

STATE OF WISCONSIN GROUP HEALTH INSURANCE PROGRAM

2024 Dean Health Plan by Medica Group Plan Book

DeanHealthPlan
by  Medica.

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Questions?

We are here to help.



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

1 (800) 279-1301 (TTY: 711)

Monday – Thursday,
7:30 am – 5 pm
Friday, 8 am – 4:30 pm



Support is just a click away.
Visit [DeanCare.com/Contact](https://deancare.com/contact)



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

Madison

- **Health Plan Business Office:**
1277 Deming Way
- **South Madison Campus:**
1211 Fish Hatchery Road

Discover an unparalleled health plan experience

We believe in providing benefits and options that go above and beyond expectations

The difference in how insurance companies and physicians measure success has led to a healthcare system that focuses more on illness than wellness. We want to transform healthcare to shift the focus from **Illness to Wellness** by ensuring convenient and accessible care options that cater to your specific needs.

COORDINATED CARE NETWORK



You deserve the best

A beneficial experience is a member-focused plan with a holistic well-being approach to wellness. We are a health plan that's a part of your community and strives to meet you where you are.

Coordinated, physician-led coverage and care

Our integrated approach focuses on the doctor-patient relationship. That means health providers, a pharmacy benefit manager, and a health plan all collaborating on a single plan revolving around your health and wellness.

Health insurance designed around you



SSM Health Express Virtual Care

Access care (E-Visit and Video Visit) from an SSM Health provider at work or from the comfort of your home.



E-visits

Useful for minor medical concerns. Fill out a simple online form and a SSM Health provider will respond to your care needs electronically. There's no need to schedule an appointment. Cost can vary depending on plan.*



Video Visits

When discussing urgent health needs with a physician is necessary, Video Visits connect members with an SSM Health provider through a video conference. A conference usually happens in a few minutes during operating hours. Log in to MyChart, or create a MyChart account to start a Video Visit. Cost can vary depending on plan.*

Learn more about E-Visits and Virtual Visits at [DeanCare.com/VirtualCare](https://www.DeanCare.com/VirtualCare)



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 page 18 for a list of awards.



Thousands of Providers

- 5,000+ 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://www.DeanCare.com/Doctors).

* Reference your summary of benefits and coverage for specific costs of e-Visits and Video Visits.



Plenty of provider options

Dean Health Plan has you covered with 30 hospitals and many conveniently-located primary care sites in 20 counties throughout southern Wisconsin. 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)



Health care support

Unsure of the type of care you need? Contact the Nurse Advice Line at **1 (800) 576-8773** or visit [DeanCare.com/NurseAdviceLine](https://deancare.com/nurseadvice)**



Undergoing Treatment?

Our Care Managers can answer questions about health care services and provide support if you're currently undergoing treatment – whether it's complex care, mental health or pregnancy – as you transition care. Assistance is also available to move prescription medications from your previous health plan to us. Learn more at [DeanCare.com/CareManagement](https://deancare.com/caremanagement)

*** Nurse Advice Line's triage phone services are only available to residents of Wisconsin due to licensing regulations.*



Unsure of the type of care you need?

Call the Nurse Advice Line at **1 (800) 576-8773** for support

YOUR COMPREHENSIVE WELLNESS PROGRAM

Discover what a healthier you can do



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/ETFWellness](https://deancare.com/ETFWellness) to access our resources.

Case management

Provides support through complex health situations.

Nicotine cessation

Nicotine 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.

Advance care planning

Provide your family comfort by starting an advance care plan that 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)

Nutrition

Access WebMD resources, a monthly Made from Scratch newsletter, and request to meet with a dietitian.

* 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. Our 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

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 or 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).
 - All users must register through a desktop computer before logging into the app on a mobile device.
- **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.

We make change easy

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 Uniform Benefits Certificate of Coverage 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 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 **1 (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.



Know the right care for your needs



E-VISIT



VIDEO VISIT



PRIMARY CARE



URGENT CARE



EMERGENCY CARE



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

Learn more about virtual care options at [DeanCare.com/VirtualCare](https://deancare.com/virtualcare)

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

The Dean provider network

- Visit our State of Wisconsin Group Health Insurance Program website at **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.
- **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. Learn more about our Access Plan on pages 12 and 13.
- **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 Adams, Ashland, Bayfield, Burnett, Clark, Columbia, Douglas, Florence, Forest, Green, Iron, Juneau, Langlade, Lincoln, Marathon, Marquette, Menominee, Oneida, Polk, Portage, Price, Richland, Sauk, Sawyer, Taylor, Vilas, Washburn, Waupaca, Waushara, and Wood counties have access to this plan. For more information on providers within the SMP, access the SMP provider directory at **DeanCare.com/WI-Employees**

- **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.

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

- Visit **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 **1 (800) 279-1301 (TTY: 711)** to request a copy to be mailed to you.

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**

Understanding your benefits

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 or 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



Dean Health Plan is a contracted business partner of the State of Wisconsin Department of Employee Trust Funds.



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 by Medica
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 15) to Dean Health Plan or to your health care provider.

Out-of-network provider access

The Access Plan is a comprehensive Preferred Provider Organization (PPO) plan that provides you with freedom of choice among health systems and providers both statewide and nationwide. That means you and your family have access to a broad range of physicians and health care facilities available through the state health insurance program. You can access thousands of preferred providers across the state and nationwide – including the Dean Health Plan HMO providers in southern Wisconsin – making it a great network for anyone who lives out-of-state, travels frequently, or has children away at school. And seeking care within your comprehensive network, offers you lower out-of-pocket costs.

1. Go to **DeanCare.com**
2. Click **Find a Doctor** at the top of the page
3. Under **Online directories** click **PPO providers**
4. Click **FirstHealth.com**
5. Click **Start now**
6. Select the provider type (selecting **All Providers** will yield more results)
7. Choose one of two options:
 - a. **Zip code** and adjust the distance from 5-100 miles
 - or
 - b. **Select a state** and narrow your search by county and/or city
8. Select **Search now** for immediate results or [\[+\] More search options](#) to narrow your search by the following criteria:
 - a. **Physician name or facility:** text field allows you to type in the name of a doctor (last name) or hospital (first name)
 - b. **Specialty Type:** enter text or select up to five specialties to include. If you need more detail on specialties, choose the “Specialty Definitions” link at the bottom of the web page
 - d. **Condition:** enter text or select a condition
 - e. **Focus Type:** enter text or select up to five focus codes to include
9. Select **Search now**

USER MANUAL!

A user manual is available to help guide you through the search process on the First Health website

How to use this tool [User manual](#)

It is important to note that providers are regularly added and removed from the network. Before you schedule an appointment, please verify that the provider you chose is listed as a participating provider. Prior to your appointment, you should also double-check that you’re seeing a participating provider. We recommend you reference the First Health network when making your appointment and at check-in. These steps will help you avoid additional charges.



- Access Community Health Centers
- Affinity Medical Group
- Agnesian Healthcare
- American Family Children's Hospital
- Amery Hospital & Clinic
- Amery Regional Medical Center
- Ascension All Saints Hospital
- Ascension Calumet Hospital
- Ascension Cathedral Square
- Ascension Columbia St Mary's - Milwaukee
- Ascension Eagle River
- Ascension Good Sam
- Ascension Living Franciscan
- Ascension Living St. Francis Place
- Ascension NE Wisconsin Mercy Campus
- Ascension Our Lady of Victory
- Ascension Sacred Heart
- Ascension Sacred Heart Rehab
- Ascension SE Wisconsin Hospital - Franklin
- Ascension St Clare's Hospital
- Ascension St. Mary's Hospital
- Ascension Wisconsin Emerus Menomonee Falls, LLC
- Ascension Wisconsin Hospital - Greendfield
- Ascension Wisconsin Hospital - Menomonee
- Ascension Wisconsin Hospital - Waukesha
- Ascension Wisconsin Spirit Medical Transport
- Ascension Wisconsin Surgery Center - Mt. Pleasant
- Aspirus Clinics WI and MI
- Aspirus Eagle River
- Aspirus Iron River Hospital
- Aspirus Ironwood Hospital
- Aspirus Keweenaw Hospital
- Aspirus Langlade Hospital
- Aspirus Medford Hospital and Clinics
- Aspirus Ontonagon Hospital
- Aspirus Riverview Hospital
- Aspirus Wausau Hospital
- Aurora BayCare Medical Center
- Aurora Healthcare
- Aurora Lakeland Medical Center
- Aurora Medical Center Bay Area
- Aurora Medical Center Burlington
- Aurora Medical Center Grafton
- Aurora Medical Center Kenosha
- Aurora Medical Center Manitowoc County
- Aurora Medical Center Oshkosh
- Indianhead Medical Center
- Krohn Clinic
- Lakeview Medical Center
- Marshfield Clinic Health System
- Marsho Family Medical Group
- Mayo Clinic Health System
- Mayo Clinic Rochester
- Memorial Hospital of Lafayette County
- Memorial Medical Center
- Memorial Medical Center, Ashland
- Mercy Health System, Janesville
- Midwest Orthopedic Specialty Hospital
- Aurora Medical Center Summit
- Aurora Medical Center Washington County
- Aurora Psychiatric Hospital
- Aurora Sheboygan Memorial Medical Center
- Aurora Sinai Medical Center
- Aurora St. Luke's Medical Center
- Aurora St. Luke's South Shore
- Aurora West Allis Medical Center
- Beaver Dam Community Hospital
- Bellin Health System
- Beloit Health System
- Black River Memorial Hospital
- Burnett Medical Center
- Children's Hospital and Clinics - Minneapolis
- Children's Hospital of Wisconsin
- Children's Hospital of Wisconsin Fox Valley
- Children's Medical Group
- Children's Service Society of WI
- Columbia St. Mary's
- Crossing Rivers Health
- Cumberland Memorial Hospital
- Divine Savior Healthcare
- Door County Medical Center
- Edgerton Hospital and Health Services
- Essentia Health - Duluth
- Essentia Health St. Mary's Medical Center
- Fort Healthcare
- Froedtert Medical College of WI
- Froedtert Memorial Lutheran Hospital
- Froedtert Menomonee Falls Hospital
- Froedtert South
- Froedtert South - Kenosha Medical Center
- Froedtert South - St. Catherine's Medical Center
- Froedtert West Bend Hospital
- Grant Regional Health Center
- Gundersen Boscobel Area Hospital and Clinics
- Gundersen Health System
- Gundersen Tri-County Hospital and Clinics
- Gunderson St. Joseph Hospital
- Hayward Area Memorial Hospital
- Health Partners (in MN)
- Holy Family Memorial
- Holy Family Memorial Clinics
- Howard Young Medical Center
- HSHS St. Clare Memorial Hospital, Oconto Falls
- Hudson Hospital & Clinic
- Wheaton Franciscan Home Health and Hospice
- Wheaton Franciscan Laboratories, Inc.
- Wheaton Franciscan Medical Group
- Wisconsin Ambulatory Surgery Center - Mount Pleasant, LLC
- Mile Bluff Medical Center
- Ministry Home Care Plus
- Ministry Home Care
- Ministry Medical Group
- Monroe Clinic
- Oakleaf Clinics
- Orthopedic Surgery Center of the Fox Valley Prairie Clinic
- Premier Radiology Wisconsin, LLC
- Prevea Health Centers
- ProHealth Care
- Reedsburg Area Medical Center
- Ripon Medical Center
- Sacred Heart Hospital, Eau Claire
- Select Specialty Hospital - Madison
- Select Specialty Hospital - Milwaukee
- Sheboygan Senior Community
- Shell Lake Clinic
- Southside Medical Clinic
- Southwest Health Center
- Spooner Health System
- St. Clare Memorial Hosp - Oconto Falls
- St. Agnes Hospital
- St. Nicholas Hospital, Sheboygan
- St. Vincent Hospital, Green Bay
- Stoughton Hospital
- ThedaCare
- UnityPoint Health-Meriter
- UW Health
- UW Health Rehabilitation Hospital
- Vernon Memorial Hospital
- Vibrant Health Family Clinics
- Waupun Memorial Hospital
- Western Wisconsin Health
- Westfields Hospital & Clinic

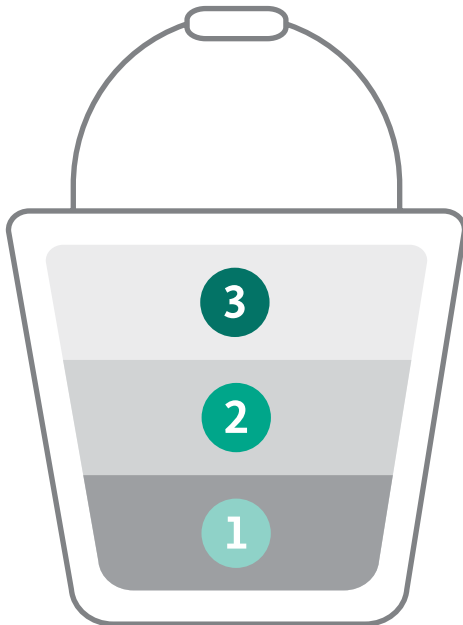


This list represents a sample listing of in-network featured health care systems and hospitals in Wisconsin. For health systems outside of WI, contact customer care at 800-279-1301 or start a PPO search at **DeanCare.com**.

Health insurance 101

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[†]

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.

Out-of-pocket limit – 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 **1 (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 **1 (800) 279-1301** (TTY: **711**).

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** 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** to see a full list of terms explained.

Member rights and responsibilities

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://www.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. Retirees should contact ETF.
- 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. Visit ETF.WI.gov to find these materials online.

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 or call **1 (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 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 **1 (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. Or feel free to contact the Customer Care Center at **1 (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, under Uniform Benefits, Grievances, and Appeals for details on this process.

Hospital Awards

SSM Health St. Mary's – Madison:

- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2012-2022)
- 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 (2019-2022)
- Chartis Center for Rural Health Top 20 Rural & Community Hospitals (2021, 2023)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2022)
- Healthgrades - Outstanding Patient Experience Award (2019-2023)

SSM Health St. Agnes Hospital:

- American Heart Association (AHA) Get With The Guidelines - Heart Failure Gold Plus with Target: Type 2 Diabetes Honor Roll (2022, 2023)
- American Heart Association (AHA) Get With The Guidelines - Stroke Silver Plus with Target: Type 2 Diabetes Honor Roll (2023)
- 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
- University of Wisconsin Organ and Tissue Donation (UW OTD) Excellence in Tissue Donation Award (2022)
- 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
- Best of Fond du Lac awards by the Fond du Lac Reporter - 2022 Finalist Best Hospital/Medical Center
- Community Choice Awards: The Best of Fond du Lac - 2023 Winner OBGYN/Women's Health Services



Questions? Connect with us

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