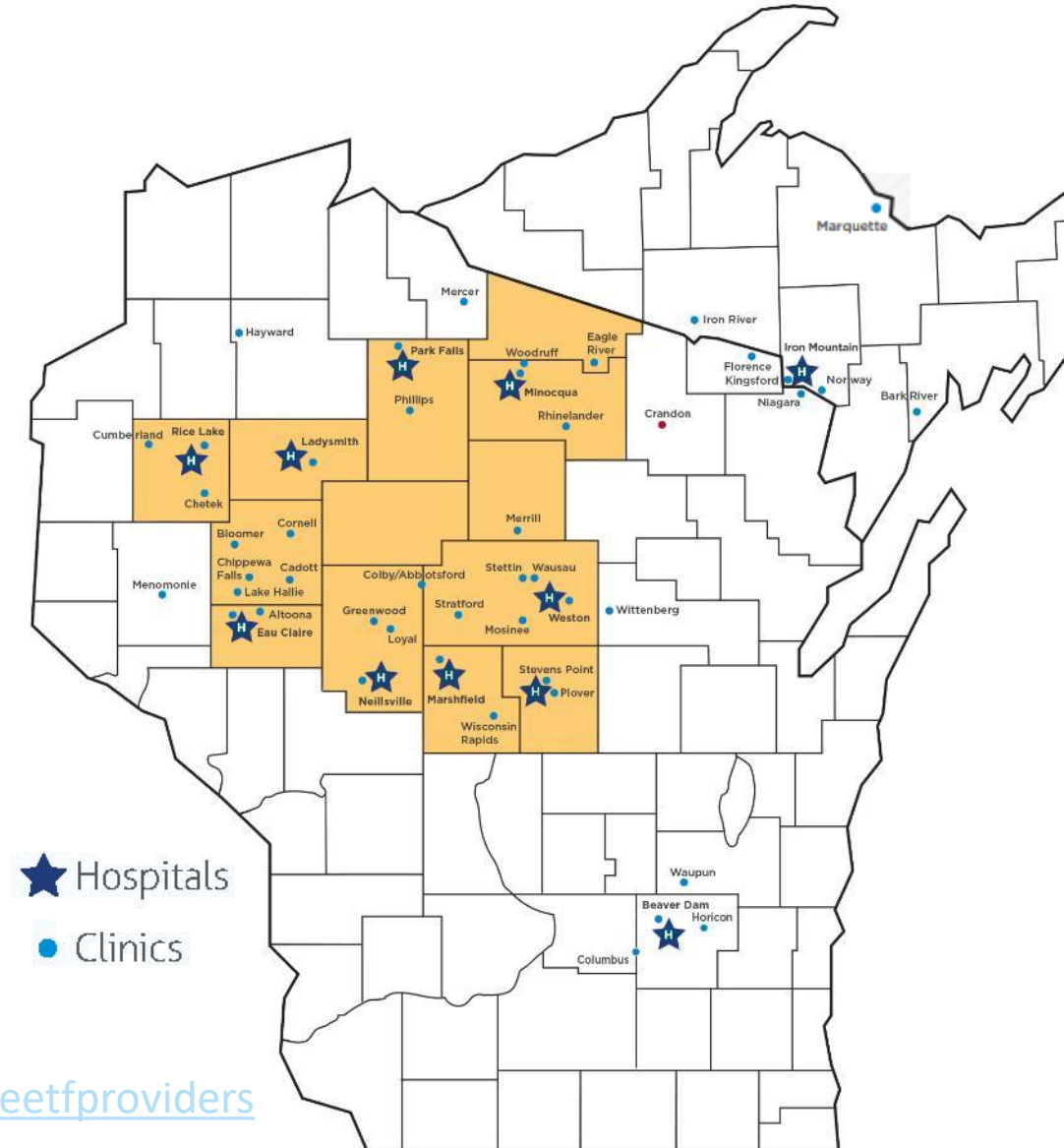
Verifiable retail value: \$2. Prizes awarded upon survey completion.

**Get a free gift!**  
Review the information in this booklet then complete a short online survey to receive a free gift.

# SimplyOne

Access to the one provider that simplifies the path to health care:

- 11 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
  - Additional mental health clinics, autism clinics and home health agencies
  - DaVita Dialysis
  - Additional eye care providers



For the most up-to-date list of providers go to [www.securityhealth.org/stateetfproviders](http://www.securityhealth.org/stateetfproviders)

# Award-winning customer service



Attentive, World Class\* service from a local customer service team.

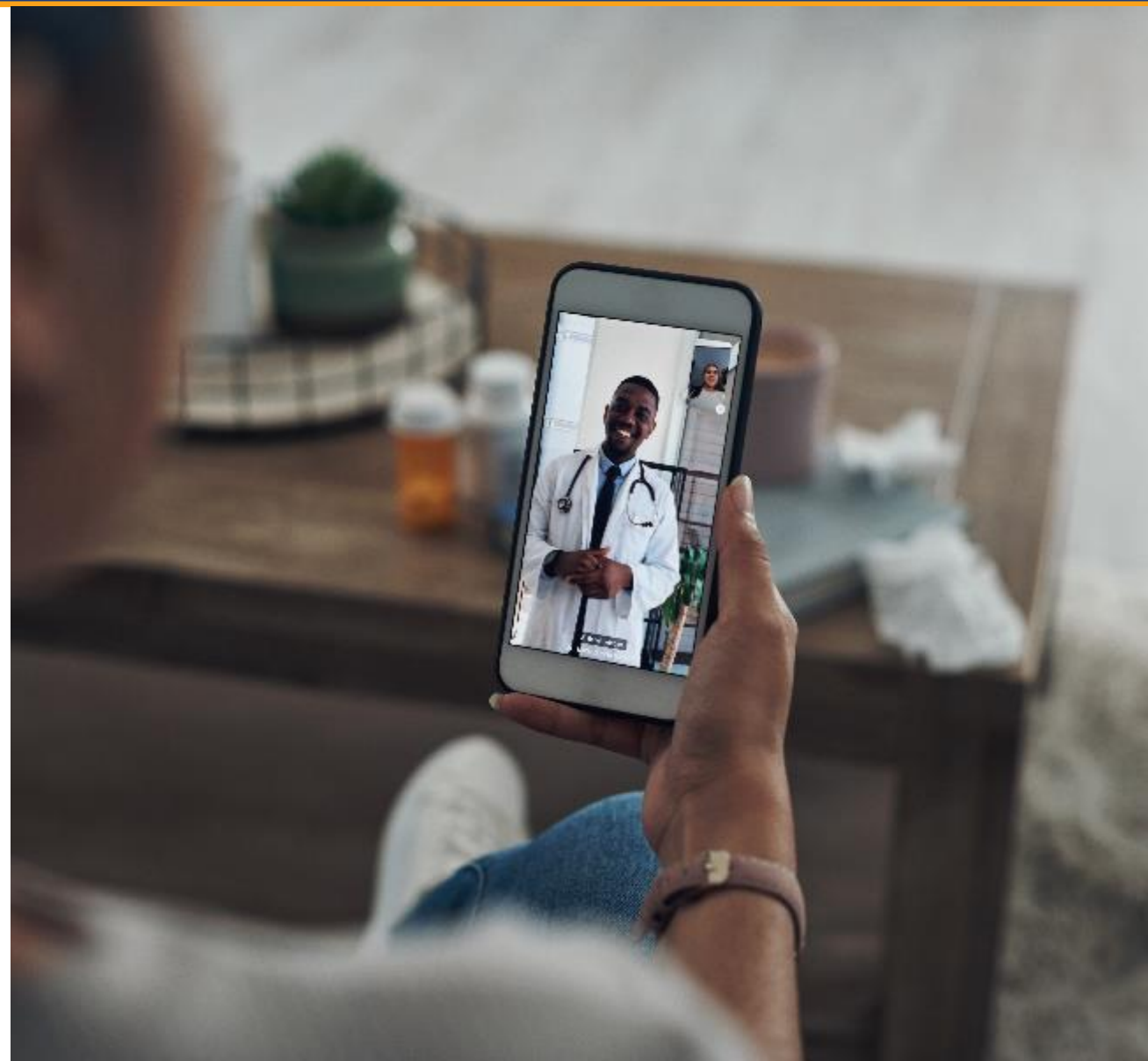
Members can reach a customer service agent by these methods:

- **Telephone:** 844-813-7286 Monday-Friday, 7 a.m. – 5 p.m.
- **Email:** [shpcsweb@securityhealth.org](mailto:shpcsweb@securityhealth.org)
- **Live chat:** through *My Security Health Plan* member portal or via the mobile app Monday-Friday, 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 every year since 2016

# 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
- Call 1-844-813-7286 and ask to talk to a nurse navigator





- 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



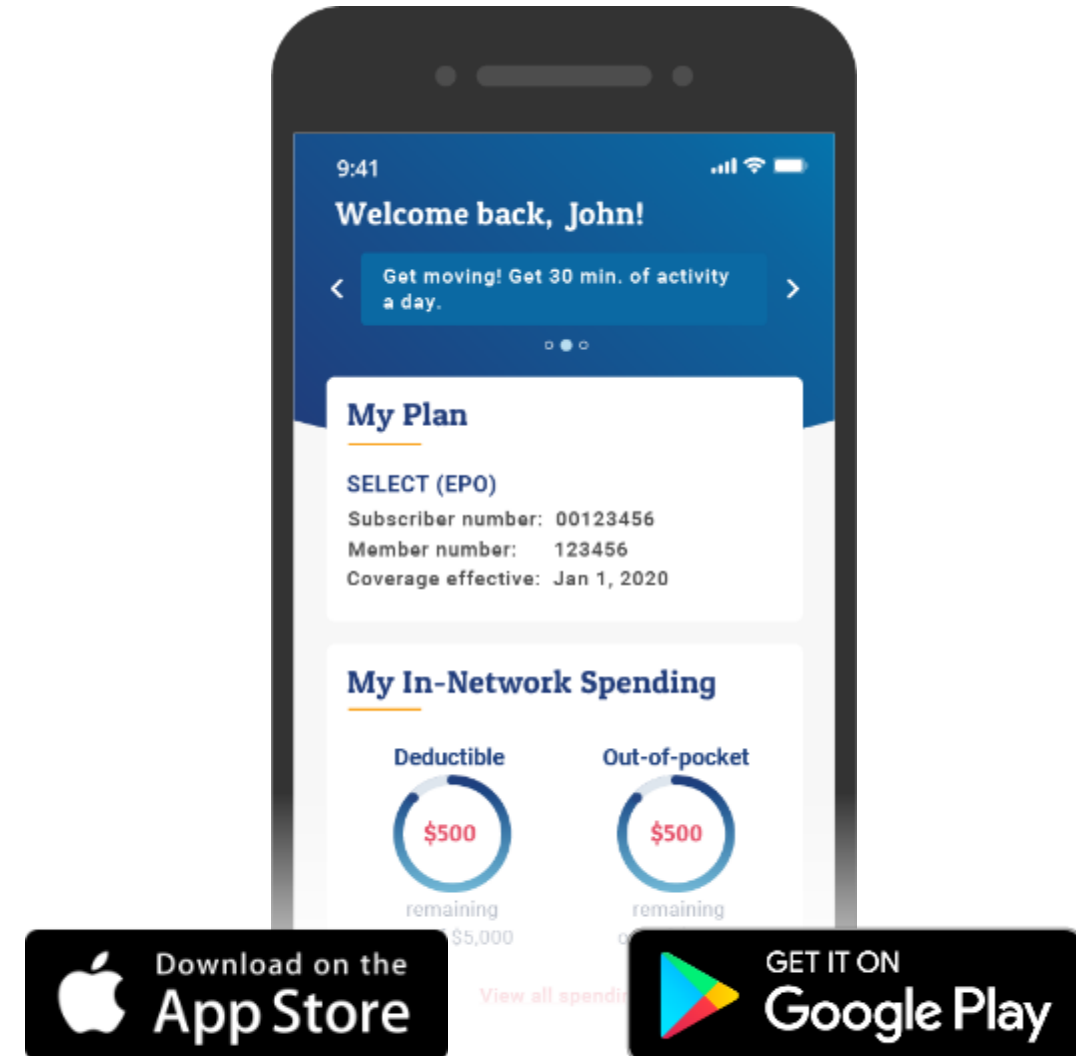


# Online member portal and app

A fast, easy way to manage your health plan

- Live chat with Customer Service
- Check deductibles
- Track claims
- Find an in-network provider
- View and request ID cards
- Enroll in wellness support programs

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



# Advance care planning

A life event may change the way you plan for future care. Advance care planning is a process shaped by the person's life experiences, so it is important to continue the conversation throughout life's changes.

Advance care planning answers questions like:

- Whom do I want to speak for me?
- What do I want that person to know about my values and wishes?
- How can I give that person legal authority to make decisions for me?

The answers can help you complete an advance directive and formalize a plan, and then share it with your health care agent and physician and discuss it with family and friends.

<https://www.securityhealth.org/articles/do-you-have-a-plan>

# It's Your Choice

<https://etf.wi.gov/its-your-choice/2024/security-health-plan>

# Questions?

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844-813-7286 | [securityhealth.org/state](https://securityhealth.org/state) | [shpetf@securityhealth.org](mailto:shpetf@securityhealth.org)