



**DeanHealthPlan**

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## Frequently Asked Questions about the New Dean Health Plan 2020 Provider Portal

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### 1. [Overview](#)

Dean Health Plan is launching the 2020 Provider Portal to replace the current (Legacy) Portal. In the coming weeks, Portal users will need to transition from the Legacy Portal by creating new accounts in the 2020 Portal. Before creating new accounts, we encourage you to take time to decide which account setup options fit your organization's needs and coordinate registrations within your organization for proper role assignments. While the Legacy Portal is being discontinued soon, it will be accessible for a time for historical information. Refer to this document and the listed resources for more information.

#### 1.1. Why is Dean Health Plan implementing a new Provider Portal?

**A:** Dean Health Plan is transitioning to a new, modern Provider Portal for a better user experience than the current (Legacy) Dean Health Plan Provider Portal. With upgrades based on feedback received from Legacy Portal users, the new 2020 Portal offers multiple account setup options, simplified submissions and inquiries for less administrative burden, and a new Provider Resources page. See the New Decade, New Portal video for a short introduction to the 2020 Portal, accessible from the Go To Portals link on the Provider page at [deancare.com/providers](https://deancare.com/providers).

#### 1.2. Do I need to start using the 2020 Provider Portal right away?

**A:** No. In fact, Dean Health Plan is providing a transitional period until May 31, 2020, for users to move from the Legacy Portal to the 2020 Portal. We strongly encourage you take advantage of the transitional period to join a webinar and review available account setup options before creating an account. Then work within your organization to determine the account setup option that will best fit your organization's needs and coordinate registration for proper role assignments before you start using the 2020 Portal.

#### 1.3. I already have a Dean Health Plan Provider Portal account. Do I have to create an account in the 2020 Provider Portal?

**A:** Yes, except for the viewing of some historical information, the accounts in the Legacy Portal will be obsolete. You will use your 2020 Portal account for the same lines of business you use in the Legacy Portal. New accounts in the 2020 Portal must be established no later than May 31, 2020; however, users are encouraged to fully consider account setup options before creating accounts in the 2020 Portal.

## **2. Registering in the 2020 Provider Portal**

### **2.1. When can I register in the 2020 Provider Portal?**

**A:** You can register in the 2020 Portal starting on March 8, 2020, via the 2020 Portal Login link accessible from the Go To Portals link on the Provider page at [deancare.com/providers](https://deancare.com/providers). Before creating an account and using the 2020 Portal, we strongly encourage you take advantage of the transitional period to join a webinar and review available account setup options. Then work within your organization to determine the account setup option that will best fit your organization's needs and coordinate registration for proper role assignments before you start using the 2020 Portal.

For the step-by-step registration process on creating Organization and Individual Portal accounts, refer to the Registration User Guide accessible from the Go To Portals link on the Provider page at [deancare.com/providers](https://deancare.com/providers).

### **2.2 Will we still need a Site Administrator?**

**A:** Yes. Like the Legacy Portal, an Organization account must be registered before Individual users can register and the first individual user to register for an organization automatically becomes the Site Administrator. Coordinate your organization's account setup to ensure proper role assignments for your organization. Additional Site Administrators can be added after they register.

For more information about Site Administrators, refer to the Registration User Guide accessible from the Go To Portals link on the Provider page at [deancare.com/providers](https://deancare.com/providers).

### **2.3. How long will it take to approve my 2020 Provider Portal registration?**

**A:** New Organization and initial Site Administrator registrations are reviewed by a Dean Health Plan Administrator and confirmed within two business days. Once your registration is confirmed, you can begin using the 2020 Portal for your day-to-day business.

Note: Like the Legacy Portal, new Individual registrations, once an Organization account is established, are reviewed and approved by the organization's Administrator.

### **2.4. Is registration for the 2020 Provider Portal the same as it was in the Legacy Portal?**

**A:** No. While some of the registration process is the same, the 2020 Portal offers exciting new options during the registration process that are not available in the Legacy Portal. Most notably, the 2020 Portal offers customizable account setup options. In the 2020 Portal, you can create one account with multiple Tax IDs and NPIs or split out into multiple accounts depending on your organization's needs. You can even include your third-party biller under your account, if you want.

**Before setting up an account**, it is important to consider account setup options so you can customize for your organization's business needs. For setup details, refer to the Customizable Account Setup Options accessible from the Go To Portals link on the Provider page at [deancare.com/providers](https://deancare.com/providers).

### **2.5 Can I use my Legacy Provider Portal login ID for my 2020 Provider Portal login ID?**

**A:** No. Your login ID is the email address that you use to create your Individual account in the 2020 Provider Portal. In the 2020 Portal it must be your professional, work email address.

## **2.6. What is Opt In/Opt Out for Electronic Communications in the 2020 Provider Portal registration process?**

**A:** Opt In allows Portal users to receive direct and expedited provider email communications from Dean Health Plan. Communications will include electronic versions of the quarterly Provider News newsletters, ad hoc letters about changed or new policies, and the annual Plan and Benefit Changes mailing, for example. Opt In will not replace all paper communications.

Email addresses that are provided to Dean Health Plan through Opt In will not be shared with outside organizations or used for purposes other than the electronic distribution of health plan communications.

## **2.7. How will I receive Opt In communications?**

**A:** Dean Health Plan will email communications to the email address that was provided during registration. Check your email “junk” or “spam” folders periodically to ensure that communications are not being filtered as spam. Dean Health Plan will not send a high volume of emails; however, you may want to consult your IT department if you have not received an email from Dean Health Plan after three months of your 2020 Portal registration.

## **2.8. Can I opt-out from receiving communications after selecting Opt In?**

**A:** While Opt In is available through the 2020 Portal registration process, opting out after selecting Opt In is done through the “Unsubscribe” link at the bottom of email communications that you will receive from Dean Health Plan. Once you unsubscribe, your email address is automatically inactivated from the system and further electronic communications cannot be sent to that address.

## **3. Provider Portal Applications and Transition of Information**

### **3.1. How do I access the 2020 Provider Portal?**

**A:** The 2020 Portal can be accessed through one of the following ways:

- Directly from [deancare.com/providerportal](http://deancare.com/providerportal)
- From [deancare.com](http://deancare.com):
  - Select **I Am A Provider, Provider Home**
  - Under Provider Portals click **Go to Portals**
  - Under Provider Portal click **2020 Provider Portal Login**

### **3.2 Does the 2020 Provider Portal have the same functions as the Legacy Portal?**

**A:** The 2020 Portal has the same functions, called applications, as the Legacy Portal but offers simplified submissions and inquiries within some of the applications for less administrative burden and new features, including:

- The Eligibility, Claim Status, and Claim Payments applications have less fields to complete.
- The Claims Payments application includes EDI 835 Health Care Claim Payment/Advice transactions, Explanation of Payment images, and notes fields.
- A new Provider Resources page with convenient links to provider resources such as medical policies, user guides, provider manuals, and partner portals.

Note: Like the Legacy Portal, users can only access information and perform tasks specific to their assigned Portal role(s) in the 2020 Portal. Depending on the assigned role(s), not all applications may be visible to a user.

### **3.3. Where can I find more information about the 2020 Provider Portal applications?**

**A:** For more information on applications, refer to the Portal User Guide available on the Provider Resources page once you have established your secure 2020 Portal account.

### **3.4 When can I start submitting authorization requests in the 2020 Provider Portal?**

**A:** Once registration is successfully completed, we encourage you to use the 2020 Portal for submitting all new authorization requests going forward so that the request history is in the 2020 Portal.

### **3.5 Will I need to resubmit authorization requests for approved authorizations in the 2020 Provider Portal?**

**A:** No. Authorization requests that have been submitted through the Legacy Portal should not be resubmitted through the 2020 Portal. For authorization requests in the Legacy Portal that have been started and saved, but not submitted, we encourage you to recreate and submit the request through the 2020 Provider Portal so that the request history is available in the 2020 Portal.

### **3.6 Can I view my authorization requests in the 2020 Provider Portal?**

**A:** Authorization requests that are completed and submitted through the 2020 Portal will be accessible for viewing in the 2020 Portal and retained as history. Authorization history from the Legacy Portal will be accessible in the 2020 Portal *if* the new account is associated with the same NPI that was used in the Legacy Portal. Otherwise, users can refer to the Legacy Portal to view Legacy Portal authorization history.

### **3.7 Can I submit claims through the 2020 Provider Portal?**

**A:** No. Please submit your claims in the same way you do currently through one of the following:

- 837 Health Care Claim transactions - 837 Professional (837P) and 837 Institutional (837I) transactions. The Payer ID is 39113.
- Online Direct Data Entry Form which is an electronic claims tool that is available to providers at no cost. Providers may sign up at [sdata.us](https://sdata.us).
- Paper claims from providers without online access.

### **3.8 Can I view claim status in the 2020 Provider Portal?**

**A:** Yes. You can view your real-time claim status in the 2020 Portal.

### **3.9 Can I submit and view claim appeals in the 2020 Provider Portal?**

**A:** Yes. You can submit and view your claim appeals through the 2020 Portal. Claim appeals that were submitted in the Legacy Portal cannot be viewed in the 2020 Portal; however, users can refer to the Legacy Portal to view their claim appeals history.

### **3.10 Can I view claim payments through the 2020 Provider Portal?**

**A:** Yes. You can view claim payments in the 2020 Portal. The claim payment application in the 2020 Portal is upgraded to include payment information for the EDI 835 Health Care Claim Payment/Advice transactions, Explanation of Payment images, and notes fields. Additionally, six months of claim payment (electronic Remittance Advice) history is copied from the Legacy Portal for viewing in the 2020 Portal.

## **4. Other Portal Accounts**

### **4.1. I have a Dean Health Plan ASO Provider Portal account. Is this still a separate Portal?**

**A:** Yes. The Dean Health Plan ASO Provider Portal is not being replaced. Continue to use this Portal for members enrolled in a Dean Health Plan self-funded ASO product for other (non-SSM Health) employer groups.

#### **4.2. Will I still use my Confirmation Reports Portal account?**

**A:** Yes. Continue to use the Confirmation Reports Portal as you do currently.

#### **4.3. Will I still go through NIA Magellan Healthcare for authorization requests for some services?**

**A:** Yes. Continue to submit authorization requests to NIA Magellan through the RadMD portal.

#### **4.4. Will I still use the Navitus Portal to submit pharmacy benefit authorization requests?**

**A:** Yes. Continue to submit authorization requests to Navitus through the Navitus portal.

### **5. Provider Support and Training**

#### **5.1. Where can I find more information about the 2020 Provider Portal?**

**A:** Refer to the Go To Portals link on the Provider page at [deancare.com/providers](https://deancare.com/providers) for the following 2020 Portal resources:

- New Decade, New Portal – Short video introduction to key features.
- Webinars – Join a webinar before registering to take full advantage of registration options.
- Customizable Account Setup Options – Easy-to-read graphics and recommendations for account setup.
- Complete Registration User Guide – Step-by-step registration process on how to create Organization and Individual Portal accounts.
- Provider Portal User Guide – Available in the secure area of the 2020 Portal to users once an account is created and details how to use the self-service applications.

#### **5.2 Will training be offered?**

**A:** Yes. Webinar sessions on the 2020 Portal will be offered in March 2020 and as-needed. These sessions will provide an overview of the 2020 Portal account setup options, the registration process, and application functionality. Contact your Provider Network Consultant for more information.

#### **5.3 Who can I contact if I have questions or need further assistance?**

**A:** Contact your Provider Network Consultant with questions.