



# Plan Information Overview

## Member Services

We believe that our members deserve real service from real people. That's why we don't use automated phone systems. Our Member Services team is here to answer questions and support our members in all of their benefit and health care needs. You can reach them by calling (715) 552-4300 or (888) 203-7770.

## View Your Policy

The Cooperative Member Certificate is a document that provides detailed information about your health insurance policy. Here members will find the specific terms and conditions under which they will be provided with benefits related to your health care coverage. Members can access their policy at [group-health.com](http://group-health.com) in the Member Login Area.

## View Your Benefits

When you need health care services, it is important to understand your specific plan benefits. Members of the Cooperative can access their health plan benefits at anytime by visiting [group-health.com](http://group-health.com) and entering into the Member Login Area.

## Find a Provider

Our provider directory includes over 9,000 primary and specialty care physicians and over 35 hospitals in Western Wisconsin and Minnesota. While it is important to establish an ongoing relationship with a primary care provider, you do not need a referral from your primary care doctor to see a specialist in the Cooperative network. To view our provider directory, visit [group-health.com](http://group-health.com).

## Pharmacy Network

If you have prescription drug benefits through the Cooperative, you have access to over 50,000 pharmacies nationwide.