

Provider Information

Are you using the correct resources for your 2024 Dean Health Plan patients?

If your Dean Health Plan patient has payer ID 41822 on their member ID card, you may need to conduct business with us differently than you have in the past. Payer ID 41822 indicates changes in a few areas, including what portal to use, how you verify eligibility, submit authorizations and claims, receive determinations and statuses, and use our resources. **If payer ID 41822 isn't on your patient's member ID card, continue to conduct business with us as you have been.**

Currently, resources and processes for payer ID 41822 only apply to Dean Health Plan Individual and Family business (IFB)/Affordable Care Act (ACA) benefit plans for 2024 dates of service, so in most cases you'll navigate between different resources and processes for your IFB/ACA patients than those for your patients enrolled in our other benefit plans.

See the [Dean Health Plan Payer ID Quick Reference](#) to quickly identify resources and processes for a variety of benefit plans. Also, see additional resources under the "Medica Partnership" section on the [Provider communications page](#).

We know you're busy, so we're highlighting the information and guidance below in response to feedback we've received from across our provider network since payer ID 41822 became effective on Jan. 1, 2024.

Rely on the member ID card. Ask patients to bring their member ID cards to their appointments. Here's three ways to quickly identify Dean Health Plan 2024 IFB/ACA members and know when to use resources and processes applicable to payer ID 41822:

1. Payer ID (All 2024 IFB/ACA members have payer ID 41822.)

2. Member ID (IFB/ACA members always have 10-digit IDs starting with a "3.")

3. Group/Policy (IFB/ACA members always have numbers starting with a "C.")

DeanHealthPlan by Medica.	
Payer ID: 41822	Group/Policy: C00010
ID: 3123456789	Rx BIN: 610602
JOHN Q CIFBWIF03/STDI/C00010	Rx PCN: 5304
JANE Q Samplemember	
JOE Q Samplemember	
JULIE Q Samplemember	
JAKE Q Samplemember	
JOSHUA Q Samplemember	
Care Type: [Care Type Text From data]	
SVC Type: Medical	
Tier 1: \$1,111/\$2,222	OOPM IND/FAM: \$3,333/\$6,666
Tier 2: \$2,525/\$5,050	RX OOPM IND/FAM: \$1,000/\$2,000
Out of Network: \$3,333/\$6,666	

Tip: If payer ID 41822 isn't on your patient's member ID card, continue to use the resources and processes (e.g., submit authorizations, send claims, use the Dean Health Plan provider portal, etc.) as you have been.

Verify IFB/ACA member eligibility in the **Availity Essentials provider portal** or **Availity's EDI Gateway**. In Availity Essentials, enter the 10-digit member ID starting with a "3" into the "patient number" field.

Tip: If you're seeing a higher-than-usual volume of error messages or member information not found, use the Eligibility application in the Dean Health Plan provider portal or 270/271 Eligibility and Benefit Inquiry and Response for payer ID 39113 to see if the member is enrolled in another Dean Health Plan benefit plan.

Submit IFB/ACA authorizations* using the electronic prior authorization form in the **Dean Health Plan provider portal** or via fax or email using our **online prior authorization forms** on the Dean Health Plan website.

Tip: While Availity Essentials is the provider portal for 2024 IFB/ACA plans, the authorization application in this portal is not yet activated. In the Dean Health Plan provider portal, you must select the Authorization Submission tile with the applicable payer ID tile for your patient in order to have the request accepted for processing. *For example, an authorization request for a Dean Health Plan commercial plan member submitted by selecting the tile for payer ID 39113 will be accepted for processing. Whereas this request for the same member submitted by selecting the tile for payer ID 41822 will not be accepted for processing.*

Get IFB/ACA authorization status* by calling Customer Care at 1 (800) 458-5512 once the applicable processing timeframe has elapsed.

- Authorization requests must be submitted under the correct payer ID for the patient's benefit plan or it will not be accepted for processing.
- Authorization requests submitted for services that don't require prior authorization are returned to the submitter as "cancelled."

Submit IFB/ACA claims for 2024 dates of service using 837 Health Care Claim transactions under payer ID 41822.

Tip: If you're seeing a higher-than-usual volume of claim rejections for your Dean Health Plan patients, check the payer ID for their benefit plan to be sure you are submitting claims to the correct payer ID.

Submit IFB/ACA claim appeals* using the Dean Health Plan Provider Portal via the same process as claim appeals for our benefit plans under payer ID 39113.

Tip: While Availity Essentials is the long-term provider portal for 2024 IFB/ACA plans, currently it's not available for the submission of 2024 IFB/ACA claim appeals under payer ID 41822. Starting Jan. 16, 2024, submit claim appeals for IFB/ACA members with 2024 dates of service via the Dean Health Plan provider portal.

Submit IFB/ACA medical injectables prior authorizations by completing and faxing the medical benefit prior authorization form on the [Dean Health Plan Medical Management page](#).

Tip: Continue to use the prior authorization form on our website. Prior authorization requests for medical injectables submitted via either of our provider portals cannot be processed.

** Denotes interim processes that will be replaced by long-term processes in the future.*

Don't forget, future provider communications from us will come from a new email address, **email.deancare.com**. Make sure you can receive still emails from us by having us added as a safe sender. [Click here](#) to view instructions for major email providers.