



# DeanHealthPlan

A member of SSM Health

1277 Deming Way  
Madison, WI 53717

phone: 800-279-1301

Medicare: 888-422-3326

TTY: 711

[deancare.com](http://deancare.com)

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October 30, 2020

**Re: 2021 PLAN AND BENEFIT CHANGES**

Dear Dean Health Plan In-Network Provider,

To keep you informed of changes that affect your patients, we have compiled this informational packet summarizing Dean Health Plan's plan and benefit changes for the upcoming year. This is the last year that this annual notification will be mailed on paper. Starting with next year's notification, this information will be emailed to providers for a timelier and more efficient distribution. To receive emails from the Health Plan, select the Opt In for Electronic Communications option in the Dean Health Plan Provider Portal or contact your Provider Network Consultant.

If you need to confirm a member's coverage eligibility, you may use one of the following methods:

- The HIPAA-compliant 270/271 Health Care Eligibility & Benefit Inquiry and Response transaction
- The Eligibility application in the Dean Health Plan Provider Portal at [deancare.com/providerportal](http://deancare.com/providerportal)
- Dean Health Plan's Customer Care Center at 800-279-1301

Please contact your Provider Network Consultant, listed below, if you have questions about 2021 information. Occasionally there are changes to our Provider Network team. For the most current information, go to [deancare.com/providers](http://deancare.com/providers) and scroll to the bottom of the web page.

**Diane Ballard**

DME statewide and Out-of-Area providers

Direct: 608-827-4383

[diane.ballard@deancare.com](mailto:diane.ballard@deancare.com)

**Dawn Kinishi**

Behavioral health providers statewide

Direct: 608-828-6367

[Dawn.Kinishi@deancare.com](mailto:Dawn.Kinishi@deancare.com)

**Tricia Blaschka**

Dane county providers

Direct: 608-827-6991

[tricia.blaschka@deancare.com](mailto:tricia.blaschka@deancare.com)

**Michelle Madison**

Green, Juneau and Sauk county providers

Direct: 608-827-4246

[michelle.madison@deancare.com](mailto:michelle.madison@deancare.com)

**Kim Butenhoff**

Columbia, Dodge, Dubuque, Fond du Lac, Iowa, Lafayette, and Vernon county providers

Direct: 608-828-2939

[kimberly.butenhoff@deancare.com](mailto:kimberly.butenhoff@deancare.com)

**Sydney Sipos**

Autism providers statewide and Waukesha county providers

Direct: 608-827-4144

[sydney.sipos@deancare.com](mailto:sydney.sipos@deancare.com)

**Lydia Flack**

Adams, Crawford, Grant, Green Lake, Marquette and Richland county providers

Direct: 608-827-4081

[lydia.flack@deancare.com](mailto:lydia.flack@deancare.com)

**Jon Zillman**

Chiropractic providers statewide and Jefferson, Rock, and Walworth county providers

Direct: 608-827-4059

[jon.zillman@deancare.com](mailto:jon.zillman@deancare.com)

We look forward to continuing our work together to provide Dean Health Plan members excellent quality of care and customer service in 2021.

Sincerely,

Katie Luther- Director – Provider Network Administration, Dean Health Plan

Historical Reference Only

# 2021 PLAN AND BENEFIT CHANGES

## Dean Medicare Advantage Plans for 2021

Dean Health Plan is adding market-leading benefits to its 2021 Medicare Advantage plans that will offer expanded value to seniors. These expanded benefits include transportation to medical appointments, insulin savings and support services for patients with diabetes, in-home and virtual support and companionship, post-discharge meals, and comprehensive dental benefits through Delta Dental. Dean Advantage plans will also help members address challenges surrounding COVID-19 and social isolation by offering dedicated companionship and transportation options, as well as support with technology and connectivity so that members will have convenient access to their health care providers in-person or virtually. If a provider offers telehealth services, the health plan will cover these at the same member copayment amount as in-person visits.

Additionally, Dean Health Plan is offering a new Medicare Advantage-only plan — Dean Advantage Harmony. The Dean Advantage Harmony plan does not offer Part D Prescription Drug coverage. This is an excellent plan choice for those who already have prescription drug coverage through Wisconsin's Senior Care Prescription Drug Assistance Program, TRICARE for Life, the VA, or an employer health plan.

Member enrollment for the 2021 Medicare Advantage Plans is open from October 15 through December 7, 2020.

The Medicare Advantage Provider Manual and Dean Advantage Medical Management web page are updated for 2021 plan offerings and accessible from the Providers page at [deancare.com/providers](https://deancare.com/providers).

## COVID-19 Information

As a community health plan, Dean Health Plan is working to limit the spread of the Coronavirus and promote access to screening, testing, and medically necessary treatment for members. [The Coronavirus \(COVID-19\)](#) web page, linked at the top of [deancare.com](https://deancare.com) web pages, offers members COVID-19 testing and treatment information as well as guidance on accessing important health care during the public health emergency.

For current COVID-19 health plan information for providers, continue to refer to our [COVID-19 provider information](#) web page, also linked at the top [deancare.com](https://deancare.com) web pages.

## Free Virtual Tobacco Cessation Group

Dean Health Plan is offering The American Lung Association's Freedom From Smoking program as a free virtual tobacco cessation group. This group is led by a certified Freedom From Smoking facilitator to help tobacco users develop coping skills and quit their tobacco use. The seven-week program features a step-by-step plan to support users of any type of nicotine, including cigarettes, smokeless, e-cigarette, pipe, cigar, and vaping products. The program uses evidence-based techniques to personalize and address individual needs, along with the benefits of support from the group.

Providers can refer any patient to the program as it is not limited to Dean Health Plan members. Dean Health Plan members are eligible to receive medications and nicotine-replacement therapy at no cost. For more information, go to [deancare.com/quitnow](https://deancare.com/quitnow).

2021 sessions are scheduled as follows:

- Tuesdays, starting on January 19 through March 2 at 5:00 p.m. to 6:00 p.m.
- Tuesdays, starting on May 4 through June 15 at 12:00 p.m. to 1:00 p.m.
- Tuesdays, starting on July 27 through September 7 at 12:30 p.m. through 1:30 p.m.
- Tuesdays, starting on September 28 through November 9 at 11:30 a.m. through 12:30 p.m.

Interested participants can contact [dhp.health@deancare.com](mailto:dhp.health@deancare.com) or call 866-896-4602 to register.

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## **Finding Member Benefit Information**

Providers can access documentation related to a member's Dean Health Plan benefits, including certificate of coverage, member policy or certificate, and the member handbook, at [memberbenefits.deancare.com](http://memberbenefits.deancare.com). From this web page, providers can enter the Group Number or Member ID to retrieve information for a particular member. Providers are encouraged to check their entered information to ensure that accurate information for the member is returned.

Providers can access the Member Summary Plan Description (SPD) for SSM Health's Employee Health Plan Administrative Services Only (ASO) plan members at [memberbenefits.wellfirstbenefits.com](http://memberbenefits.wellfirstbenefits.com).

## **Member Cost Share Waiver**

Effective for dates of service October 15, 2020, through December 31, 2020, Dean Health Plan is waiving member cost share for office visits for ACA Individual, ACA Small Group, and Medicare Advantage member populations. We recognize that some members may be postponing care due to the current COVID-19 public health emergency and are offering the \$0 cost share to encourage members to seek the care they need. Additionally, Dean Health Plan sent letters to eligible members reminding them to keep up to date with their wellness visits, preventive screenings, and immunizations.

## **Physical Therapy and Occupational Therapy Prior Authorizations End Dated**

Authorizations for physical therapy and occupational therapy will be end-dated on December 31, 2020. A new authorization request will need to be submitted to National Imaging Associates (NIA)/Magellan if continued services are needed on and after January 1, 2021.

## **Zipongo is Now Foodsmart**

Zipongo, the digital nutrition platform offered by Dean Health Plan to make it easier for our members to eat well and improve their health, is changing its company name to "Foodsmart." Nothing else is changing for Dean Health Plan members.

The Foodsmart mobile app and website sync with a database of nutrition data offering more than one million recipes and smart suggestion software to create personalized nutrition recommendations for each user. Digital tools offered to our members include recipes, meal planning, grocery lists, nutriquiz, online groceries, and savings deals. For more information, refer to the Dean Health Plan Foodsmart web page at [deancare.com/wellness/wellness-membership-discounts/grocery-and-delivery-discounts](http://deancare.com/wellness/wellness-membership-discounts/grocery-and-delivery-discounts).

## **Living Healthy Plus Program Continuing for 2021**

The Living Healthy Plus program will continue to be offered to members with diabetes in 2021. Living Healthy Plus is a Dean Health Plan program intended to reduce or eliminate copays for certain office visits, lab services, and medications in order to encourage member participation in the management of Type I and Type II diabetes and ultimately reduce complications from the disease.

A message is included on electronic data interchange (EDI) 270/271 Eligibility & Benefit Inquiry and Response transactions for eligible members to indicate a member's participation and corresponding program details. For additional information, refer to the Living Healthy Plus page on the Dean Health Plan website at [deancare.com/wellness/health-and-wellness/living-healthy-plus](http://deancare.com/wellness/health-and-wellness/living-healthy-plus).

## **Smart Plans Continuing for 2021**

Dean Health Plan Smart Plans will continue to be offered in 2021. Smart Plans are large group, commercial copay-only plans without any deductibles or coinsurance making it easier for members to know exactly what their medical visits and services will cost them. There are six categories of copays that are limited by an out-of-pocket maximum. Preventive care falls into \$0 copay category and includes x-rays, labs, annual physicals, virtual visits, and more. For the higher copay categories, it is recommended that members be billed rather than asking them to pay up-front. To learn more, refer to the Dean Health Plan Smart Plans web page at [deancare.com/smartplans](http://deancare.com/smartplans).

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## Copay Elite Plans

Effective January 1, 2021, Dean Health Plan will launch Copay Elite plans for:

- Members enrolled in a Dean Health Plan ACA Individual Plan or Small Group Plan in Green Lake, Iowa, and Jefferson counties.
- Members enrolled in an ACA Individual Plan in Dodge County.

These members will have a \$10 copayment for PCP-related services for primary care treatment, including optometry, urgent care, and therapy (PT/ST/OT) services, when rendered by an SSM Health provider. Please note that all behavioral and substance abuse outpatient visits will also be offered at the lower copay.

Members will still have full access to Dean Health Plan's entire 20-county network.

Member ID cards will not reflect the lower copay amount. Providers can check member eligibility through the 271 Eligibility & Benefit Response or the Provider Portal Member Eligibility application.

- The 271 transaction will denote the reduced copay when a covered service is provided by an SSM Health provider in the MSG segment for eligible members.
- The Provider Portal will denote the reduced copay when a covered service is provided by an SSM Health provider in the corresponding message, viewable by selecting the "+" sign, for eligible members.

## Legacy Provider Portal Will No Longer Be Available in 2021

Dean Health Plan will retire the Legacy Portal at the end of this year. Originally, we had intended to retire the Legacy Portal earlier this year but recognize that providers may have postponed transitioning to the new Dean Health Plan Provider Portal due to the public health emergency. Providers who have not yet transitioned to the new Provider Portal should do so immediately and start taking advantage of the upgraded applications and new features for a more modern user experience. To assist providers in transitioning to the new Provider Portal, please refer to our self-service resources on the [Account Login](#) web page including a short video introduction to key features, easy-to-read account setup options and recommendations, and Registration User Guide. Please contact your Provider Network Consultant if you have questions.

## Dean Health Plan Provider News

The quarterly *Dean Health Plan Provider News* is written to keep Dean Health Plan providers, clinic administrators, and professional staff informed of changes in health plan policies and benefits that can affect members, including the following important information:

- Medical Policy updates and Clinical Guidelines available on our website
- Formulary updates and Pharmacy Management Procedures
- Quality Improvement Program updates
- How to refer members to Case Management Programs
- Member Rights and Responsibilities
- Availability of Utilization Management criteria
- Affirmative Statement about Incentives
- Other policy updates from Dean Health Plan

*Dean Health Plan Provider News* is published on the Dean Health Plan website at [deancare.com/providers/news](https://deancare.com/providers/news) (or accessible by clicking **See News** on the Providers page). Please contact our Customer Care Center at 800-279-1301 if you have questions.

Additionally, Dean Health Plan sends an email to notify providers when the *Provider News* is published on our website. If you are not receiving newsletter notifications and would like to, please select the Opt In for Electronic Communications option during your Provider Portal registration or through your Provider Portal Account Settings, once your account is established. If you have questions, please contact your Provider Network Consultant.