

# The GHC Experience Guarantee<sup>SM</sup>

## Frequently Asked Questions



### What is the GHC Experience Guarantee<sup>SM</sup>?

The GHC Experience Guarantee<sup>SM</sup> is a promise that every patient and member gets the best experience every time. If you have an experience at a GHC-SCW clinic that fails to meet your expectations in any way, you can visit [GHCSmartCare.com](http://GHCSmartCare.com) to download the GHC Experience Guarantee<sup>SM</sup> App. Using the app, you can tell us about your experience and at your request, we will refund some or all of your out-of-pocket costs associated with the visit.

### Why has GHC-SCW decided to launch the GHC Experience Guarantee<sup>SM</sup>?

For the last two decades, GHC-SCW has earned an “Excellent” accreditation status from the National Committee for Quality Assurance (NCQA). GHC-SCW is continuously among the highest-rated health insurance plans in the nation. We’re confident that we’re providing the very best care in Wisconsin – so confident that we’re willing to stand behind it with a money-back guarantee. We think our members deserve that. After all, in every other industry, customers have the opportunity to get a refund when they’re unsatisfied – we are proud to set the standard for customer service in health care.

### How does the GHC Experience Guarantee<sup>SM</sup> App work?

If you have an experience at a GHC-SCW clinic that fails to meet your expectations, visit [GHCSmartCare.com](http://GHCSmartCare.com), tap the app to download and tell us about it. Using the app, you can request a refund for some or all of your out-of-pocket costs (up to \$2,000). You trusted us with your care, so we will trust you to tell us what your experience was actually worth. The app is compatible with all devices and the form takes just moments to complete.

### What does the GHC Experience Guarantee<sup>SM</sup> cover and when am I eligible?

Your refund request must be made no more than six months after your date of service. The GHC Experience Guarantee<sup>SM</sup> only covers visits to GHC-SCW clinics or providers.

### What can I expect once I submit my feedback through the GHC Experience Guarantee<sup>SM</sup> App?

If you have requested to talk to us or have requested a refund, you will receive a call from our Member Services Team within three business days. They will speak with you on the phone and help process your refund if needed. If you requested to have some or all of your out-of-pocket costs refunded (up to \$2,000), the Member Services Team will work with you to be sure it is returned to you through your original method of payment within five business days.

### What is not covered through the GHC Experience Guarantee<sup>SM</sup>?

- Visits to any non-GHC-SCW clinics including UW Health, University Hospital or Regional Network Providers.
- Disagreements with your provider’s medical opinion, medical decision-making or refusal to provide or prescribe a particular medication.
- Disputes with your insurance carrier are not covered.

### If I use the GHC Experience Guarantee<sup>SM</sup> App, will my private health information be safe?

Yes, bank-grade security protocol is in place to safeguard your privacy and personally identifiable information. We will never share your personally identifiable information and/or health information with any outside organizations.

### What will you do with the information collected in the GHC Experience Guarantee<sup>SM</sup> App?

We’re always looking for ways to learn from and engage with our members. All feedback – positive and negative – collected through the GHC Experience Guarantee<sup>SM</sup> App will be reviewed and analyzed to help us improve our Cooperative. Your feedback will not be connected to your medical record.

### What should I do if I have additional questions about the GHC Experience Guarantee<sup>SM</sup>?

We’ve formed a Member Services Team that can answer your questions and guide you through the GHC Experience Guarantee<sup>SM</sup> App if needed. To speak with our Member Services Team, call (608) 257-9700 or toll free at (800) 605-4327.

**BETTER TOGETHER**<sup>SM</sup>