

How to Read Your Medicare Advantage Member ID Card

Questions about your ID card?

Call our Customer Care Center at
1-877-232-7566 (TTY: 711)

Member Number

Use your Member # at **deancare.com** to:

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

Product Type

Plan you purchased and providers you can see

Copay Your out-of-pocket copay costs*

The image shows a sample Medicare Advantage Member ID Card. At the top left is the Dean Health Plan logo with the tagline 'A member of SSM Health'. To the right is the 'Dean Advantage' logo with 'Medicare Coverage by Dean Health Plan' underneath. Below the logos, it lists the 'Customer Care Center: 1-877-232-7566 (TTY: 711)' and the 'DELTA DENTAL' logo. The card contains several fields: 'H9096-00<X>' (Product Type), 'Member Name: <Member Name>', 'Member Number: <Member Number>', 'Issuer: <Issuer>', 'Product: <PBP Name>', 'Group Number: <Group Number>', and 'PCP: <PCP Name>'. It also lists 'RxBIN: 610602', 'RxPCN: NVTD', and 'RxGrp: DHID'. The 'MedicareRx' logo is present with the text 'Prescription Drug Coverage'. At the bottom, it shows 'Copays*: PCP: \$<XX> Specialist: \$<XX>' and a note: '*Please refer to your plan materials for your additional financial responsibility including, but not limited to, deductible, coinsurance, and other out-of-pocket costs.' The website 'deancare.com/medicare' is listed at the bottom.

When possible, go to your **primary care provider first**

For **urgent care** or **medical emergency**

Number to call for claims and insurance questions and **24-Hour Nurse Advice Hotline**

The image shows a sample text box with care instructions. It contains the following text: '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 1-800-576-8773: (available to Wisconsin residents only). For care guidance outside of the 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 us for emergency or out-of-state admissions.' 'Providers send claims to: Medical Claims: (Payer ID: 39113) Dean Health Plan - Claims PO Box 853937 Richardson, TX 75085-3937; Dental Claims: (Payer ID: WIMAN) Delta Dental PO Box 9215 Farmington Hills, MI 48333-9215.' 'Pharmacy Technical Help Desk Number: 1-866-270-3877'

***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)

We are here to help

Visit **deancare.com/contact-us**
Call **877-232-7566 (TTY: 711)**

Dean Health Plan
A member of SSM Health