



## Dean Health Plan, Inc.

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Type of Plan .....	Health Maintenance Organization
Total Number of Members .....	225,060
Years of Operating Experience .....	21 years
Total Number of Primary Care Physicians (PCPs) .....	673 (includes some OB/GYN)
Percentage of PCPs Accepting New Patients .....	95.4%
Percentage of Board Certified Specialty Care Physicians .....	90%
Number of Hospitals Affiliated with Plan .....	28
Number of Urgent Care Facilities .....	31
Number of Dentists .....	N/A
Percentage of Dentists Accepting New Patients .....	N/A

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	A written referral is required for services performed by a provider who is not the Primary Care Provider (PCP) or is not located at the primary clinic. Referrals are not required for providers at Dean Medical Center sites and those clinics in association with the Dean Medical Center. Referrals to non-Plan Providers must be prior authorized by the health plan before services are received. Dean Health Plan will reply to your referral in writing. Services that do not require a referral if seen by a Plan Provider include but are not limited to: chiropractic care, routine vision care, and OB/GYN services when obtained from an OB/GYN specialist.
<b>Prior Authorization Requirements</b>	Prior authorization is required for those services that are indicated in the "Benefits and Services" section of the <i>It's Your Choice</i> booklet. If you are not sure if a service or procedure requires prior authorization, you may call Dean Health Plan Customer Service Department to determine if prior authorization is necessary.
<b>Medicare Claims Procedure</b>	Most Plan Providers accept Medicare assignment, in which case the process is fully automated. If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, your provider will then submit the itemized bill and the Explanation of Medicare Benefits to us for processing as the secondary carrier.
<b>OnLine Services</b>	Visit <a href="http://www.deancare.com">www.deancare.com</a> to find valuable information about Dean Health Plan. Select "Dean Health Plan" then choose <b>Dean Connect</b> to access our self-service portal, which allows members to review their claims information and status, print claims itemizations and EOBs, order ID cards, check status of authorizations and referrals, change PCPs, and much more! From <a href="http://www.deancare.com">www.deancare.com</a> you can also select <b>Provider Directory</b> to locate participating doctors, hospitals and urgent care centers by city.
<b>Outpatient Mental Health Network/Policy</b>	A referral is required for outpatient mental health care if services are performed by a provider who is not located at your primary clinic. You should contact your PCP to initiate a referral. For treatment of alcohol and other drug abuse, you may obtain treatment at a Plan Provider without a referral.
<b>24-Hour Nurse Line PCP Restrictions</b>	Dean On Call, 1-800-57-NURSE (1-800-576-8773) or locally (608) 250-1393. Primary Care Providers (PCP) may be selected from one of the following specialties: Family Practice, General Practice, Pediatrics, Obstetrics/Gynecology or Internal Medicine. Providers who may be chosen as PCPs are indicated in our Provider Directory. Each family member may choose his/her own PCP.
<b>Dental Benefits If Provided</b>	<ul style="list-style-type: none"> <li>No routine dental coverage provided.</li> </ul>
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>DHP is committed to improving the health of members through active preventive health and chronic disease management initiatives that include:</li> </ul>

## ADDITIONAL INFORMATION

- Improving childhood and adolescent immunization rates
- Improving cancer screening (mammogram, pap tests, colorectal cancer screening) rates
- Improving of prenatal and postpartum care rates
- Improving care for diabetes (HbA1c testing and control, LDL testing and control, nephropathy screening, dilated retinal exams, blood pressure control)
- Improving care for cardiovascular disease (blood pressure control, LDL testing and control)

### Improving depression screening, diagnosis, and treatment

Counties in Service Area	Hospitals in County	Major Providers in County *
Adams	Moundview Memorial Hospital, Friendship	Please refer to our Provider Directory for a complete listing of all available Plan Providers. You may contact our Customer Service Department at (608)828-1301 or 1-800-279-1301 to obtain a current Provider Directory or visit our website at <a href="http://www.deancare.com">www.deancare.com</a> .
Columbia	Columbus Community Hospital Divine Savior Hospital, Portage	
Dane	✓ St. Marys Hospital, Madison Stoughton Hospital, Stoughton	
Dodge	✓ Beaver Dam Community Hospital Watertown Memorial Hospital Waupun Memorial Hospital	
Dubuque, IA	Finley Hospital	
Fond du Lac	✓ St. Agnes Hospital	
Grant	Boscobel Memorial Hospital Lancaster Memorial Hospital Southwest Health Center, Platteville	
Green	The Monroe Clinic Hospital	
Green Lake		
Iowa	Upland Hills Health, Dodgeville	
Jefferson	✓ Fort Health Care, Inc.	
Juneau		
Kenosha		
Lafayette	Memorial Hospital of Lafayette County, Darlington	
Marquette		
Racine	✓ Memorial Hospital of Burlington	
Richland	Richland Hospital	
Rock	✓ Beloit Memorial Hospital Memorial Community Hospital, Edgerton Mercy Hospital, Janesville	
Sauk	✓ Reedsburg Memorial Hospital Sauk Prairie Memorial Hospital, Prairie du Sac St. Clare Hospital, Baraboo	
Vernon	St. Joseph's Memorial Hospital, Hillsboro	
Walworth	Lakeland Medical Center, Elkhorn	
Waukesha	Oconomowoc Memorial Hospital	

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number listed above.