

February 22, 2021

Dear Health Plan Provider,

The contract between Dean Health Plan and Marshfield Clinic Health System, the entity that owns Marshfield Medical Center-Beaver Dam (previously known as Beaver Dam Community Hospital) and Marshfield Clinics, ends on February 28, 2021. As a result, Marshfield Medical Center-Beaver Dam and Marshfield Clinic sites, including Beaver Dam, Horicon, and Juneau locations, will no longer be part of the Dean Health Plan provider network as of March 1, 2021. Our provider directory will be updated on February 28, 2021, to reflect this change.

We hoped to maintain our relationship with Marshfield Medical Center-Beaver Dam and Marshfield Clinics in the above three communities. The dissolution of this long-standing provider relationship is a unique circumstance and not one that we take lightly. Our health plan understands the importance of the collaborative provider relationships we have in the local community. We are focusing on continuity of care and a seamless transition for our members, as well as supporting you as an in-network provider.

Dean Health Plan members will continue to have access to all other in-network providers and the full benefits of their coverage.

We are extending in-network coverage to all members affected by this provider network change until May 31, 2021, to allow time for them to transition their care to in-network providers. If a member wishes to continue to seek services at Marshfield Medical Center-Beaver Dam or Marshfield Clinic sites for this time period while they transition their care to an in-network provider, they may do so. Beyond this 90-day period, Dean Health Plan has worked to ensure members affected by this change are informed of Continuity of Care rights as defined by their benefit plan coverage in adherence to state and federal laws. Given the wide range of options and care scenarios for our members, please refer to the enclosed FAQ document for more information. This document will also be published on the Dean Health Plan website at deancare.com/providers/beaver-dam-update and updated as new information is available.

Thank you for being a Dean Health Plan provider. We value you and appreciate the quality of care you provide to members every day. Please do not hesitate to contact our Customer Care Center at 800-279-1301 with questions.

Sincerely,



Loretta A. Lorenzen
Vice President-Network Management & Contracting

Frequently Asked Questions for In-Network Providers

This document has been created for Dean Health Plan in-network providers to address questions and provide guidance regarding the end of Dean Health Plan's contract with Marshfield Clinic Health System (Marshfield Medical Center-Beaver Dam and Marshfield Clinics in Beaver Dam, Horicon, and Juneau). To support our in-network providers and prevent interruptions in our member's health care during this transition, this document will be distributed to providers in Dodge, Fond du Lac, Green Lake, Columbia, and Jefferson counties. It will also be published on the Dean Health Plan website at deancare.com/providers/beaver-dam-update and periodically updated to reflect new information.

Topics:

1. [Overview](#)
2. [In-Network Provider Information](#)
3. [Special Considerations for Member Care](#)

1. Overview

Q1: Why is Dean Health Plan's contract with Marshfield Clinic Health System ending?

A: Although both parties negotiated in good faith, we could not come to an agreement. Our focus now is on continuity of care and a seamless transition for our members and supporting our in-network providers who will be treating our members.

Q2. When does the current contract end?

A: The contract between Dean Health Plan and Marshfield Clinic Health System, the entity that owns Marshfield Medical Center-Beaver Dam (previously known as Beaver Dam Community Hospital) and Marshfield Clinics, ends on February 28, 2021. As a result, Marshfield Medical Center-Beaver Dam and Marshfield Clinic sites, including Beaver Dam, Horicon, and Juneau locations, will no longer be part of the Dean Health Plan provider network as of March 1, 2021.

Q3. Who are the members affected by this provider network change?

A: Affected members are those who received care at Marshfield Medical Center-Beaver Dam or Marshfield Clinics in Beaver Dam, Horicon or Juneau within the last twelve months. This also includes members who are assigned to Marshfield Clinics in Beaver Dam, Horicon or Juneau as their primary care clinic. Dean Health Plan recently sent two letters to members notifying each member of the provider network change and their specific Continuity of Care rights based on their product and plan type.

Q4. What do these members need to know?

A: It is important that members know:

- Dean Health Plan is extending in-network coverage to all affected members until May 31, 2021, to allow members time to transition their care to an in-network provider. Members do not need to do anything to initiate this extended coverage.
- Members can no longer receive in-network care at Marshfield Medical Center-Beaver Dam and Marshfield Clinics in Beaver Dam, Horicon, or Juneau after May 31, 2021, unless they are eligible for coverage under their Continuity of Care rights for an extended period of time. Members must call the Customer Care Center at 800-279-1301

to enact their Continuity of Care benefits.

- Members who have already started a defined active care plan or course of treatment (e.g., pregnancy or current prior authorized procedure), may call the Customer Care Center at 800-279-1301 regarding possible care options with their current doctor or specialist beyond their Continuity of Care benefit.

Q5: Does this change member health coverage and benefits?

A: No. Dean Health Plan members still have access to all other Dean Health Plan in-network providers and the full benefits of their health plan coverage.

Q6: Where can Dean Health Plan providers call with questions?

A: Providers can call our Customer Care Center at 800-279-1301 if they have questions.

2. In-Network Provider Information

Q1: Where is a current listing of in-network providers?

A: Please refer to our online provider directory for a listing of all providers in Dean Health Plan's network. Access the directory at deancare.com and select the "Find a Doctor" or 'Find a Location' link located at the top of the webpages to search the directory. Members may request a printed copy of our provider directory be mailed to their home by calling the Customer Care Center at 800-279-1301.

As part of SSM Health's long-term investment in the Beaver Dam community, we opened new physician offices in Beaver Dam with combined medical services by SSM Health Dean Medical Group and the Fond du Lac Regional Clinic for outpatient care on February 22, 2021. This new facility is located at 130 Corporate Drive, just south of the intersection of Highway 151 North and Industrial Drive.

- The new clinic also offers an on-site pharmacy, laboratory and imaging services.
- Family Practice and Internal Medicine primary care services will be available.
- Specialty services offered at our new clinic include: Allergy, Cardiology, Dermatology, Endocrinology, General Surgery, Infectious Disease, Nephrology, Neurology, Obstetrics/Gynecology, Orthopedics, Pediatric Neurology, Podiatry, Pulmonology, Rheumatology, Urology, and Vascular Surgery.

Q2: Where should referrals for Dean Health Plan members be directed?

A: Providers who once referred Dean Health Plan members to Marshfield Medical Center-Beaver Dam will need to refer them to another in-network facility after May 31, 2021. If there is a need to refer a member to Marshfield Medical Center-Beaver Dam after May 31, 2021, the provider must submit an authorization request for health plan approval for the member to be able to be seen out-of-network, prior to such services being rendered.

Q3: What in-network facilities are nearby for Dean Health Plan members?

A: Several nearby in-network hospitals are available to Dean Health Plan members:

- Waupun Memorial Hospital, 620 W. Brown St., Waupun - 12.84 miles
- Prairie Ridge Health, 1515 Park Avenue, Columbus - 13.65 miles
- Ripon Medical Center, 845 Parkside St., Ripon - 27.16 miles
- St. Agnes Hospital, 430 E. Division St., Fond du Lac - 29.9 miles
- St. Mary's Hospital, 700 S. Park St., Madison – 47.7 miles

Q4: Where should members go for urgent and emergency services?

A: Dean Health Plan covers urgent and emergency services, even for out-of-network facilities like Marshfield Medical Center-Beaver Dam (subject to policy copays, coinsurance, deductibles and maximum allowable fees). If a member requires urgent or emergency care and is unable to get to an in-network provider, they should seek care at the nearest location. In the event a member seeks emergency medical care services at Marshfield Medical Center-Beaver Dam, these services will continue to be covered.

3. Special Considerations for Member Care

Q1: How will authorizations that are already approved be managed during this transition?

A: Dean Health Plan will honor authorizations that have already been approved for services at Marshfield Medical Center-Beaver Dam or Marshfield Clinics in Beaver Dam, Horicon or Juneau for dates of service after the February 28th contract end date for Dean Health Plan members.

Q2: What is the plan of care for pregnant members during this transition?

A: Members who are pregnant may be able to continue their services and deliver their baby at Marshfield Medical Center-Beaver Dam. Members should call the Customer Care Center at 800-279-1301, to obtain additional details, if they wish to continue care at Marshfield Medical Center-Beaver Dam.

Dean Health Plan will also work with members to transition their care to in-network providers.

Q3: Where can providers refer members for more information about their options for member care during this transition?

A: We are here to help. Providers are encouraged to direct members to our member web page at www.deancare.com/members/beaver-dam-member-update. Members who need additional support or specific information for their care can be directed to the Customer Care Center at 800-279-1301.

