

Dean Health Plan Payer ID Quick Reference

This reference identifies resources and processes with the addition of payer ID 41822. This payer ID is for the new business platforms for Dean Health Plan and the Medica family of brands. Initially payer ID 41822 applies only to Individual and Family (IFB) plans for dates of service on and after Jan. 1, 2024. Payer ID 39113 continues to apply for IFB services prior to 2024 and other plans. As plans under payer ID 39113 move to our new business platforms (dates to be announced), resources and processes under payer ID 41822 will apply to those plans. To find the right resources and processes, locate the column with the applicable payer ID, date of service, and product/plan. Products and payer IDs not listed in this reference will remain the same until further notice.

Payer ID	Payer ID 39113 This column applies to various plans.*	Payer ID 39113 This column applies to IFB Plans.	New Payer ID 41822 This column applies to IFB Plans.
Date of Service	All dates of service	Before Jan. 1, 2024	On and after Jan. 1, 2024
Products/Plans	<ul style="list-style-type: none"> • Dean Commercial plans (Sm and Lg group, HMO, Focus, POS, and PPO) • Dean Advantage, Select, and Cost plans • Dean BadgerCare Plus • Medica SSM Health Employee Health Plan • Medica Employee Health Plan 	Dean IFB plans, direct and Marketplace (HealthCare.gov)	Dean IFB plans, direct and Marketplace (HealthCare.gov)
Provider Customer Care	<ul style="list-style-type: none"> • Dean Commercial: 1 (800) 279-1301 • Dean Advantage: 1 (877) 232-7566 • Dean Select and Cost: 1 (888) 422-3326 • Dean BadgerCare Plus: 1 (800) 279-1301 • Medica SSM Health Employee Health Plan: 1 (877) 274-4693 • Medica Employee Health Plan: 1 (833) 942-2159 	1 (800) 279-1302	1 (800) 458-5512 <i>24/7 self-service is available through the new Interactive Voice Response (IVR) system.</i>
Website	Deancare.com/Providers	Deancare.com/Providers	Deancare.com/Providers
Provider Portal	Dean Health Plan Portal: ProviderAuth.DeanCare.com	Dean Health Plan Portal: ProviderAuth.DeanCare.com	Availity Essentials Portal: Apps.Availity.com/Availity/Web/Public.Elegant.Login
Electronic Data Interchange (EDI)	HIPAA transactions: Dean-Care.com/Providers/HIPAA-Transactions	HIPAA transactions: Dean-Care.com/Providers/HIPAA-Transactions	HIPAA transactions: Dean-Care.com/Providers/HIPAA-Transactions

* This column reflects current processes that are not changing until these plans move to our new business platforms. As these plans move to our new business platforms (dates to be announced), resources and processes listed under payer ID 41822 will apply

Payer ID (Continued)	Payer ID 39113 This column applies to various plans.	Payer ID 39113 This column applies to IFB Plans for dates of service before Jan. 1, 2024.	New Payer ID 41822 This column applies to IFB Plans for dates of service on and after Jan. 1, 2024.
Eligibility Verification	<ul style="list-style-type: none"> • 270/271 Eligibility and Benefit Inquiry and Response • Dean Health Plan Provider Portal • Customer Care: phone number listed on Member ID card 	<ul style="list-style-type: none"> • 270/271 Eligibility and Benefit Inquiry and Response • Dean Health Plan Provider Portal • Customer Care: 1 (800) 279-1302 	<ul style="list-style-type: none"> • 270/271 Eligibility and Benefit Inquiry and Response • Availity Essentials Provider Portal • Customer Care: 1 (800) 458-5512
Authorization Submissions*	Dean Health Plan Provider Portal	Dean Health Plan Provider Portal	Availity Essentials Provider Portal <i>Refer to the Provider's communications page for any interim processes while future functions are being activated.</i>
Claim Submissions	<ul style="list-style-type: none"> • 837 Health Care Claims • Online Direct Data Entry Form • Paper claims to the address listed on the member ID card 	<ul style="list-style-type: none"> • 837 Health Care Claims • Online Direct Data Entry Form • Paper claims: Claims Dept. PO Box 56099 Madison, WI 53705 	<ul style="list-style-type: none"> • 837 Health Care Claims • Paper claims: Medica - Dean PO Box 211404 Eagan, MN 55121
Claim Status	<ul style="list-style-type: none"> • 276/277 Health Care Claim Status Request and Response • Dean Health Plan Provider Portal • Phone number for member's plan being billed on the claim 	<ul style="list-style-type: none"> • 276/277 Health Care Claim Status Request and Response • Dean Health Plan Provider Portal • Provider Customer Care: 1 (800) 279-1302 	<ul style="list-style-type: none"> • 276/277 Health Care Claim Status Request and Response • Availity Essentials Provider Portal • Provider Customer Care: 1 (800) 458-5512
Claim Payments	Change Healthcare: support.changehealthcare.com	Change Healthcare: support.changehealthcare.com	InstaMed: instamed.com/eraeft
Claim Appeals	Dean Health Plan Provider Portal	Dean Health Plan Provider Portal	Dean Health Plan Provider Portal
Provider Manual	Varies based on plan, find in the Document Library: DeanCare.com/DocumentLibrary: <ul style="list-style-type: none"> • Dean Commercial, Select, SSM Health Employee, and Medica Employee plans: Dean Health Plan Provider Manual • Medicare Advantage plans: Dean Medicare Advantage Provider Manual • Cost plan: DeanCare Gold Provider Manual 	Dean Health Plan Provider Manual in the Document Library: DeanCare.com/DocumentLibrary	Dean Health Plan Provider Manual in the Document Library: DeanCare.com/DocumentLibrary

* Submit prior authorization requests via the provider portal for most services. Refer to the applicable provider manual for information about authorization for certain services that must be submitted to our contracted vendors, regardless of date of service.