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2024 Dean Health Plan by Medica Member Resources Reference Guide for Providers


Dean Health Plan by Medica offers a wide range of programs and services to improve the overall health of our communities and support providers caring for individuals enrolled in Dean Health Plan by Medica benefit plans (referred to as “members”). We encourage providers to be familiar with resources listed in this reference guide and promote them to their patients, when appropriate. This is not intended to be an exhaustive list. Please refer to our website for the most up-to-date information.


Reference Guide Quick Links




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Program/Service & Link	Description	Path to Access Online Resource
Nurse Advice Line 	<p>Applicable to: Individuals enrolled in Dean Health Plan by Medica benefit plans.</p> <p>Overview: Available 24 hours a day, 365 days a year for members to speak with experienced registered nurses about general health care questions and concerns.</p> <ul style="list-style-type: none"> • Madison area – 608-250-1393 • Outside of Madison – 1-800-576-8773 	<p>Visit deancare.com > Hover over Members > under “Resources,” click Member Home. Scroll to the bottom of the page, under “Contact Us,” click Nurse Advice Line.</p>


Rewards and programs may vary by plan. Member coverage is subject to the limitations and exclusions outlined in the member’s benefit certificate or policy and subject to state and/or federal laws. Please contact the Customer Care Center number on the members ID card with questions.




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Mental Health 	<p>Applicable to: Individuals enrolled in a Dean Health Plan by Medica benefit plan.</p> <p>Overview: Dean Health Plan by Medica offers many mental health and substance use supports, services, and treatment options.</p> <ul style="list-style-type: none"> • National Suicide Prevention Hotline – 800-273-8255. • Suicide & Crisis Lifeline – 9-8-8. • Brighter Days – Information about depression, available treatment options and tools for self-management and direct links to available resources. • Mothers and Babies – Emotional support for pregnant and postpartum women. • Care Management/Behavioral Health and Substance Use – Non-emergency education and resource coordination for mental health and/or substance use conditions. <p>Other resources linked from our website for members (and providers):</p> <ul style="list-style-type: none"> • National Alliance on Mental Illness • Substance Abuse and Mental Health Services Administration • Depression Bipolar Support Alliance • Trauma Survivors Network 	<p>Visit deancare.com > Hover over Members > under “Tools,” click Mental Health.</p>
Case Management	<p>Applicable to: Individuals enrolled in Dean Health Plan by Medica benefit plans. Members are encouraged to verify offerings specific to their benefit plan.</p> <p>Overview: Dean Health Plan by Medica Case Management supports members in complex or acute situations by coordinating care across the health care continuum. Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for resources to meet individuals and family’s comprehensive health needs. Each program is administered by uniquely trained case managers, many of whom have certifications in case management and other specialties, with a goal of supporting members in self-management and achieving health goals. The care team also may assist members to navigate the health care system and connect with appropriate resources.</p> <ul style="list-style-type: none"> • Pregnancy Program - The Pregnancy program is a family-centered model that supports the health of pregnant women and their babies in 	<p>Visit deancare.com > Hover over Members > under “Tools,” click Care Management.</p>

Program/Service & Link	Description	Path to Access Online Resource
<p><i>Some programs allow members to enroll online. Enrollment is voluntary. Once a member enrolls, a member of our Case Management team will contact them.</i></p> 	<p>partnership with the health care provider. Support is provided on a continuum through pregnancy and the post-partum period.</p> <ul style="list-style-type: none"> • Complex Case Management and Care Coordination – Case Managers are available to support adult and pediatric members living with serious or complex health conditions. Case Managers partner with members and their providers to help manage their conditions with the goal of influencing illness trajectory, promoting adherence to the prescribed plan of care, and improving health outcomes. Case Managers create a personalized care plan based on the member’s health goals and provide ongoing management and support as they work toward their goals. • Transplant Case Management - Specially trained nurses provide a seamless experience for members going through transplant. They guide each member through the evaluation and listing process, helping them maintain transplant readiness while awaiting organ transplant, and continue to provide ongoing management and support post-transplant. • Advance Care Planning Program - Social worker support for members over the age of 18 to navigate the advance care planning process of thinking about what matters most to them at the end of life and documenting those wishes in legal documents called advance directives. <ul style="list-style-type: none"> • Providers and Clinic Case Managers may refer patients via: <ul style="list-style-type: none"> ○ Email : caresupport@medica.com ○ Phone : 866-905-7430 ○ Fax : 952-992-3589 • Members can self-refer online at https://deancare.com/wellness/care-management/care-management-enrollment-form or by the Customer Care Center number on the back of their member ID card. 	

Program/Service & Link	Description	Path to Access Online Resource
<p>Continuity of Care</p> 	<p>Applicable to: In specific instances, individuals enrolled in any Dean Health Plan by Medica benefit plan whose care may be affected when a provider leaves the network.</p> <p>Overview: Dean Health Plan by Medica follows continuity of care rules according to state and federal laws. When a provider leaves the network under certain situations, members may be able to continue care with that provider at in-network coverage for a set period of time.</p>	<p>Type the web address below in your browser: https://deancare.com/Members/continuity-of-care</p>
<p>Dean Advantage Members</p> 	<p>Applicable to: Individuals enrolled in Dean Advantage plans.</p> <p>Overview: Dean Health Plan by Medica offers “all-in-one” Medicare-approved replacement products that include Medicare Part A and Part B benefits plus value-added coverage and supplemental benefits bundled into a single, convenient plan.</p>	<p>Visit deancare.com > Hover over Medicare > under “Member Center,” click Dean Advantage Members.</p>
<p>Document Library</p> <p><i>Search Tip:</i> In the By Audience dropdown, select Member.</p>	<p>Applicable to: Individuals enrolled in Dean Health Plan by Medica benefit plans.</p> <p>Overview: Dean Health Plan by Medica offers documents, forms, and other materials for members in the Document Library such as Foreign Claims Form, Health Info Release Form, and Diabetes Standards of Care.</p>	<p>Visit deancare.com > Hover over Members > under “Resources,” click Member Home. Scroll to the bottom of the page, under “Helpful Links,” click Document Library.</p>
<p>Genetic Testing</p> 	<p>Applicable to: Individuals enrolled in a Dean Health Plan by Medica Commercial HMO, POS, PPO, IFB, BadgerCare, and ASO benefit plan. Dean Advantage and DeanCare Gold do not have genetic testing authorization requirements.</p> <p>Overview: Dean Health Plan by Medica contracts with Concert Genetics, an industry-leader in genetic testing technology assessment and policy development. As genetic testing has increasingly become the standard of care, the Health Plan is committed to the access and quality of these services for our members. General approach to genetic testing is that a prior authorization will not be processed and will be cancelled if submitted. An appropriate diagnosis code must appear on the claim. If a claim is submitted without a diagnosis code considered Medically Necessary, the claim will deny unless coverage is mandated by state/federal laws.</p>	<p>Visit deancare.com > Hover over For Providers > under “Medical Management,” click Genetic Testing.</p>

Program/Service & Link	Description	Path to Access Online Resource
<p>Health Coach</p> <p>WebMD contacts eligible members.</p> 	<p>Applicable to: Programs vary by benefit plan. ASO and Commercial members (18 and older) enrolled in a Dean Health Plan by Medica commercial benefit plan who are at moderate and high risk for one or more of the following five conditions: Asthma, Chronic obstructive pulmonary disease (COPD), Coronary artery disease, Diabetes (type 1, type 2), and Heart failure.</p> <p>Overview: The WebMD Health Coach is assigned to support members around three key aspects of condition self-management; medication, monitoring and lifestyle.</p>	<p>Visit deancare.com > Hover over Members > under “Wellness,” click Wellness Home. Under “Living Healthy portal,” click Start Living Healthy, under “Living Healthy “ click Health Coach Get Healthy</p>
<p>Healthy Extras</p> 	<p>Applicable to: ASO, Commercial, Medicaid, and Medicare Advantage members enrolled in certain Dean Health Plan by Medica benefit plans. Members are encouraged to check reward offerings specific to their plan.</p> <p>Overview: Through the WebMD wellness platform, members may take a self-assessment, join a challenge, and explore other interactive tools. The Health Plan offers health challenges throughout the year to create new healthy habits ranging from being active to being more mindful. Examples of activities include daily habit tracking and mental health podcasts with topics ranging from financial wellness to mental health. Sync your device and apps to the wellness platform for easy tracking.</p>	<p>Visit deancare.com > Hover over Members > under “Wellness,” click Living Healthy. Under “Healthy Extras,” click Explore Extras.</p>
<p>Health & Wellness</p> <p>Also, see information about Living Healthy Rewards programs in this document.</p> 	<p>Applicable to: Individuals enrolled in a Dean Health Plan by Medica benefit plan.</p> <p>Overview: Dean Health Plan by Medica, a Well Workplace Award platinum award winner, offers a variety of member programs focusing on the whole person, including, but not limited to:</p> <ul style="list-style-type: none"> • Upcoming Wellness Events - a variety of wellness programs and events scheduled throughout the year. Examples of events include book clubs, move with a doc, learning lofts, and living healthy assistance. • Nicotine Cessation - Freedom From Smoking (18 and older) is a free, small group nicotine cessation program led by a certified facilitator, that features a step-by-step plan for quitting. There is also a nicotine-reduction program. • Partner Perks – Discounts from businesses we’ve partnered with to offer membership, service, and product discounts related to overall well-being. • Preventive Health Toolkits – educational topics, self-guided activities, seasonally appropriate topics. 	<p>Visit deancare.com > Hover over Members > under “Wellness,” click Wellness Home.</p>

Program/Service & Link	Description	Path to Access Online Resource
<p>Living Healthy Rewards</p> <p>We encourage members to check with their doctor for which tests are appropriate based on their medical and family history.</p> <hr/> <p>Individual Family Business (IFB) Rewards via Virgin Pulse wellness platform</p>	<p>Applicable to: Individuals enrolled in Dean Health Plan by Medica commercial (18 and older) or Dean Advantage benefit plan. <i>See Living Healthy Rewards information for Medicare Advantage in this document.</i></p> <p>Overview: To earn rewards, members can complete a variety of activities including Health Assessment, preventive health screenings, participation in wellness challenges, and tracking other healthy activities. Points will be credited to member’s Living Healthy account to redeem gift cards to national retailers, restaurants, and other popular merchants.</p> <p>Selected preventive screenings may include:</p> <ul style="list-style-type: none"> • Cancer (mammogram, colon cancer and PAP smear) • Immunizations (Influenza, Varicella, Tetanus, Meningococcal and Pneumococcal) • Other screenings (Chlamydia, Gonorrhea, HIV, Hepatitis C, Diabetes and Depression). <hr/> <p>Applicable to: Individuals enrolled in Dean Health Plan by Medica Individual Family Business (IFB) benefit plan.</p> <p>Overview: Members need to register their Virgin Pulse account and complete an annual preventive exam in order to earn the \$50 pulse cash that can be redeemed for a gift card of the member's choosing. The Virgin Pulse wellness platform includes a personalized wellbeing experience, Health Check Survey to better understand your health, self-guided courses to build healthy habits, healthy trackers and more.</p>	<p>Visit deancare.com > Hover over Members > under “Wellness,” click Wellness Home. Under “Living Healthy Rewards,” click See Rewards.</p> <hr/> <p>Virgin Pulse direct login URL: https://join.virginpulse.com/myhealthrewardsIFB</p>
<p>Member Wellness Care Packages</p> 	<p>Applicable to: Individuals enrolled in Dean Health Plan by Medica benefit plans.</p> <p>Overview: A monthly brochure highlighting programs, education and national observances.</p>	<p>Visit deancare.com > Hover over Members > under “Wellness,” click Wellness Home. Under “Wellness Care Package,” click the link for the dated brochure you wish to view.</p>

Program/Service & Link	Description	Path to Access Online Resource
<p>Be Well by Medica</p> <p>Member Newsletter</p> 	<p>Applicable to: Individuals enrolled in a Dean Health Plan by Medica benefit plan, except the Employee Health Plan.</p> <p>Overview: Magazine featuring articles about living a healthy lifestyle and more.</p>	<p>Visit deancare.com > Hover over Members > under “Resources,” click Member Home. Click the link of the applicable benefit plan. Under “Member Newsletter,” click Read our Newsletters.</p>
<p>Pharmacy Concierge</p> 	<p>Applicable to: Individuals enrolled in a Dean Health Plan by Medica benefit plan.</p> <p>Overview: Pharmacy concierge is available for members to answer questions about formulary, prior authorizations, step therapy and medication related questions.</p>	<p>Visit deancare.com > Hover over Members > click Pharmacy Benefits , Click Pharmacy concierge service</p>
<p>Preventive Care</p> 	<p>Applicable to: Individuals enrolled in a Dean Health Plan by Medica benefit plan.</p> <p>Overview: Detect, treat or prevent illnesses or diseases early, before they become major concerns. A wide range of preventive services are covered at \$0 costs to members when rendered by an in-network provider. Examples of available preventive care are annual visits with a primary care provider, vaccinations, and certain routine tests and screenings.</p>	<p>Visit deancare.com > Hover over Members > under “Tools,” click Preventive Care.</p>
<p>Transportation</p>	<p>Applicable to: Individuals enrolled in Dean Health Plan by Medica IFB or Medicare Advantage benefit plans. <i>See transportation information for Medicare Advantage in this document.</i></p> <p>Overview: Services for members to use to travel to medical appointments or local pharmacies. Providers may direct members to the Customer Care Center to schedule a ride or members may call:</p> <ul style="list-style-type: none"> • Medicare Advantage members - 1-877-232-7566 (TTY: 711) • IFB Individual members 877-394-9080 (TTY:711) 	<p>Visit deancare.com > Hover over Members > under “Resources,” click Member Home. Click the Individual and Family Plans link. Under “Lyft Rides,” click See Lyft Details.</p>

See our [Dean Advantage Members web page](#) for more details.

<u>2024 Medicare Advantage Member Supplemental Benefits</u>	
Benefit	Benefit Description
<u>Dental</u>	<ul style="list-style-type: none"> • Offered through Delta Dental. • Covers preventive and comprehensive dental services with preventive and diagnostic services at \$0 copay. • Combined \$1,500 coverage limit, per year, with no deductible or coinsurance. • See the Dental Certificate of Coverage for a full list of covered dental procedures.
<u>Gym & Fitness</u>	<ul style="list-style-type: none"> • Through the One Pass program members have access to fitness center memberships, home fitness kit , and on-demand fitness videos. • Dean Advantage members can register at One Pass.
<u>Hearing</u>	<ul style="list-style-type: none"> • Includes yearly \$0 routine hearing exam and \$750 hearing aid allowance (for both ears combined) per calendar year at in-network hearing aid providers. • Find an in-network hearing aid provider in our Provider Directory at deancare.com/locations. <p><i>Search Tip:</i> In the directory, change the specialty to “hearing aid.”</p>
<u>In-Home and Virtual Support</u>	<ul style="list-style-type: none"> • Offered through Papa, a company that connects members with screened and trained Papa Pals who provide assistance with organization, light housework, technology, and transportation. • Available in a member’s home or virtually. • Members are eligible for up to 120 hours per year. • Members can call Papa to enroll at 888-840-1609.
<u>Living Healthy Rewards</u>	<ul style="list-style-type: none"> • Members are eligible for up to \$150 per calendar year for completion of health activities like receiving a flu shot, going to the dentist, and getting an annual physical. Once a reward is earned, reward dollars will be loaded to the member’s Health+ by Medica OTC card. The reward wallet can be used at Home Improvement stores, Lawn & Garden stores, Grocery stores, Restaurants, etc. Reward dollars cannot be used at Walmart, Target, Amazon, CVS, Walgreens per CMS regulation.
<u>Patient Transportation</u>	<ul style="list-style-type: none"> • Members are allotted 24 one-way rides per year to medical appointments or local pharmacies. • Providers may direct members to the Customer Care Center at 877-232-7566 to request a ride in advance of their appointment.

<u>Post-Discharge Meals</u>	<ul style="list-style-type: none"> • Meals provided by Mom’s Meals. • Members are allotted 14 meals post inpatient, observation, or skilled nursing facility stay. • Discharge planner, health plan’s Care Management team, or member engages Mom’s Meals for services. • Providers may direct members to the Customer Care Center at 877-301-3326 to coordinate meal benefits. • Mom’s Meals phones the member to screen for dietary needs and meal preferences and confirms delivery details.
<u>Over-the-Counter Allowance</u>	<ul style="list-style-type: none"> • \$ Quarterly allowance ranging from \$35-70 (varies by MAPD product) to purchase over-the-counter items such as pain relievers, pill cutters, etc. • Can be used in-store, online, or through a catalog for purchase of designated items from designated retailers such as Walgreens, CVS, Kroger, Walmart and Dollar General. • See the <u>OTC overview</u> for more details.
<u>Routine Footcare</u>	<ul style="list-style-type: none"> • Includes 10 routine footcare visits every calendar year. This includes treatment of the foot which is generally considered preventive such as cutting or removal of corns, warts, calluses or nails. • Members pay their plan’s specialist copay for routine foot care services.
<u>Routine Chiropractic / Acupuncture</u>	<ul style="list-style-type: none"> • Includes 24 routine chiropractic visits every calendar year. (Cost share applies) • 12 acupuncture visits every calendar year. Cost share applies. (The Dean Complete plan allows members 24 visits every calendar year.)
<u>Vision</u>	<ul style="list-style-type: none"> • Includes yearly \$0 vision exam and a \$250 eyewear allowance every two years at any free-standing eyewear provider such as Shopko Optical, LensCrafters, Eyemart Express, Warby Parker and more.