



DeanHealthPlan.

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2023 State of Wisconsin  
Group Health  
Insurance Program

Choose Dean  
Health Plan  
for **your**  
**health journey**

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## Have questions?

We are here to help.

### CALL

#### By Phone

Contact our Customer Care Center for questions about your benefits and more.

**800-279-1301 (TTY: 711)**

Monday – Thursday,

7:30 am – 5 pm

Friday, 8 am – 4:30 pm

### VISIT

#### In Person

Stop by our Insurance Desk, Monday – Friday, 8 am – 4:30 pm, at our office or one of the SSM Health Dean Medical Group locations listed here:

#### Madison

- **Health Plan Business Office:**  
1277 Deming Way
- **East:**  
1821 S. Stoughton Road
- **West:**  
752 N. High Point Road
- **South Madison Campus:**  
1211 Fish Hatchery Road

#### Janesville

- **Janesville East:**  
3200 E. Racine Street

### CLICK

#### From the Web

Visit [deancare.com/contact](https://deancare.com/contact)

# Meet an Innovative Health Plan Where Everyone Wins

Choose benefits that go above and beyond like on-demand virtual care on most plans, care options that meet your needs, access to personalized wellness plans and a health plan focused on the whole you — mind and body. Choose Dean Health Plan.



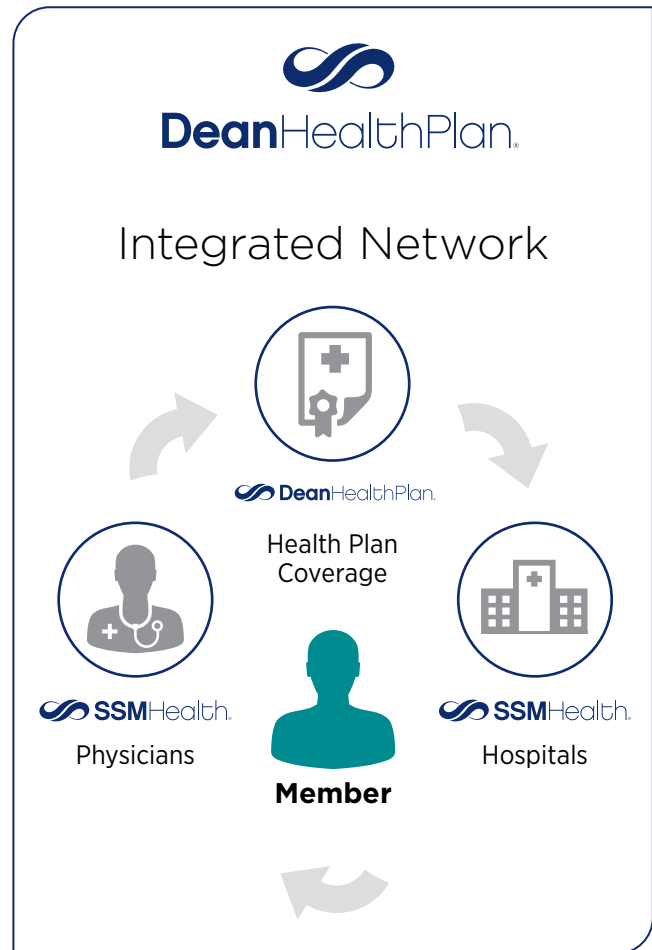
Traditionally, insurance companies and physicians measure success quite differently. This dynamic has led to a health care system that focuses more on illness than wellness.

## You Deserve Better

A more beneficial experience is a member-focused plan with a holistic approach to your well-being. A health plan and health care that's a part of your community and understands you and where you come from. That's where Dean Health Plan excels.

## Coordinated, Physician-led Coverage and Care

With our integrated approach and focus on the doctor-patient relationship, know you're a part of an innovative model of holistic care and coverage. That means health providers and a health plan collaborating about your health and wellness and having a plan. That is why Dean Health Plan is different.



# Insurance Designed With You In Mind

Questions about health care services?

Call our Customer Care Center at  
**800-279-1301 (TTY: 711)**

The right care should fit into your schedule because coughs, fevers and injuries don't happen at convenient times. Access a 24-Hour Nurse Advice Line, online or video appointments with providers and urgent care clinics, when you need care. Now you have benefits and tools that save time, convenient access to a large network of clinics, hospitals and benefits you understand.



## Convenient Access

Dean Health Plan has you covered with 30 hospitals and many conveniently-located primary care sites in 20 counties throughout southern Wisconsin. With so many choices, we're certain you'll find a provider who will be a great fit — right in your backyard. Find a clinic near you at [deancare.com/location](https://deancare.com/location)



## Thousands of Providers

- 5,200+ providers
- 200+ primary care clinic locations
- 900+ specialty care clinics, with services like women's health, pediatrics, heart and vascular, orthopedics and much more

Plus, you're still covered for an emergency *anywhere* in the world. Search for providers at [deancare.com/doctors](https://deancare.com/doctors)



## Trusted Hospitals

Dean Health Plan gives you access to award-winning care and exceptional patient experience at:

- **SSM Health St. Mary's Hospital** - Madison
- **Monroe Clinic Hospital** - Monroe
- **SSM Health St. Mary's Hospital** - Janesville
- **St. Agnes Hospital** - Fond du Lac
- **SSM Health St. Clare Hospital** - Baraboo

Plus, an additional 25 hospitals are in your network throughout southern Wisconsin.

**See the back cover for a list of awards.**



## Health Care Support

24-Hour Nurse Advice Line\* is there whenever you have a health question. You can connect with an experienced registered nurse by calling **800-576-8773** or visiting [deancare.com/nurseadvice](https://deancare.com/nurseadvice)

\*24-Hour Nurse Advice Line's triage phone services are staffed by SSM Health nurses and are only available to residents of Wisconsin due to licensing regulations.



### Health Care at Your Fingertips<sup>†</sup>

Can't get in touch with your regular physician or need after-hours help with a new condition? SSM Health Express Virtual Care can help. Video visits or e-visits are available for patients two years and older to diagnose and treat many common conditions.



### Currently Undergoing Treatment?

Our Care Managers can answer questions about health care services and provide the support you need if you're currently undergoing treatment — whether it's complex care, behavioral health or pregnancy — as you transition care to Dean Health Plan. Learn more at [deancare.com/caremanagement](https://deancare.com/caremanagement)

### What is an e-Visit versus a Video Visit?

E-Visits are for minor medical concerns. They give you the answers you need through a simple on-line form. An SSM Health provider will respond to your request electronically, with no need to schedule an appointment.

An E-Visit is an evaluation and treatment by a provider using a patient portal, preferred or vended portal, email, or secure messaging which can include text, images, or videos. Services must address an issue that would typically require an office visit and be patient-initiated.

An E-Visit is also called a digital visit or a virtual visit.

For urgent needs, you should use video visits. Members are connected with an expert SSM Health provider via video conference, usually within a few minutes during operating hours. Telehealth is a service delivered via real-time audio and video. Telehealth may also be called telemedicine, online or virtual evaluation and management, or a video visit. Learn more at [deancare.com/virtualcare](https://deancare.com/virtualcare)

<sup>†</sup>Reference your certificate of coverage for cost-sharing.

# Be A Healthier You

Learn more at...

[deancare.com/etfwellness](https://deancare.com/etfwellness)

## Your comprehensive wellness program

Dean Health Plan in partnership with WebMD offers a variety of programs focusing on the whole person across eight dimensions of wellness, making healthy living achievable and fun.



## Wellness Programs and Features

Your Dean Health Plan Health and Wellness programs in partnership with WebMD are independent of your WebMD programs through the State of WI Group Health Insurance Program. Separate user IDs and Passwords are required.

### ■ Health Coach

Get expert support if you have diabetes, COPD, asthma, heart failure or coronary artery disease.\*

### ■ Mental Healthcare

1 in 5 adults experience mental illness in their life. If you or someone you know needs help, know you are not alone. Dean Health Plan offers a spectrum of support, services and treatment options within our network. Visit [deancare.com/mentalhealth](https://deancare.com/mentalhealth) to access our resources.

### ■ Case Management

Provides support through complex health situations.

### ■ Tobacco Cessation

Tobacco cessation and vape free programs for families. Free medications may be available.

### ■ R.E.A.L. Goals (Realistic, Easy, Attainable, Life Goals)

Preset goals covering all eight dimensions along with tips and trackers to help you achieve success.



### ■ Make Advance Care Planning a Priority

One of the most challenging situations is to make health care decisions for people who can't make decisions for themselves. When that time comes, being prepared is the best way to provide your family comfort. Starting an advance care plan allows you to consider their goals, values, and beliefs, and how these may influence future medical decisions. We can help you start the conversation today at [deancare.com/acp](https://deancare.com/acp)

\* Dean Health Plan shares secure claims information with WebMD. This data is only shared for the purpose of identifying health coaching opportunities through WebMD Condition Management program.



## Additional Wellness Programs

Resources and rewards to help you achieve your health and wellness goals. Your Dean Health Plan Health and Wellness programs in partnership with WebMD are independent of your WebMD programs through the State of WI Group Health Insurance Program. Separate user IDs and Passwords are required.

### ■ Wellness Events Calendar

Access live monthly webinars, book club discussions and more that cover the eight dimensions of wellness, held virtually for you to attend from anywhere. Learn more at [deancare.com/events](https://deancare.com/events)

### ■ Wellness Video Library

Watch more than 80 videos across the eight dimensions of wellness from past programs: Webinars, Learning Loft, and Move with a Doc. Whether you're working on exercising more, eating healthier or stressing less, there's a wellness video with actionable ready for you. See them all at [deancare.com/wellness](https://deancare.com/wellness) or [youtube.com/choosedean](https://youtube.com/choosedean)

### ■ Preventive Health Toolkits

Learn about and be aware of many national observance, like National Heart Health Month or Mental Health Awareness Month and seasonally approximate topics to help you stay safe and be your healthiest.

### ■ Wellness Care Package

A monthly flyer highlighting programs, education and national observances.

### ■ CPR Training Courses

Know what to do when an adult, child or infant is choking or unconscious, isn't breathing or has no pulse.

## ■ Tools and Resources within WebMD

- **Daily Habits:** Select a goal or habit you want to start or improve and hold yourself accountable with a Daily Habit plan that offers tips and tricks along the way. Some things you can track include social connectedness, better sleep and back health.
- **Mental Health podcasts:** Learn about topics ranging from financial wellness to mental health.
- **Sync your device:** Check out the device connection center to sync your apps and devices.
- **WebMD App (Wellness at Your Side):**
  - Connection Code: LivingHealthy (case-sensitive).
  - Need living healthy login to login
- **Health Trackers:** Various trackers for sleep, steps walk, blood pressure, etc.
- **Self-Assessments:** Assess your health on various health topics like asthma, anxiety, preventive health and more.
- **Other features within WebMD:** recipes, symptom checker, quizzes, videos, articles.
- **WebMD Challenges:** Join one of the many health challenges we offer throughout the year to create new health habits from being active to being more mindful. You can even team up with others to cheer each other on. Activity examples include: Invitational Team Steps Challenge, Rethink your Drink and Seize the Zzzz.

# Dean Health Plan Makes Change Easy

Begin your experience with Dean Health Plan by taking a few simple steps. Complete this checklist to unlock resources and take important actions so you can get the most out of being a member. This checklist is helpful even if you are continuing your coverage with Dean Health Plan.

## ■ Review Your Health Care Benefits

Together, the “It’s Your Choice” materials from the Wisconsin Department of Employee Trust Funds (ETF) and the “Summary of Benefits and Coverage” documents from Dean Health Plan specifically outline the benefits, services, exclusions and limitations under your policy. The same Guide is issued for each of the many State of Wisconsin Group Health Insurance Program plans, but the Summary reflects Dean Health Plan’s specific benefits, so be sure to read both. Visit [deancare.com/wi-employees](https://deancare.com/wi-employees) to access them online. Please also see [etf.wi.gov](https://etf.wi.gov) for more information.

## ■ Choose a Primary Care Provider

Choose a primary care provider (PCP) who is right for you. Go online or call our Customer Care Center at **800-279-1301 (TTY: 711)**. Fostering an open and honest relationship with a primary care provider whom you can trust is an important part of Dean’s integrated care model.

## ■ Transfer Your Medical Records

Once you’ve chosen a primary care provider and made an initial appointment, have your medical records sent over from your previous clinic. Simply fill out an “Authorization to Release Protected Health Information” form, available at [deancare.com/members](https://deancare.com/members) under Member Forms, and give it to your previous provider. He or she will transfer the records to your new Dean provider.

## ■ Convenient Tools and Resources

Get the information you need, when you need it. Access member tools that easily connect you to health information, benefit details and much more 24/7. Go to [deancare.com/newmember](https://deancare.com/newmember) and click LOGIN at the top of your screen.

## Health Insurance Terms and Benefit Details

### ■ Explanation of Benefits (EOB)

The EOB contains important information including the total amount charged, the amount paid by Dean Health Plan, and the amount that is your (the member’s) responsibility. You may access all of your EOBs online at any time through your Member Portal account. Go to [deancare.com/wi-employees](https://deancare.com/wi-employees) and click Account Login at the top right corner of the page. Remember, an EOB is not a bill.

### ■ Common Insurance Terms

Do you know the ABCs of health insurance? It’s OK—the language of health insurance can be hard to understand at times. Yet every day, it’s becoming more and more important for health care consumers to have a basic knowledge of the industry’s terminology. We’ve spelled out these terms in plain English so you can make smart decisions that will benefit you and your family. Go to [deancare.com/insuranceterms](https://deancare.com/insuranceterms) to see a full list of terms explained.



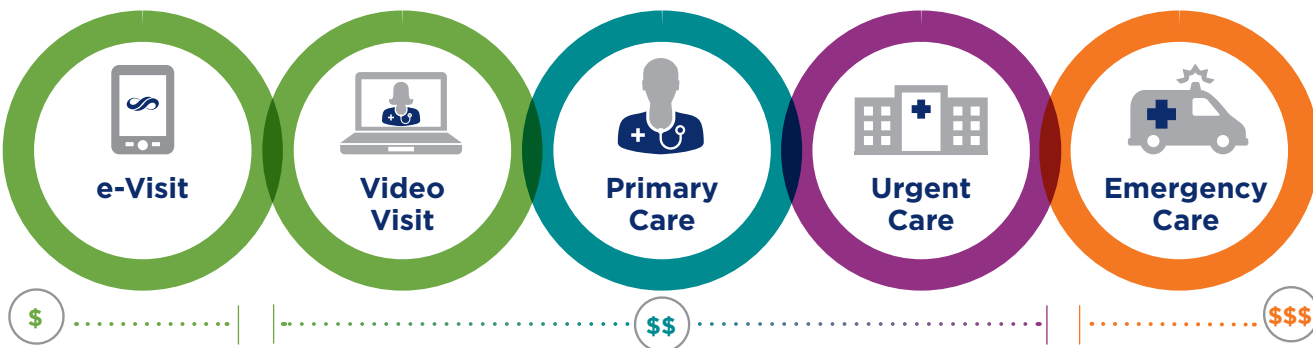
# Choose the Right Care for You

Still not sure of the type of care you need?

Call the 24-Hour Nurse Advice Line at **1-800-576-8773**. A nurse is ready to help 24/7/365.

As a member, you can choose from a variety of care options, whether it's during regular office hours or late at night. Knowing your options for care before you need it is good for your health — and it can save you money!

## The Right Care for Your Needs



**Too sick to drive to the doctor?**

Fill out an online questionnaire, receive a written diagnosis, treatment, and a prescription.

**Cold/flu, allergies, lice, etc.**

**Prefer a face-to-face conversation?**

Start a video visit and quickly connect with a SSM Health provider. No appointment necessary.

**Abnormal headaches, earaches, chronic conditions, etc.**

**Wish to see your doctor for care?**

Schedule an appointment at your primary care clinic. Same-day appointments are usually available.

**In-person treatments and annual checkups.**

**Primary care clinic full or closed?**

Visit your nearest Urgent Care facility.

**When your normal clinic is full or closed.**

**Life-threatening illness or injury?**

Go to the nearest emergency room or call 911.

**Heart attack, stroke, head injury, severe pain.**

### SSM Health Express Virtual Care Options

#### Member Portal

Visit [deancare.com/login](https://deancare.com/login) and use your member number located on your ID card to activate your account.

- View insurance plan details
- Request member ID cards or download a digital copy
- Change your primary care clinic
- Review past claim details and more

#### MyChart

Visit [deancare.com/mychart](https://deancare.com/mychart) to activate your account.

- Send and receive secure messages with your primary care provider
- Schedule appointments
- Get lab results
- View and pay your medical bill
- Request prescription refills and more

# Providers You Can Count On

As a Dean Health Plan member, you have access to more than 5,000 in-network providers throughout our 20-county service area.



## ■ The Dean Provider Network

- Visit our State of Wisconsin Group Health Insurance Program website at [deancare.com/wi-employees](https://deancare.com/wi-employees) for the online provider directory to easily find excellent doctors available in our network. Our health plan, clinics and hospitals have a long tradition of collaborating to provide you with the care you need, where and when you need it. We help you be your healthiest. Find the plan design that meets your medical needs.
- **It's Your Choice (IYC) Health Plans** gives you access to more than 5,000 providers, including SSM Health Dean Medical Group and SSM Health's additional 35-plus clinics throughout south central Wisconsin, within the 20-county Dean Health Plan HMO network.
- **Access Plan by Dean Health Plan** is a Preferred Provider Organization (PPO) option that provides members access to physicians and facilities inside Wisconsin as well as our First Health Network of providers throughout the U.S.
- **State Maintenance Plan (SMP) by Dean Health** is designed to provide a health plan option for members who live or work in areas without adequate access to in-network providers or hospitals. State employees who live in Florence county and Wisconsin Public Employees who live in Florence, Waupaca and Waushara counties have access to this plan.

## ■ How you can find a network provider with the plan you choose:

- Visit [deancare.com/wi-employees](https://deancare.com/wi-employees) and go to the Providers and Information section for printable provider directories and online provider search tools.
- You may also call our Customer Care Center at **800-279-1301 (TTY: 711)** to request a copy to be mailed to you.

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## ■ Case Management

If you have a chronic health condition or have a complex health care need, take advantage of our Care Management services.

It's not always easy to navigate your way through the health care system. Dean Health Plan case managers can help turn confusion into clarity.

Our care management team combines registered nurses, licensed social workers and program outreach specialists – all available to help you manage your health care needs. Through in-person and phone outreach, our team works closely with you to navigate health care and community resources to help you be the healthiest you can be. Start at [deancare.com/caremanagement](https://deancare.com/caremanagement)

# Understanding Your Benefits

For policy informations visit:

[deancare.com/wi-employees](https://deancare.com/wi-employees)  
or [etf.wi.gov](https://etf.wi.gov)

The State of Wisconsin Group Health Insurance Program is a network-based plan. That means your primary care provider from our Dean Health Plan network oversees all aspects of your health care needs and emphasizes preventive care to keep you as healthy as possible.

Please refer to the State of Wisconsin Group Health Insurance Program's "It's Your Choice" materials and your "Summary of Benefits and Coverage" from Dean for details.



[deancare.com/wi-employees](https://deancare.com/wi-employees)  
or [etf.wi.gov](https://etf.wi.gov)

Your place to go for policy information, including:

- Provider listings
- Plan information and details
- Dean Health Plan Communication – copies of letters and other correspondence sent to members

## ■ Claims and Payment

### Filing Claims

Time is valuable to all of us; that's why Dean Health Plan minimizes the amount of paperwork required for our members. In most cases, claims are submitted directly to Dean Health Plan by providers or clinic staff. On occasion, if you're traveling out of the area or have a college-age dependent, for example, it may be necessary for you to submit a claim for reimbursement. When submitting the claim, please be sure to follow these guidelines:

1. Send an itemized bill from the provider of services. If services were received outside of the United States, you will need to submit the original bill along with an itemized bill that has been translated into English and indicate the appropriate currency exchange rate at the time the services were received.
2. Send the bill within 60 days of receiving the services to:  
Dean Health Plan  
Attn: Claims Department  
P.O. Box 56099  
Madison, WI 53705

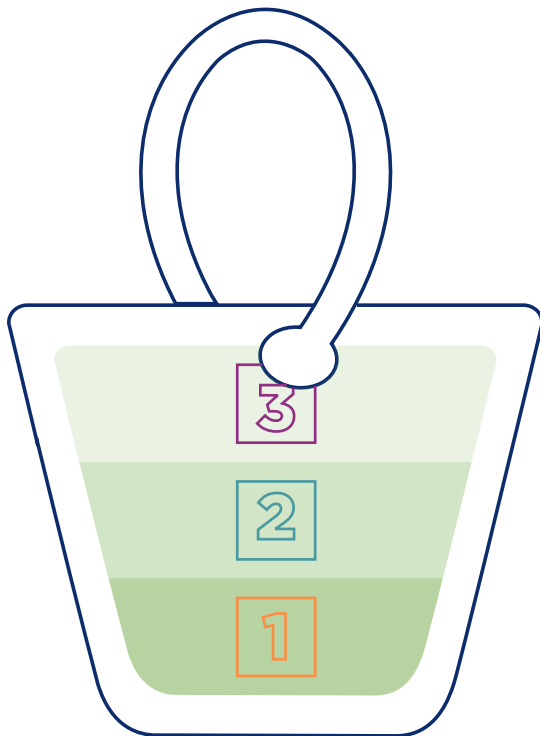
If you have another insurance company that is the primary payer, you will need to send the Explanation of Benefits (described on page 13) to Dean Health Plan or to your health care provider.

# About Your Coverage: Health Insurance 101

For videos on health insurance terms, visit:

[youtube.com/choosedean](https://youtube.com/choosedean)

Health insurance can be complicated, and that's why we try to make it easy to understand your coverage and your financial responsibilities. Take a moment to learn about important terms and where to find all your specific coverage details.



## Sharing the Cost of Care

Your policy may use a system of cost sharing that can include a copay, coinsurance, deductible or any combination of the three.\*

### 1 Deductible

Each time you receive medical services, you'll pay the bill towards these services up to a certain amount. This amount is your deductible, which is what you must pay for covered health care services each year before we begin to pay.

### 2 Coinsurance<sup>†</sup>

Once you've paid the deductible amount, your insurance will then start splitting the cost of additional medical services with you. This is known as coinsurance, where you only pay a percentage or part of the total cost of services and we'll pay the rest.

**Deductible and Coinsurance Limit** – There is a dollar limit to the amount you'll pay towards your deductible and coinsurance.

### 3 Copays

A copay is a fixed dollar amount, which you pay at the time you receive medical services (for things like an office visit) and prescriptions. All your copays add up toward your Maximum Out-of-Pocket total.

**Maximum Out-of-Pocket** – There's a dollar limit to all your cost sharing. You reach this amount by means of your deductible, plus your coinsurance, plus your copays. Once this limit is reached, you'll pay nothing on subsequent covered medical charges for the remainder of your policy year.

\* Not all of the cost-sharing terms listed here apply to all members. Refer to your Member Policy document to understand which apply to you.

† Coinsurance is your share of the costs of a covered health care service. It's calculated as a percent of the allowed amount for the service.



## Utilization Management

When you need to discuss issues or have questions related to the requirement of an authorization for a particular service, Dean Health Plan is here to help. Contact the Customer Care Center at **800-279-1301 (TTY: 711)**, and you will be connected to the Utilization Management department. This department ensures you receive the appropriate and necessary care for your condition.

Utilization Management staff members are available Monday through Friday, 8 am to 4:30 pm. If you have an urgent need outside of those hours, please leave a message with the Customer Care Center and your call will be returned within one business day.



## New Medical Technology

Every year Dean Health Plan evaluates new medical technology and reviews existing technology to determine if any changes or updates are needed to guidelines outlining appropriate use. During this process, we review requests for ongoing care or treatment recommendations for all utilization management decisions, including medical, behavioral health care, pharmaceuticals and medical devices. Dean Health Plan follows the review process set by the National Commission for Quality Assurance (NCQA). Based upon the results of the technology assessment, we will draft or revise medical policies if necessary. For help to translate or understand this information, please call **800-279-1301 (TTY: 711)**.

# Member Rights and Responsibilities

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You deserve the best service and health care possible. Rights and responsibilities help foster cooperation among members, practitioners and Dean Health Plan.

## ■ Members Have the Right To:

- Be treated with respect and recognition of their dignity and right to privacy.
- Receive a listing of Dean Health Plan participating practitioners in order to choose a Primary Care Physician.
- Present a question or complaint or grievance to Dean Health Plan, about the organization or the care it provides, without fear of discrimination or repercussion.
- Receive information on procedures and policies regarding their health care benefits.
- Timely responses to requests regarding their health care plan.
- Request information regarding Advance Directives.
- Participate with practitioners in making decisions about their health care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Receive information about the organization, its services, its practitioners and providers, and members' rights and responsibilities.
- Make recommendations regarding the organization's members' rights and responsibilities policies.
- Receive a copy of the Dean Health Plan Notice of Privacy Practices, which describes how medical information about you may be used or disclosed and how you can get access to this information. The notice is available at [deancare.com/privacy](https://deancare.com/privacy).

## ■ Members Have the Responsibility To:

- Read and understand the materials provided by Dean Health Plan concerning their health care benefits. Dean Health Plan encourages members to contact Dean Health Plan if they have any questions.
- Present their ID card in order to identify themselves as Dean Health Plan members before receiving health care services.
- Notify Dean Health Plan of any enrollment status changes such as family size or address. You must also communicate enrollment status changes to your employer so that your system of record can be updated.
- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Follow plans and instructions for care that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
- Fulfill financial obligations as they relate to any copays, deductibles and/or premiums as outlined in your policy.
- Provide information about any other health insurance coverage you have so that Dean Health Plan can coordinate benefits with the other insurance plan(s).

## ■ Limitations and Exclusions

For a list of services, treatments, equipment or supplies that are excluded (meaning no benefits are payable under the Plan Benefits); or have some limitations on the benefit provide, please refer to the State of Wisconsin Group Health Insurance Program's "Its Your Choice" materials, under Uniform Benefits Exclusions and Limitations.

## ■ Privacy and Confidentiality Statement

Dean Health Plan is required by law to maintain the privacy of your personal health and financial information (collectively referred to as "nonpublic personal information") and provide you with written notification of our legal duties and privacy practices concerning that information. Please visit [deancare.com/privacy](https://deancare.com/privacy) or call **800-279-1301 (TTY: 711)** to request a copy.

## ■ Prior Authorization

There are certain medical services or provider visits that must be authorized by Dean Health Plan before we can provide a claims payment. A good rule to remember is that any time you seek services with an out-of-network provider, you will need to get prior authorization. We require these authorizations so our Medical Affairs team can make sure you are getting the appropriate care. Visit [deancare.com/priorauthorization](https://deancare.com/priorauthorization) to learn more.

## ■ Complaints, Grievances and Appeals Process

We know that at times you may have questions and concerns about benefits, claims or services you have received from Dean Health Plan. Sharing your concerns will help us to identify areas of improvement or clarification needed in our processes or documents as well as help clear up areas of confusion with your benefits or coverage. When a question or concern arises, we encourage you to reach out to our Customer Care Center at **800-279-1301 (TTY: 711)**. Our Customer Care Specialists will make every effort to resolve your concern promptly and completely. Your input matters, and we encourage you to call with any concerns you may have regarding your health care.

If after contacting us, you continue to feel a decision has adversely affected your coverage, benefits or relationship with Dean Health Plan, you may file a grievance (sometimes called an appeal). For details on how to file or for more information about these procedures, please visit Grievances & Appeals under Helpful Links at the bottom of [deancare.com/wi-employees](https://deancare.com/wi-employees). Or feel free to contact the Customer Care Center at **800-279-1301 (TTY: 711)** with any questions about the process. As a member of the State of Wisconsin Group Health Insurance Program, you also have the right to request an administrative review through ETF if an independent review organization has not rendered a decision on your grievance that is final and binding. Refer to your "It's Your Choice" materials for details on this process.

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## Hospital Awards

### **SSM Health St. Mary's – Madison Awards:**

- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2012-2021)
- Healthgrades - Outstanding Patient Experience Award (2019-2022)
- Get with the Guidelines - Stroke Honor Roll Elite Gold Plus Quality Achievement Award (2021)
- Healthgrades - Gastrointestinal Care Excellence Award (2022)
- Healthgrades - General Surgery Excellence Award (2022)
- Press Ganey - Pinnacle of Excellence Award (2020)
- U.S. News & World Report Best Hospital (2021-2022)
- Baby-Friendly USA, Inc. - Baby Friendly Designation (2020)
- Healthgrades - America's 250 Best Hospitals Award (2019)
- Healthgrades - America's 100 Best Hospitals for Gastrointestinal Care (2019-2020)
- Healthgrades - America's 100 Best Hospitals for General Surgery (2019-2020)
- Healthgrades - Pulmonary Care Excellence Award (2019-2020)
- Healthgrades - Stroke Care Excellence Award (2020)

- Healthgrades - Critical Care Excellence Award (2019)
- Get with the Guidelines® - Stroke Gold Plus Designation
- Get With The Guidelines® Target: Type 2 Diabetes Honor Roll Award (2022)
- Get With The Guidelines® GOLD Plus, Target: Stroke Honor Roll Award (2022)
- Get with the Guidelines® - Mission: Lifeline Receiving Gold
- Get with the Guidelines® - AHA/ASA/TJC Comprehensive Stroke Center Certification
- Get with the Guidelines® - Mission: Lifeline NSTEMI Gold
- Coverdell Stroke Program Arrival to CT Award (2022)
- Coverdell Stroke Program Collaboration in Stroke Care Award (2022)
- American College of Emergency Physicians (ACEP) Emergency Quality Network (E-QUAL) Honor Roll (2021)

### **SSM Health St. Mary's Hospital – Janesville**

- Hospital Named Coverdell Stroke Champion by Wisconsin Department of Health Services (2022)
- Emergency Department Named to ACEP Emergency Quality Network Honor Roll for Stroke Care (2022)

- Health Grades 100 Best Hospitals for Stroke Care (2022)
- American Heart Association Stroke Gold Plus Award (2021)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2021)
- Hester Davis - Organizational Excellence Award (2021)
- Get with the Guidelines - Stroke Gold Plus Award (2019-2021)
- Healthgrades - Stroke Care Excellence Award (2020-2021)
- AlignRT - Radiation Oncology "Center of Excellence" Designation (2020)
- Baby-Friendly USA, Inc. - Baby Friendly Designation (2020)
- Healthgrades - Patient Safety Excellence Award (2020)
- Healthgrades - Pulmonary Care Excellence Award (2019-2020)
- IBM Watson - Top 100 Hospitals – Small Community Hospitals (2020)
- Healthgrades - Outstanding Patient Experience Award (2019)
- Press Ganey - Guardian of Excellence Award (2019)
- Leapfrog - Grade "A" Hospital Safety

### **SSM Health St. Clare Hospital – Baraboo**

- Healthgrades - Outstanding Patient Experience Award (2019-2021)
- Chartis Center for Rural Health - Top 100 Rural & Community Hospitals (2020-2022)
- Chartis Center for Rural Health - Top 20 Rural Hospital
- Press Ganey - Guardian of Excellence Award for Clinical Quality
- CMS 5-Stars Patient Experience Rating
- Get with the Guidelines - Heart Failure Gold Plus Designation
- Get with the Guidelines - Heart Failure Honor Roll
- US News & World Report - 5 out of 5 Stars - Doctor Communication
- US News & World Report - 5 out of 5 Stars - Involvement with Recovery
- US News & World Report - 5 out of 5 Stars - Staff Responsiveness
- US News & World Report - 4 out of 5 Stars - Overall Hospital Rating

### **Monroe Clinic and Hospital**

- Chartis Center for Rural Health
- - Top 100 Rural & Community Hospitals (2019-2021)
- Chartis Center for Rural Health
- - Top 20 Rural & Community Hospitals (2021)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2021)
- Healthgrades - Outstanding Patient Experience Award (2019-2022)

### **SSM Health St. Agnes Hospital**

- Healthgrades - America's 100 Best Hospitals for Stroke Care (2019-2021)
- Healthgrades - Neurosciences Excellence Award (2020-2021)
- Healthgrades - Cranial Neurosurgery Excellence Award (2021)
- US News & World Report - Critical Care Excellence Award
- - Nurse Communication (2019-2020)
- Healthgrades - Critical Care Excellence Award (2019-2020)
- ASCO QOPI Certification Program - Three Year Certification: SSM Health Cancer Care
- College of American Pathologists (CAP) Two-Year Accreditation: SSM Health Laboratories Fond du Lac
- Joint Commission's Gold Seal of Approval™: St. Agnes Hospital Stroke Services
- US News & World Report - 5 out of 5 Stars - Quality of Discharge Information
- US News & World Report - 4 out of 5 Stars - Involvement with Recovery

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## Dean Health Plan, Inc.

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**800-279-1301 (TTY: 711)**

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