

May 17, 2021

**RE: New Dean Health Plan Member ID Cards**

In June 2021, Dean Health Plan will be issuing new member ID cards for all members except those enrolled in Dean Medicare Advantage, Medicaid, and State of Wisconsin Employee Trust Fund (ETF) plans.

**Copay amounts will be removed from the new member ID cards; however, group numbers and member IDs are not changing.** Copay amounts are being removed to create space for deductible and out-of-pocket limitation amounts in preparation for the future federal [No Surprises Act](#) which mandates that these specific amounts be on member ID cards. The Health Plan is assessing timing for these additions which may not occur until later this year.

As a reminder, current member eligibility and copay amounts are to be obtained from real-time eligibility sources only — the 270/271 Eligibility and Benefit Inquiry and Response transaction or the Eligibility application in the Dean Health Plan Provider Portal. The information in these transactions also includes real-time details about a member’s cost share, deductible, and coinsurance amounts. Providers may call our Customer Care Center at 800-279-1301 with any questions about a member’s eligibility and coverage.

Additionally, effective July 1, 2021, we are changing our provider wrap networks from MultiPlan to First Health to deliver healthcare to members outside of the provider network service area. The new member ID cards also will be updated with the First Health logo. This change does not affect Dean Health Plan’s primary network of providers in our online directory.

Below is a draft version of the updated Dean Health Plan member ID card, subject to change. Please note that member ID cards also vary by product and may differ from the images shown.



**Network:** Dean  
**Group Number:** XXXXXXXXXXXX  
**Product Type:** HMO  
**deancare.com**

Member Name	Member #
TEST TEST	012345678901
TEST TEST 1	012345678902
TEST TEST 2	012345678903
TEST TEST 3	012345678904

**Deductible\*\*:** Individual \$XXXXX • Family \$XXXXX  
**Out of Pocket Max\*:** Individual \$XXXXX • Family \$XXXXX  
\*Please refer to your plan materials for your additional financial responsibility.

PCN: 5104 • BIN: 610602

**Customer Care: 800-279-1301 (TTY 711) • Dean On Call: 800-576-8773**


**Get the Right Care:** Your primary care provider (PCP) is your contact for routine care needs. Your PCP can assist with preventive services, office visits and 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:** Available to Wisconsin residents only. For care guidance outside of 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.

**Certain Services Require Prior Authorization.** Contact us for any questions regarding:  
•prior authorizations •inpatient admissions in and out of network •care outside of our service area and need help finding a First Health provider.

**Providers send claims to: Dean HealthPlan • PO Box 56099 • Madison, WI 53705**  
**Electronic Payer ID #: 39113**



This card is for identification purposes and does not constitute proof of eligibility. Form Date: 0000/0000

Please contact your Dean Health Plan Provider Network Consultant if you have any questions about the member ID card changes. To locate your assigned Provider Network Consultant, go to [deancare.com/providers](http://deancare.com/providers) and scroll to the bottom of the page. When specified, please contact the Provider Network Consultant for your specialty. If your specialty does not have a designated Provider Network Consultant, contact the Provider Network Consultant listed for your county.