

**From:** [Kenneth Bond](#)  
**To:** [ETF SMB Board Feedback](#)  
**Subject:** Issue with Dean Access National Health Insurance Plan  
**Date:** Monday, February 20, 2023 2:38:42 PM

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To whom it may concern:

I am an employee at UW-Madison and I would like to express my concern with the Dean Access National Health Insurance Plan. The problem with the plan is that it is extremely unclear what providers are covered in-network, and Dean/First Health do not give definitive answers about coverage when called by our providers.

Within one office, it lists some physicians as covered and others as not, which providers say is inaccurate; either all or none of their physicians are covered. Ultimately, our providers say they cannot tell us whether we are covered until after they file a claim. This is not acceptable because it places a high amount of financial risk on me.

Please advise what steps can be taken to work with Dean Access plan administrators to resolve this issue as soon as possible.

With appreciation,

Ken

**Kenneth M. Bond, Ed.D.**

**CONSORTIUM RELATIONS MANAGER**

(he/him/his)

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