



**Dean Health Plan**

A member of SSM Health

## Dane County FAQs

### HMO Plan: Frequently Asked Questions

*This information and additional resources are available at [deancare.com/danecounty](http://deancare.com/danecounty) or by calling our Customer Care Center at 800-279-1301 (TTY 711)*

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#### Do I need to choose a Primary Care Provider (PCP). What does this mean?

Dean Health Plan HMO members will choose a clinic from our network of clinics. This is your primary care provider (PCP) and is your first contact whenever you need health care services. You may see any primary care provider in our network without a referral.

#### If I had Dean Insurance in the past and had a previous relationship with a Dean Primary Care Physician, am I able to see that same Physician again?

Yes. We will work with you to reestablish that connection even if that Physician is currently listed as not accepting new patients. Dean Medical Group has established a phone line to welcome Dane County employees and assist with scheduling appointments for family medicine, internal medicine and pediatric care. Please call **(608) 250-1444** for assistance.

#### Can I change Primary Care Providers?

If you wish to change, you may do so at any time. Call our Customer Care Center for assistance.

#### If I need to see a specialist, where would I go?

Always contact your primary care provider first. If he or she determines that you should be seen by a specialist, one will be sought within the Dean Health Plan network of providers. There are numerous area medical specialists affiliated with Dean Health Plan, including but not limited to Dean Medical Group, one of the largest multispecialty clinics in the nation.

If you have a problem that can't be addressed by a plan provider, prior authorization from Dean Health Plan will be required. Your primary care provider will help you obtain a written referral to see a specialist who fits your needs.

#### What about referrals?

You need a written referral request when your Dean Health Plan physician recommends that you receive services from a non-plan provider. Your Dean Health Plan network physician will request that the referral be reviewed by Dean Health Plan. You and the non-plan physician will receive written confirmation of approval or denial of the requested services.

Services received without an approved referral may be denied and would be the responsibility of the Dean Health Plan member. If you have questions about referrals, contact the Customer Care Center.



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### Will I have access to eVisits?

Yes. eVisits are available thru My Chart for patients who have established care with a Dean primary care provider and who have an active My Chart account. Treatable conditions for an eVisit include back pain, cough and/or cold symptoms, fatigue, headache, heartburn, nausea, vomiting or diarrhea symptoms, red eye, sinus problems, urinary problems and vaginal discharge/ irritation. There is no copayment for eVisits.

### I am currently seeing a provider who is not in the Dean Health Plan network. Will you pay for this service?

You may not choose an out-of-network provider as your primary care provider. If you wish to continue seeing an out-of-network provider for services you are unable to obtain within the network, your Dean Health Plan primary care provider may request a referral. Without an approved referral from Dean Health Plan, you are liable for any charges.

### What should I do if I have an emergency or urgent situation?

If you need emergency care, proceed immediately to the nearest medical facility. If you are out of our service area and use an out-of-network provider, call the Customer Care Center as soon as reasonably possible.

Emergency care is covered anywhere in the world. If you need urgent care and are within the Dean Health Plan service area, you should use an in-network provider, clinic or urgent care facility. If you are outside the service area and cannot safely return to receive care from an in-network provider, go to the nearest appropriate medical facility and notify the Customer Care Center as soon as possible. Follow-up care must be received from a plan provider if not prior authorized by Dean Health Plan.

### How do I get reimbursed for emergency care received while overseas?

To reimburse you, Dean Health Plan needs an itemized bill, in English, with the current U.S. exchange rate, along with the foreign claim form. You can download the foreign claim form at [deancare.com](http://deancare.com).

### How are my insured dependents living out of the service area covered?

If you have an out-of-area dependent, please complete the Out-of-Area Dependent form as part of your health plan enrollment. By completing the form your dependent will be able to receive services even though they are out of the service area.

### In what way does Medicare eligibility affect my Dean Health Plan insurance coverage?

Many factors can determine the primary payer of your health claims, due to Medicare eligibility and coverage. For information, please contact a Medicare analyst through the Customer Care Center.



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### Do I have coverage for acupuncture?

Acupuncture is covered subject to your office visit copayment and is limited to 10 visits per contract year. For a list of network providers go to [deancare.com/find-a-doc](http://deancare.com/find-a-doc)

### Is vision covered?

Routine vision exams are covered and subject to a copayment. Vision correction materials, such as glasses and contacts are not covered.

### How does Dean cover hearing aids?

Infants and children through age 18 who are certified as deaf or hearing impaired by a physician or audiologist are eligible for bilateral (both ears) hearing aids once every 36 months. For adults, the plan will cover one hearing aid per ear every 36 months.

### Is maintenance chiropractic care covered?

Maintenance chiropractic care is not covered.

### How is Dean Health Plan helping to make my prescription transition?

Member satisfaction is our number one priority. Our pharmacists will be evaluating prescription data and working with members to ensure a smooth transition. You may be contacted directly by a pharmacist to help with this process.

### Are contraceptives available at \$0 copay?

Specific contraceptives are covered at \$0 copay. Please see our prescription drug formulary at [deancare.com/medications](http://deancare.com/medications) for details. Select Drug Formulary, then Employer Based and Select 3 Tier Formulary. CTRL F on your keyboard will allow you to enter the name of your prescription to search the formulary.

### How will I know what tier my prescription is with Dean Health Plan?

Dane County is utilizing the 3 Tier Select formulary. You may access the formulary and search for your prescription to find out what tier it is in.

### What if my prescription is denied at the pharmacy and they say I do not have coverage?

Either you or the pharmacy should contact the Customer Care Center for assistance.

### If I don't want to go through step therapy can I just get the prescription and pay the \$40 copay?

Step therapy requirements for new prescriptions will always apply. All tier 3 drugs require a \$40 copay, whether it's subject to step therapy or not.



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**Can I get my prescription filled out of state?**

The pharmacy network is nationwide and includes all major chains and most retail pharmacies.

**I am currently using a mail order service to receive a 3 month supply. Will that change?**

Yes. Dean uses WelldyneRx for mail order prescription fulfillment. Maintenance type medications may receive the 3 month supply for only 2 copayments. Information is available at [deancare.com/medications](http://deancare.com/medications).

**I am currently taking a specialty drug. Will that process change?**

Dean Specialty Pharmacy fulfills most requests for specialty drugs and they will help coordinate personalized care for each person.

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