

How to Read Your Member ID Card

Network:

Plan/geographic area

Product Type:

Plan you purchased and providers you can see



Number to call for claims and insurance questions

Number to call for 24/7 health advice from a nurse

Use this number to look up member certificate (plan benefits information) online at **deancare.com**

Your out-of-pocket copay costs*

For pharmacy use

***Copay:** Fixed amount when you receive care

Deductible: Amount you pay before insurance pays

Emergency Room Copay: Paid if you aren't admitted (see member certificate for more details)

Go to **deancare.com** and use your member # to:

- Access your member certificate
- Review details of your health plan

When possible, go to your primary care provider first

Dean On Call
24-Hour Advice line

Get the Right Care: Your primary care provider (PCP) is the appropriate contact person for routine care needs. Your PCP can assist with preventive services, office visits and overall guidance to the right care.

Urgent Care / Emergency Care: If you have serious medical needs, seek care at an urgent care center or emergency room. In life-threatening emergencies, dial 911 or seek immediate medical care.

24-Hour Dean On Call Advice line (available to Wisconsin residents only): For care guidance outside of normal working hours, our Dean On Call center has registered nurses who can assist with care questions or guide you to the appropriate location for care.

Notify Dean Health Plan for any emergency or out-of-state admissions. If outside of the Dean network area, visit **deancare.com** or call (800) 279-1301 (TTY 711) for a PHCS Healthy Directions or Multiplan provider

Providers send claims to: **Dean Health Plan • PO Box 56099 • Madison, WI 53705**



This card is for identification purposes and does not constitute proof of eligibility.

For urgent care or medical emergency

Here When You Need Us

Our Customer Care Center is just a call, click or visit away from answering your insurance and member questions.



Click

Visit **deancare.com/contact-us**



Call

800-279-1301 (TTY: 711)

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



Come In

Visit the insurance desk at the Dean Health Plan business office or an SSM Health Dean Medical Group location from Monday–Thursday, 7:30 am – 5 pm and Friday, 8 am – 4:30 pm

Business Office: 1277 Deming Way, Madison • **East:** 1821 S. Stoughton Rd, Madison

West: 752 N. High Point Rd, Madison • **Fish Hatchery:** 1313 Fish Hatchery Rd, Madison