

# We make change easy



## The Welcome Center\*

Our Welcome Center team of customer care professionals and registered nurses help ease your transition by:

- Helping to establish a primary care provider that fits your needs
- Facilitating the transfer of medical records
- Walking through MyChart activation and how to link it to your past MyChart account
- Updating your medical records through a verbal interview
- Reviewing any upcoming appointments that need to be scheduled
- Walking through any preventive services needed

Contact the Welcome Center at **1 (608) 250-1134** (TTY: **711**).



*\* Service only available when selecting an SSM Health primary care provider. ASO and Federal employees should contact Member Services at 1 (800) 279-1301 for member onboarding assistance.*

## Member account

Visit [DeanCare.com/Login](https://deancare.com/login) and use your member number located on your ID card to activate your account.

- View insurance plan details
- Request member ID cards or download a digital copy
- Change your primary care clinic
- View and pay your premium bill
- Review past claim details and more

## MyChart

Visit [DeanCare.com/MyChart](https://deancare.com/mychart) to activate your account.

- Send and receive secure messages with your primary care provider
- Schedule appointments
- Get lab results
- View and pay your medical bill
- Request prescription refills and more