

SimplyOne

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

Facts at a glance



225,000
members

Products available
in every county

Among Wisconsin-based health plans:



largest health plan in **revenue**



largest health plan by **membership**

Data source: 2023 NAIC Summary

CMS star rating: 4 stars for 2024



2023 SQM Customer Service awards:

- Call Center World-Class FCR Certification
- Highest Customer Service Award for the Health Care Industry
- Highest Customer Service Award for the Non-Profit Sector
- World-Class Customer Experience Certification since 2016



500+
employees

Health coverage for:



Large and
small employers



Individuals
and families



Medicare beneficiaries



Medicaid beneficiaries



Plus:
Benefit administration
for self-funded
employers

NOT-FOR-PROFIT
HEALTH PLAN



A System of care

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

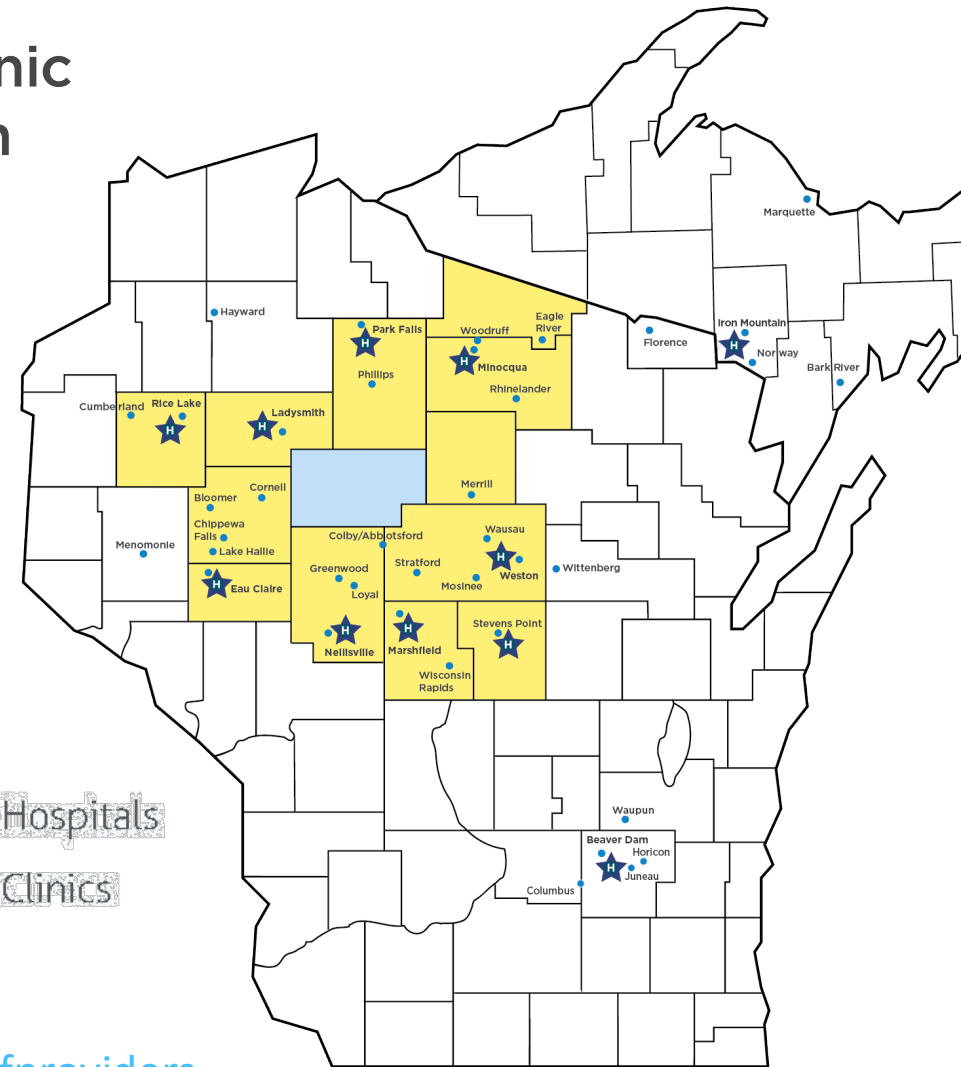
SimplyOne

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



Marshfield Clinic Health System

- 11 hospitals
- More than 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

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
- **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

Welcome packet

- ID cards
- 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 PlanSM
Promises kept, plain and simple.[®]

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

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

To receive a free gift, complete the survey at www.securityhealth.org/yourfeedback.

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

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 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. (Care My Way visits are subject to cost-sharing for members enrolled in an HDHP).

**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.*

There's an app for that!



Download the Care My Way app for a virtual visit and care on the go.

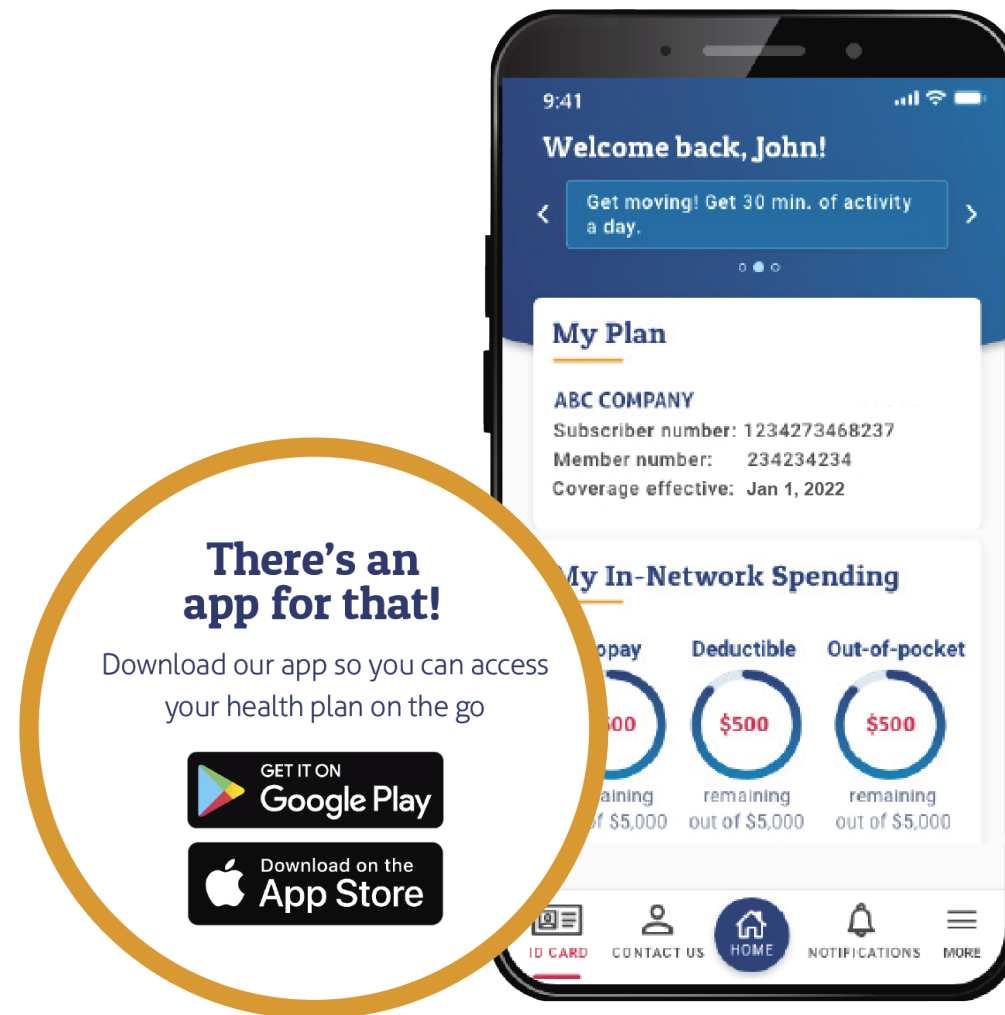


Online member portal and app

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

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.

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

Advance care planning

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<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?

844-813-7286 | securityhealth.org/state | shpetf@securityhealth.org