

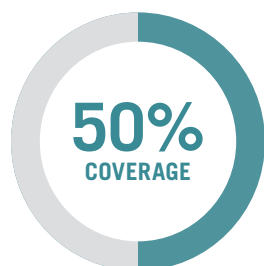
Out-Of-Area Dependent Student Coverage

Available on HMO Plans only in Wisconsin offered by Group Health Cooperative of South Central Wisconsin (GHC-SCW).



If you have a dependent on your plan who attends school outside of the GHC-SCW service area at least three months of the year, you have a new benefit from GHC-SCW.

GHC-SCW offers **coverage outside the service area for full-time dependent students.**



GHC-SCW will provide 50% coverage for out-of-network providers and services for: Up to five (5) follow-up care visits following an emergency or urgent condition, and if medically necessary services are recommended at the time the initial care is received.* Follow-up care must be prior authorized and received within 30 days of an initial emergency condition or urgent condition visit.

Students will also have coverage for limited outpatient services received from out-of-network providers for mental health and substance use disorders**

TELEHEALTH OPTIONS



GHC Care OnDemand

GHC Care OnDemand is your 24/7/365 anytime, anywhere virtual access to board-certified doctors and licensed mental health therapists. Visit either by phone or secure video to help treat any non-emergency medical condition. Most members receive unlimited, free visits.†

Go to ghccareondemand.com for more information.



GHC NurseConnect

GHC-SCW nurses are staffed 24/7 to help you, guide you and get you on the path to better health fast. Get general care advice for a cough, cold, fever, flu, sore throat and more. Address your health-related concerns with a registered nurse.

Contact GHC NurseConnect today at (608) 661-7350 or toll free at (855) 661-7350.



Video Visit Using GHCMYChartSM

With GHCMYChartSM Video Visits, members can safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic. Visits are set up using GHCMYChartSM and available for preventative and wellness visits.

Contact your clinic or log in to GHCMYChartSM to schedule.



virtuwell[®]

With virtuwell[®], get care anytime, anywhere with our 24/7 online clinic. Get a diagnosis, treatment plan and prescription for over 60 common conditions. Most visits are free, depending on your insurance plan.††

Visit ghcscw.com/virtuwell to get started.

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK19-84-2(12.21)FL

 **Group Health Cooperative**

of South Central Wisconsin

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Out-Of-Area Dependent Coverage



IN WISCONSIN

GHC-SCW Mail Order Pharmacy

Prescriptions are delivered right to your door with our free mail order service. GHC-SCW pharmacies can dispense a 90-day supply on most medications. Most prescriptions arrive within 3-5 days and sometimes as fast as 2 days after your refill request.

GHC-SCW pharmacists answer questions on therapy, perform dose verification, analyze drug interactions and complete medication reviews for less expensive alternatives.

GHC-SCW mail orders can only be shipped to a location within the state of Wisconsin.



OUT OF STATE

Mail Pharmacy

GHC-SCW offers members the Birdi Mail Pharmacy. Please call (888) 240-2211 or visit **BirdiRx.com** for more information. Birdi is an option for members getting prescriptions mailed out of state.

* Out-of-Area Care is covered for the following:

For a covered Dependent child, who is a Full-Time Student attending school outside the Service Area, limited follow-up care received from Out-of-Network Providers.

- [a.] For purposes of this subparagraph, follow-up care shall mean Medically Necessary services received after an Emergency Condition or Urgent Condition has been stabilized during an initial Emergency Condition or Urgent Condition visit.
- [b.] Follow-up care must be Prior Authorized and received within 30 days of an initial Emergency Condition or Urgent Condition visit. GHC-SCW will cover a maximum of [five (5)] follow-up care visits per initial Emergency Condition or Urgent Condition visit.
- [c.] Coverage is limited to [50%] of the Reasonable and Customary Charges as determined by GHC-SCW.

** For MENTAL HEALTH AND SUBSTANCE USE DISORDER (SUD) SERVICE: **Coverage outside the Service Area for full-time students:** A covered Dependent child, who is a full-time student attending school outside the service area, but within Wisconsin, will have coverage for limited Outpatient Services received from Out-of-Network Providers for Mental Health and Substance Use Disorders. The Dependent student must be attending an institution that is vocational, technical, or an adult education school; a college or university; or any institution that grants a bachelor's or higher degree. Coverage is provided for a clinical assessment of the Dependent student's nervous or mental disorders or alcoholism or other drug abuse problems. If Outpatient Services are recommended in the clinical assessment, not more than five (5) visits to an Out-of-Network Provider outpatient treatment facility or other Provider will be covered. The GHC-SCW Medical Director will review the Dependent student's condition following five visits and will determine if GHC-SCW will cover additional services. The clinical assessment and outpatient treatment must be obtained from a facility located in reasonably close proximity to the school in which the student is enrolled. GHC-SCW retains the right to designate the Provider of the assessment and treatment services. Services are not covered if the GHC-SCW Medical Director determines that the treatment will prevent the Dependent student from attending school on a regular basis or if the Dependent student has terminated his or her enrollment in the school.

Coverage for Out-of-Area Care is limited to Covered Health Services provided under this Certificate had such care been provided within the Service Area. Prescription Drugs are covered under the Outpatient Prescription Drugs Benefit and must be obtained by an In-Network pharmacy.

+ Restrictions or limitations apply for members with BadgerCare Plus, Medicare or HSAs.

++ All GHC-SCW HMO and PPO members that reside in AZ, CA, CO, CT, IA, MI, MN, ND, NY, PA, SD, VA and WI get free virtuwell® visits. BadgerCare Plus and Medicare Select members cannot use virtuwell®.

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 **Group Health
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GHC-SCW Nondiscrimination Notice

Group Health Cooperative of South Central Wisconsin (GHC-SCW) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GHC-SCW does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

GHC-SCW:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327, ext. 4504 (TTY: 1-608-828-4815).

If you believe that GHC-SCW has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with GHC-SCW's Corporate Compliance Officer, 1265 John Q. Hammons Drive, Madison, WI 53717, Telephone: (608) 251-4156, TTY: (608) 828-4815, or Fax: (608) 257-3842. If you need help filing a grievance, GHC-SCW's Corporate Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509f, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

GHC-SCW Language Assistance Services

English:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Español (Spanish):

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Hmoob (Hmong):

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

繁體中文 (Chinese):

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815)。

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-608-828-4853, 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese):

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Deitsch (Pennsylvania Dutch):

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

ພາສາລາວ (Lao):

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Polski (Polish):

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815) पर कॉल करें।

Shqip (Albanian):

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-608-828-4853 or 1-800-605-4327, ext. 4504 (TTY: 1-608-828-4815).