

The GHC Experience GuaranteeSM Terms and Conditions

Group Health Cooperative of South Central Wisconsin (GHC-SCW) offers the “GHC Experience GuaranteeSM” as an optional program to assist GHC-SCW Members in providing feedback about a recent experience at GHC-SCW. By submitting your feedback, you are agreeing to all the following terms and conditions. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE THE PROGRAM.

- The mobile and desktop applications and program are a “Related Service” to ghcscw.com and you must accept the overall and website terms and conditions for ghcscw.com. Notice of Privacy Practices: <https://ghcscw.com/privacy/notice-of-privacy-practices>
Website Terms and Conditions: <https://www.ghcscw.com/Pages/Privacy/Website-Terms-And-Conditions.aspx>
- In using the application, you have the option of entering certain information that is specific to you, including personally identifiable information. Any personally identifiable information that you submit will be securely stored within the mobile or desktop application, so it can be used by the GHC-SCW Member Experience Team to contact you. Certain personally identifiable information will also be securely stored in other GHC-SCW data management systems for improvement purposes. This information is considered your personal information and GHC-SCW only will identify the information by individual or use the information in an individual context to process your request made in the mobile or desktop application. Your feedback will not be connected to your health record. The information may be used in a non-identifiable manner to understand how to make updates or enhancements to the mobile or desktop application.
- Refunds are only available for services received at GHC-SCW owned and operated clinics and only for the specific service and/or visit for which you did not receive the best experience.
- A refund consists of money that you as a Member have actually paid, or are responsible for paying, toward the cost of your care as a patient at a GHC-SCW owned and operated clinic.
- A refund of up to \$2,000 may be made if you did not receive the best experience at your visit to a GHC-SCW owned and operated clinic.
- Refunds are not available if you disagree with a GHC-SCW provider’s medical decision-making (e.g., diagnosis or plan of treatment) or a GHC-SCW provider’s refusal to provide or prescribe a particular medication (e.g., pain medication, antibiotics).
- Refunds are not available for disagreements with your insurance carrier regarding coverage determinations, or your share of cost (deductibles or copays).

- You cannot request a refund for your visit longer than six (6) months after your date of service. The GHC Experience GuaranteeSM covers visits that occurred at GHC-SCW owned and operated clinics within six months of your date of service.
 - GHC-SCW has the ability to identify exceptional circumstances that may allow for consideration beyond six months.
- You agree that if you select a refund via the mobile or desktop application, you will be contacted within three (3) business days to process your request. If you have not yet paid the amount, you will receive a credit for the requested refund amount.
- You agree that the mobile and desktop applications are not a substitute for medical advice and you will contact your provider with any questions.
- You may discontinue use of the mobile or desktop application at any time with no impact to other services or applications you receive at GHC-SCW.
- You agree that Wisconsin law is applicable for any claim or dispute relating to the mobile or desktop application or your use thereof and all activity and any dispute that might arise between you and GHC-SCW, its doctors, nurses, staff or other affiliates hereunder.

GHC-SCW may revise these terms and conditions from time-to-time. Revised terms and conditions will apply to the use of the GHC Experience GuaranteeSM from the date of the publication of the revised terms and conditions on this program. Please check the terms and conditions each time you use the mobile or desktop application.

Last updated: May 2022