



Health care that's easy to use and there when you need it. Put your plan to work for you – by phone, online, or in person.



Your Primary Care Clinic

Your primary care clinic is your first point of contact for all your health care needs. Anytime you need medical care (except for emergencies), call your primary care clinic for an appointment or to speak with your PCP's nursing staff. Find the clinic phone number listed next to your member number on your GHC-SCW Member ID card. **Call your primary care clinic.**



GHC NurseConnect

GHC-SCW nurses are here 24/7/365 to help you, guide you and get you on the path to better health fast. They can even access your medical record and get you scheduled for an appointment if you need one. **Call (608) 661-7350 or toll-free at (855) 661-7350.**



virtuwell

Get care anytime, anywhere with our 24/7 online clinic. Use virtuwell to get a diagnosis, treatment plan and prescription for over 60 common conditions without ever leaving home. Depending on your plan, GHC-SCW members get virtuwell visits for free. **Visit ghcscw.com/virtuwell.**



GHC Care OnDemand

With GHC Care OnDemand, you can access a doctor from your home, office, or on-the-go, 24/7, 365. Board-certified doctors can visit with you either by phone or secure video to help treat any non-emergency medical conditions. Visits are free for most members. Members with HSA-eligible plans must reach their deductible before visits are free. **Go to ghccareondemand.com.**



GHC-SCW Urgent Care Clinic

Urgent care is for non-life-threatening conditions that need to be treated that same day or after normal business hours. GHC-SCW members can make a same-day appointment at our Urgent Care Clinic. No waiting in the lobby for hours, you get a predictable appointment so you can rest in the comfort of your own home right up until your scheduled time. **Call (608) 442-8100 to make your appointment.**



Emergency Care

If you require emergency care, please go to your designated hospital emergency room or call 911. Emergency care is medical care for a life-threatening medical condition that includes severe symptoms that could cause serious jeopardy to a person's health. Visit our website at ghcscw.com and click "Quick Care" in the top left corner of your screen to see a listing of emergency conditions and where to receive emergency care. **Call 911 or visit ghcscw.com.**



GHC Experience GuaranteeSM

At GHC-SCW, we give you the power to decide if your experience was worth what you paid. We understand buying health insurance is a big investment, so we created Wisconsin's first and only money-back health care guarantee. **Visit ghcsmartcare.com and tap the app.**



Wellness Program

As a non-profit health care cooperative, we strongly believe in the power of preventive care and wellness working together for your overall health. That's why we include wellness programs as part of your plan. **Visit ghcscw.com and select "Wellness" in the menu to learn more.**



GHC-SCW Member Services

Our Member Services department is always here to help! **For questions, call (608) 828-4853 or toll free at (800) 605-4327 and request Member Services.**

Make the Most Out of Your Health Plan!

Utilize unique GHC-SCW member-owner benefits:

- Best-in-class primary care
- World-class specialty care through UW Health and University Hospital
- Same-day access to a team of providers who know you
- Unlimited integrated wellness benefits through complementary medicine



of South Central Wisconsin

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