

September, 2021

Dear Dean Health Plan Member,

Thank you for choosing Dean Health Plan, a member of SSM Health, as your health care partner. Dean Health Plan believes that health insurance is about more than helping people when they're sick. That's essential, but so is helping people remain well! That's why we work so hard at prevention and enhancing your overall well-being. When you choose Dean, you benefit from having insurance that's integrated with your medical care. It's a different kind of health care model that combines providers and coverage to better care for you.

The 2022 It's Your Choice open enrollment period will begin on Monday, September 27, 2021, and run through Friday, October 22, 2021.

WHAT'S NEW FOR 2022

The following Uniform Benefit changes will apply to all members of the State and Local Group Health Insurance Program effective January 1, 2022:

Health Benefits

- Adding coverage of medically necessary orthognathic surgeries (i.e. corrective jaw surgeries)
- Medical maximum out-of-pocket (MOOP) limit updated to follow the annual federal maximum updated values (\$8,700 individual/\$17,400 family)
- All medical benefits will apply to the MOOP limit
- Removing the timeframe requirement for extractions/dental repairs due to accidents
- Telemedicine coverage categories specified and copayment amounts updated (refer to your Certificate of Coverage at etf.wi.gov)

Pharmacy Benefits

- Removing Level 4 out-of-pocket limits
- Allow for Continuous Glucose Monitor coverage under both the Pharmacy and Medical benefit

Uniform Dental Benefits

- Adding coverage of composite/resin fillings for back teeth

No Surprises Act

- Adding processes to hold members harmless from balance billing on unexpected bills

SSM Health St. Mary's Hospital – Madison has been verified as a Level II Trauma Center by the American College of Surgeons. This achievement recognizes SSM Health's dedication to providing exceptional care to patients, including those most critically injured.

As a Level II Trauma Center, St. Mary's Hospital has the resources and staff to care for patients with serious life or limb-threatening injuries. Services include 24/7 access to:

- In-house coverage by the trauma team, including a trauma surgeon and advanced practice provider
- OB high-risk coverage, including a high-risk NICU
- On-call neurosurgeons, orthopedic traumatologists, cardiothoracic surgeons, interventional radiologists, oral and maxillofacial surgeons and other specialty surgeons and physicians
- On-site anesthesia providers, trauma-trained surgical services team with a dedicated trauma operating room
- Expanded Emergency Department capabilities with state-of-the-art trauma bays
- Social work coverage

SSM Health Express Virtual Care – Health Care that Fits your Life

SSM Health Express Virtual Care now offers two convenient virtual options to access care on your time. SSM Health Express Virtual Care offers online assessment and treatment for a wide range of conditions, from minor illnesses and injuries to urgent needs. Common conditions treated:

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| • Abrasions and contusions | • Head lice | • Rashes and minor bumps |
| • Allergies | • Heartburn | • Sinus infection |
| • Cold, cough, flu | • Minor aches, pains, infections | • Skin conditions – insect stings and bites |
| • Diaper rash | • Minor sprains and strains | • Urinary Tract Infections (UTI) |

SSM Health Express Virtual Care is available to anyone – whether you're an established SSM Health patient or seeing us for the first time, we've got you covered. Choose the option that's right for you.

Video Visit – For urgent needs, use video visits to be quickly connected with an expert SSM Health Provider (PCP copay applies).

e-Visit – Connect with an e-visit for minor medical needs. Complete a simple online form and an SSM Health provider will follow up electronically with a treatment plan (\$0 copay for non-HDHP members).

Visit ssmhealth.com/access/express-virtual-care for more information.

Watch for web updates at deancare.com/wi-employees to bring you the most up-to-date information on available resources to help you achieve your health and wellness goals.

STAY WELL

Dean Health Plan, in partnership with WebMD, offers a variety of health and wellness offerings available in both English and Spanish. These programs are independent of your WebMD Well

Wisconsin programs through the State of WI Group Health Insurance Program. Separate user IDs and passwords are required.

Health and Wellness Tools & Resources

- **Daily Habits:** Select a goal or habit you want to start or improve and hold yourself accountable with a Daily Habit plan that offers tips and tricks along the way. Some things you can track include social connectedness, better sleep and back health.
- **Mental Health podcasts:** Learn about topics ranging from financial wellness to mental health.
- **Sync your device:** Check out the device connection center to sync your apps and devices.
- **Health Trackers:** Various trackers for sleep, steps walk, blood pressure, etc.

Wellness Events Calendar

Access live monthly webinars, book club discussions and more that cover the eight dimensions of well-being, held virtually for you to attend from anywhere.

More Ways to Access Mental Health

If you or someone you know is struggling, you are not alone. Dean Health Plan offers many supports, services and treatment options within our network. Visit deancare.com/wellness/behavioral-health for additional information.

Telemedicine continues to grow every day and more specialties are finding ways to provide virtual options for patients. Find out what telepsychiatry means and how it works. You can find an in-network provider at deancare.com/doctors.

Learn more about Dean Health Plan telepsychiatry at deancare.com/news/what-is-telepsychiatry.

STAY UP-TO-DATE ON PROVIDER INFORMATION

Review the enclosed Comprehensive Provider Update (also online at deancare.com/wi-employees) to see those providers who are no longer within the Dean Health Plan network. Please note that providers who have left the network in 2021 will not be available to you in 2022.

It is also important to note that referrals are not needed when receiving care from in-network providers. Prior authorizations are required for certain services (such as high-tech radiology— MRI, PET, CT Scans—and low back pain) and care from all out-of-network providers. The following behavioral health and substance use services require a prior authorization:

- Detox
- Inpatient
- Residential
- Partial Hospitalization/Day Treatment
- Intensive Outpatient
- In-home Therapy

You must tell your provider to contact Dean Health Plan to obtain an approved prior authorization before receiving care. We will notify you and your provider in writing of the decision.

Services received from an out-of-network provider without prior authorization may be denied and would be your financial responsibility. If you have questions about referrals or prior authorizations, please contact the Customer Care Center at 800-279-1301 (TTY: 711).

To find the right doctor for you, our easy-to-use online Provider Directory displays the in-network provider or location nearest to you when searching by ZIP code. Just visit deancare.com/wi-employees for the online Provider Directory or the printed version.

Let us know if you have questions about your uniform benefit coverage, and more importantly if you need to know more about how these benefits may affect you and your family. We will continue to provide you with the tools and resources needed to help you better understand these benefits. Please review the enclosed materials, participate in the virtual open enrollment benefit fairs, as well as review the 2022 It's Your Choice materials. View both at deancare.com/wi-employees and etf.wi.gov for the latest information on your benefits, options, frequently asked questions and any plan changes for 2022. Our Customer Care Center is also available to answer any questions.

Thank you for entrusting your good health to Dean Health Plan.

Sincerely,

Dean Health Plan

Enclosures:

2022 Dean Health Plan HMO Plan Book
Dean Health Plan Comprehensive Provider Update
Dean Health Plan Service Area Map