



## 2023 Dean Health Plan Member Resources Reference Guide for Providers



Dean Health Plan offers a wide range of programs and services to improve the overall health of our communities and support providers caring for individuals enrolled in Dean Health Plan benefit plans (referred to as “members”). We encourage providers to be familiar with resources listed in this reference guide and promote them to their patients, when appropriate. This is not intended to be an exhaustive list. Please refer to our website for the most up-to-date information.





### *Reference Guide Quick Links*




<a href="#">24-Hour Nurse Advice Line</a>	<a href="#">Dean Advantage</a>	<a href="#">Health Coach</a>	<a href="#">Member Care Packages</a>	<a href="#">Transportation</a>
<a href="#">Behavioral Health</a>	<a href="#">Document Library</a>	<a href="#">Healthy Extras</a>	<a href="#">Notables Member Newslett</a>	<a href="#">Medicare Advantage 2022</a>
<a href="#">Case Management</a>	<a href="#">Foodsmart</a>	<a href="#">Health &amp; Wellness</a>	<a href="#">Preventive Care</a>	
<a href="#">Continuity of Care</a>	<a href="#">Genetic Testing</a>	<a href="#">Living Healthy Rewards</a>	<a href="#">Transition of Care</a>	


Program/Service & Link	Description	Path to Access Online Resource
 <a href="#">24-Hour Nurse Advice Line</a>	<p><b>Applicable to:</b> Individuals enrolled in Dean Health Plan benefit plans who are WI residents.</p> <p><b>Overview:</b> Available 24 hours a day, 365 days a year for members to speak with experienced registered nurses about general health care questions and concerns.</p> <ul style="list-style-type: none"> <li>• <b>Madison area</b> – 608-250-1393</li> <li>• <b>Outside of Madison</b> – 1-800-576-8773</li> </ul>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Resources,” click <b>Member Home</b>. Scroll to the bottom of the page, under “Contact Us,” click <b>24-Hour Nurse Advice Line</b>.</p>
 <a href="#">Behavioral Health</a>	<p><b>Applicable to:</b> Individuals enrolled in a Dean Health Plan benefit plan.</p> <p><b>Overview:</b> Dean Health Plan offers many mental health and substance use supports, services, and treatment options.</p> <ul style="list-style-type: none"> <li>• <b>National Suicide Prevention Hotline</b> – 800-273-8255.</li> <li>• <b>Suicide &amp; Crisis Lifeline</b> – 9-8-8.</li> <li>• <b>Brighter Days</b> – Information about depression, available treatment options and tools for self-management and direct links to available resources.</li> <li>• <b>Mothers and Babies</b> – Emotional support for pregnant and postpartum women.</li> <li>• <b>Care Management/Behavioral Health and Substance Use</b> – Non-emergency education and resource coordination for mental health and/or substance use conditions.</li> </ul> <p>Other resources linked from our website for members (and providers):</p> <ul style="list-style-type: none"> <li>• <a href="#">National Alliance on Mental Illness</a></li> <li>• <a href="#">Substance Abuse and Mental Health Services Administration</a></li> <li>• <a href="#">Depression Bipolar Support Alliance</a></li> <li>• <a href="#">Trauma Survivors Network</a></li> </ul>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Tools,” click <b>Behavioral Health</b>.</p>

Rewards and programs may vary by plan. Member coverage is subject to the limitations and exclusions outlined in the member’s benefit certificate or policy and subject to state and/or federal laws. Please contact the Customer Care Center at 800-279-1301 with questions.

Program/Service & Link	Description	Path to Access Online Resource
<p><b><u>Case Management</u></b></p> <p><i>Some programs allow members to enroll online. Enrollment is voluntary. Once a member enrolls, a member of our Care Management team will contact them.</i></p> 	<p><b>Applicable to:</b> Individuals enrolled in Dean Health Plan benefit plans. Members are encouraged to verify offerings specific to their benefit plan.</p> <p><b>Overview:</b> A care team of RNs, social workers, and care coordination specialist conduct assessments to formulate personalized care coordination for members. The care team also may assist members to navigate the health care system and connect with appropriate resources.</p> <ul style="list-style-type: none"> <li>• <b><u>Strong Beginnings</u></b> - Obstetric case management for high-risk pregnant women and pediatric case management for our youngest members with complex medical conditions. A team of nurses, social workers, and care coordination specialist assist members to navigate the health care system, locate community resources and services, and coordinate care. Also, certified lactation counselors are available to provide breastfeeding and pumping support, if needed.</li> <li>• <b><u>Complex Case Management and Care Coordination</u></b> - RN case manager and care coordination specialist assist members in managing complex medical conditions, including creating an individualized care plan, providing education on their specific medical condition, connecting members with resources, and much more as listed on our website.</li> <li>• <b><u>Transplant Case Management</u></b> - RN case manager and care coordination specialist support for members before and after a transplant procedure, including individualized care plan and coordination of services for care.</li> <li>• <b><u>Advance Care Planning Program</u></b> - Social worker support for members over the age of 18 to navigate the advance care planning process of thinking about what matters most to them at the end of life and documenting those wishes in legal documents called advance directives. <ul style="list-style-type: none"> <li>• <b>Providers and Clinic Case Managers may refer patients</b> online at <a href="mailto:DHP.CareManagementReferralRequests@deancare.com">DHP.CareManagementReferralRequests@deancare.com</a> or by calling 608-827-4312.</li> <li>• <b>Members can self-refer</b> online at <a href="https://deancare.com/wellness/care-management">deancare.com/wellness/care-management</a> or by calling the Advance Care Planning Line at 608-828-1915 or the Customer Care Center number on the back of their member ID card.</li> </ul> </li> </ul>	<p>Visit <a href="https://deancare.com">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Tools,” click <b>Care Management</b>.</p>
<p><b><u>Continuity of Care</u></b></p> 	<p><b>Applicable to:</b> In specific instances, individuals enrolled in any Dean Health Plan benefit plan whose care may be affected when a provider leaves the network.</p> <p><b>Overview:</b> Dean Health Plan follows continuity of care rules according to state and federal laws. When a provider leaves the network under certain situations, members may be able to continue care with that provider at in-network coverage for a set period of time.</p>	<p>Type the web address below in your browser: <a href="https://deancare.com/members/continuity-of-care">deancare.com/members/continuity-of-care</a>.</p>

Program/Service & Link	Description	Path to Access Online Resource
<a href="#">Dean Advantage Members</a> 	<p><b>Applicable to:</b> Individuals enrolled in Dean Advantage plans.</p> <p><b>Overview:</b> Dean Health Plan offers “all-in-one” Medicare-approved replacement products that include Medicare Part A and Part B benefits plus value-added coverage and <a href="#">supplemental benefits</a> bundled into a single, convenient plan.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Medicare</b> &gt; under “Member Center,” click <b>Dean Advantage Members</b>.</p>
<a href="#">Document Library</a> <i>Search Tip:</i> In the <b>By Audience</b> dropdown, select <b>Member</b> .	<p><b>Applicable to:</b> Individuals enrolled in Dean Health Plan benefit plans.</p> <p><b>Overview:</b> Dean Health Plan offers documents, forms, and other materials for members in the Document Library such as <a href="#">Foreign Claims Form</a>, <a href="#">Health Info Release Form</a>, and <a href="#">Diabetes Standards of Care</a>.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Resources,” click <b>Member Home</b>. Scroll to the bottom of the page, under “Helpful Links,” click <b>Document Library</b>.</p>
<a href="#">Foodsmart®</a> 	<p><b>Applicable to:</b> Individuals enrolled in a Dean Health Plan benefit plan, <b>except</b> those enrolled in Dean BadgerCare Plus, Dean Gold, Medicare Select, State of WI and ASO self-funded plans.</p> <p><b>Overview:</b> Healthy eating and good nutrition program using nutrition assessments. Offers meal plans based on food preferences that become digital grocery lists, discounts on healthy food, and connects members with full meal delivery services.</p> <p><i>Note:</i> Discounts offered by the Foodsmart program are separate from a member’s insurance benefit. Any expenses paid do not apply toward a member’s maximum out-of-pocket.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Wellness,” click <b>Wellness Home</b>. Under “Foodsmart,” click <b>View Foodsmart Page</b>.</p>
<a href="#">Genetic Testing</a> 	<p><b>Applicable to: Medical necessity applies to</b> Individuals enrolled in a Dean Health Plan Commercial HMO, POS, PPO, BadgerCare, and ASO benefit plan. Dean Advantage and DeanCare Gold do not have genetic testing authorization requirements.</p> <p><b>Overview:</b> For genetic testing policies, effective February 2023, Dean Health Plan contracts with Concert Genetics, an industry-leader in genetic testing technology assessment and policy development. As genetic testing has increasingly become the standard of care, the Health Plan is committed to the access and quality of these services for our members.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>For Providers</b> &gt; under “Medical Management,” click <b>Genetic Testing</b>.</p>
<a href="#">Health Coach</a> <i>WebMD contacts eligible members.</i> 	<p><b>Applicable to:</b> Programs vary by benefit plan. Individuals enrolled in a Dean Health Plan benefit plan who are at moderate and high risk for one or more of the following five conditions: Asthma, Chronic obstructive pulmonary disease (COPD), Coronary artery disease, Diabetes (type 1, type 2), and Heart failure.</p> <p><b>Overview:</b> Through WebMD, a Health Coach is assigned to support members diagnosed with diabetes, COPD, asthma, heart failure, or coronary artery disease.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Wellness,” click <b>Wellness Home</b>. Under “Living Healthy Rewards,” click <b>See Rewards</b>.</p>

Program/Service & Link	Description	Path to Access Online Resource
<p><a href="#">Healthy Extras</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in a Dean Health Plan benefit plan. Members are encouraged to check reward offerings specific to their plan.</p> <p><b>Overview:</b> Through WebMD, members may take a self-assessment, join a challenge, and explore other interactive tools. The Health Plan offers health challenges throughout the year to create new health habits ranging from being active to being more mindful. Examples of activities include tracking daily habits and mental health podcasts with topics ranging from financial wellness to mental health.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Wellness,” click <b>Living Healthy</b>. Under “Healthy Extras,” click <b>Explore Extras</b>.</p>
<p><a href="#">Health &amp; Wellness</a></p> <p>Also, see information about the <a href="#">Foodsmart</a> and <a href="#">Living Healthy Rewards</a> programs in this document.</p> 	<p><b>Applicable to:</b> Individuals enrolled in a Dean Health Plan benefit plan.</p> <p><b>Overview:</b> Dean Health Plan, a Well Workplace Award platinum award winner, offers a variety of member programs focusing on the whole person, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• <b>Video titled “The 8 Dimensions of Wellness: An Overview of Personal Well-Being”</b> with Dr. Heather Schmidt.</li> <li>• <b>Upcoming Wellness Events</b> - a variety of member wellness programs and events scheduled throughout the year. Examples of events include book clubs, crafts for kids (open to all, regardless of insurance), Alzheimer’s education, and living healthy assistance.</li> <li>• <b>Nicotine Cessation</b> - we offer two nicotine cessation programs- Freedom From Smoking (all are welcome) and Quit for Life (Health Plan members only).</li> <li>• <b>Partner Perks</b> - we partner with certain businesses to offer membership, service, and product discounts related to overall well-being.</li> <li>• <b>Podcast Library</b> – on-demand topics from experts at SSM Health ranging from general wellness to managing chronic conditions.</li> </ul>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Wellness,” click <b>Wellness Home</b>.</p>
<p><a href="#">Living Healthy Rewards</a></p> <p>We encourage members to check with their doctor for which tests are appropriate based on their medical and family history.</p>	<p><b>Applicable to:</b> Individuals enrolled in Dean Health Plan ACA (18 and older) or Dean Advantage benefit plan. See <i>Living Healthy Rewards information for <a href="#">Medicare Advantage</a> in this document.</i></p> <p><b>Overview:</b> When members complete certain preventive health screenings, points are credited to their Living Healthy account toward earning gift cards to national retailers, restaurants, and other popular merchants. Selected preventive screenings include:</p> <ul style="list-style-type: none"> <li>• Cancer (mammogram, colon cancer and PAP smear)</li> <li>• Immunizations (Influenza, Varicella, Tetanus, Meningococcal and Pneumococcal)</li> <li>• Other screenings (Chlamydia, Gonorrhea, HIV, Hepatitis C, Diabetes and Depression).</li> </ul>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Wellness,” click <b>Wellness Home</b>. Under “Living Healthy Rewards,” click <b>See Rewards</b>.</p>
<p><a href="#">Member Wellness Care Packages</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in Dean Health Plan benefit plans.</p> <p><b>Overview:</b> A monthly brochure highlighting programs, education and national observances.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Wellness,” click <b>Wellness Home</b>. Under “Wellness Care Package,” click the link for the dated brochure you wish to view.</p>

Program/Service & Link	Description	Path to Access Online Resource
<p><a href="#">Notables Member Newsletter</a></p> <p><a href="#">Golden Notables for MA Members</a></p> <p><a href="#">Golden Notables for DeanCare Gold Members</a></p>	<p><b>Applicable to:</b> Individuals enrolled in a Dean Health Plan benefit plan, <b>except</b> the Employee Health Plan.</p> <p><b>Overview:</b> Twice a year magazine featuring articles about living a healthy and active life, wellness, benefit updates, and more.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Resources,” click <b>Member Home</b>. Click the link of the applicable benefit plan. Under “Member Newsletter,” click <b>Read our Notables Newsletters</b>.</p>
<p><a href="#">Preventive Care</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in a Dean Health Plan benefit plan.</p> <p><b>Overview:</b> Detect, treat or prevent illnesses or diseases early, before they become major concerns. A wide range of preventive services are covered at \$0 costs to members when rendered by an in-network provider. Examples of available preventive care are annual visits with a primary care provider, vaccinations, and certain routine tests and screenings.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Tools,” click <b>Preventive Care</b>.</p>
<p><a href="#">Transition of Care</a></p> <p><i>Search Tip:</i> In the <b>Search For</b> dropdown, enter “<b>Transition</b>,” in the <b>By Audience</b> dropdown, select <b>Member</b>, and in the <b>By Category</b> dropdown, select <b>Forms</b>.</p>	<p><b>Applicable to:</b> Individuals newly enrolled in a Dean Health Plan benefit plan who have been diagnosed with a specific medical or behavioral condition and are currently receiving care for that condition from an out-of-network provider.</p> <p><b>Overview:</b> Using the Transition of Care Request Form, members can apply for approval to continue services from a provider outside of the Dean Health Plan network at in-network coverage until their care can be safely transferred to an in-network provider.</p>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Resources,” click <b>Member Home</b>. Scroll to the bottom of the page, under “Helpful Links,” click <b>Document Library</b>.</p>
<p><a href="#">Transportation</a></p>	<p><b>Applicable to:</b> Individuals enrolled in Dean Health Plan ACA or Medicare Advantage benefit plans. <i>See transportation information for <a href="#">Medicare Advantage</a> in this document.</i></p> <p><b>Overview:</b> Services for members to use to travel to medical appointments or local pharmacies. Providers may direct members to the Customer Care Center to schedule a ride or members may call:</p> <ul style="list-style-type: none"> <li>• <b>Medicare Advantage members</b> - 1-877-232-7566 (TTY: 711)</li> <li>• <b>ACA Individual members</b> - 1-800-279-1302 (TTY: 711)</li> </ul>	<p>Visit <a href="#">deancare.com</a> &gt; Hover over <b>Members</b> &gt; under “Resources,” click <b>Member Home</b>. Click the <b>Individual and Family Plans</b> link. Under “Lyft Rides,” click <b>See Lyft Details</b>.</p>

See our [Dean Advantage Members web page](#) for more details.

<b><u>2023 Medicare Advantage Member Supplemental Benefits</u></b>	
<b>Benefit</b>	<b>Benefit Description</b>
<a href="#"><u>Dental</u></a>	<ul style="list-style-type: none"> <li>• Offered through Delta Dental.</li> <li>• Covers preventive and comprehensive dental services with preventive and diagnostic services at \$0 copay.</li> <li>• Combined \$1,500 coverage limit, per year, with no deductible or coinsurance.</li> <li>• See the <a href="#">Dental Certificate of Coverage</a> for a full list of covered dental procedures.</li> </ul>
<a href="#"><u>Gym &amp; Fitness</u></a>	<ul style="list-style-type: none"> <li>• Through the One Pass program members have access to fitness center memberships, home fitness kit , and on-demand fitness videos.</li> <li>• Dean Advantage members can register at <a href="#">One Pass</a>.</li> </ul>
<a href="#"><u>Hearing</u></a>	<ul style="list-style-type: none"> <li>• Includes yearly \$0 routine hearing exam and \$750 hearing aid allowance (for both ears combined) per calendar year at in-network hearing aid providers.</li> <li>• Find an in-network hearing aid provider in our Provider Directory at <a href="#">deancare.com/locations</a>.</li> </ul> <p><i>Search Tip: In the directory, change the specialty to “hearing aid.”</i></p>
<a href="#"><u>In-Home Support</u></a>	<ul style="list-style-type: none"> <li>• Offered through Papa, a company that connects members with screened and trained Papa Pals who provide assistance with light housework, technology, and transportation.</li> <li>• Available in a member’s home or virtually.</li> <li>• Members are eligible for up to 120 hours per year.</li> <li>• Members can call Papa to enroll at 888-840-1609.</li> </ul>
<a href="#"><u>Living Healthy Rewards</u></a>	<ul style="list-style-type: none"> <li>• Members are eligible for up to \$150 in gift card rewards per calendar year for completion of health activities like receiving a flu shot, going to the dentist, and getting an annual physical.</li> <li>• See our <a href="#">Living Healthy overview</a> for more information about the program.</li> </ul>
<a href="#"><u>Patient Transportation</u></a>	<ul style="list-style-type: none"> <li>• Members are allotted 24 one-way rides per year to medical appointments or local pharmacies.</li> <li>• Providers may direct members to the Customer Care Center at 877-232-7566 to request a ride in advance of their appointment.</li> </ul>

<a href="#"><u>Post-Discharge Meals</u></a>	<ul style="list-style-type: none"> <li>• Meals provided by Mom’s Meals.</li> <li>• Members are allotted 14 meals post inpatient, observation, or skilled nursing facility stay.</li> <li>• Discharge planner, health plan’s Care Management team, or member engages Mom’s Meals for services.</li> <li>• Providers may direct members to the Customer Care Center at 877-301-3326 to coordinate meal benefits.</li> <li>• Mom’s Meals phones the member to screen for dietary needs and meal preferences and confirms delivery details.</li> </ul>
<a href="#"><u>Over-the-Counter Allowance</u></a>	<ul style="list-style-type: none"> <li>• \$50.00 allowance per quarter to purchase over-the-counter items such as pain relievers, pill cutters, etc.</li> <li>• Can be used in-store, online, or through a catalog for purchase of designated items from designated retailers such as Walgreens, CVS, Kroger, and Walmart.</li> <li>• See the <a href="#"><u>OTC overview</u></a> for more details.</li> </ul>
<a href="#"><u>Routine Footcare</u></a>	<ul style="list-style-type: none"> <li>• Includes 10 routine footcare visits every calendar year. This includes treatment of the foot which is generally considered preventive such as cutting or removal of corns, warts, calluses or nails.</li> <li>• Members pay their plan’s specialist copay for routine foot care services.</li> </ul>
<a href="#"><u>Routine Chiropractic / Acupuncture</u></a>	<ul style="list-style-type: none"> <li>• Includes 24 routine chiropractic visits every calendar year.</li> <li>• 12 acupuncture visits every calendar year. (The Dean Complete plan allows members 24 visits every calendar year.)</li> </ul>
<a href="#"><u>Vision</u></a>	<ul style="list-style-type: none"> <li>• Includes yearly \$0 vision exam and a \$150 eyewear allowance per calendar year at in network eyeglass providers.</li> <li>• Find an in-network eye glass provider in our Provider Directory at <a href="http://deancare.com/locations"><u>deancare.com/locations</u></a>.</li> </ul> <p><i>Search Tip: In the directory, change the specialty to “Eyeglasses- Medicare Advantage.”</i></p>