We're Here
For You

For Online Support
Visit deancare.com/contact-us

For Phone Support
Call the Customer Care Center
(800) 279-1301 (TTY: 711)
Monday through Thursday:
7:30 am to 5:00 pm (CST)
Friday: 8:00 am to 4:30 pm (CST)

For In-person Support
Visit the Insurance Desk at our Health Plan Business Office or one of the following SSM Health Dean Medical Group locations:

• Health Plan Business Office:
  1277 Deren Way, Madison
• East: 1907 E. Slaughter Road, Madison
• West: 752 N. High Point Road, Madison
• Fish Hatchery Clinic:
  933 Fish Hatchery Road, Madison
• Janesville East:
  2090 E. Racine Street, Janesville

Monday through Friday 8:00 am to 4:30 pm

Dean On Call 24-Hour Nurse
If you're not sure if you need to see a doctor or you have a health concern, experienced registered nurses at Dean On Call are always available to answer your questions. Call 24 hours a day, 365 days a year at (800) 57-NURSE (800-576-8773).

For any life-threatening emergencies, always dial 911.

*Due to licensing regulations, Dean On Call's triage services are only available to Wisconsin residents.
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**We Have a NEW Look!**

Dean Health Plan’s new logo represents a deeper integration with SSM Health. Dean Health Plan is proud to be part of an integrated health system where doctors, clinics, hospitals and your health insurance are combined into one family — to better care for you and yours.

The same local company and employees remain behind the new logo. Dean Health Plan is still dedicated to providing you with top products and services. We are not changing who we are, what we do or how we serve you, and we continue to be the dependable choice for your health insurance needs.

**Recognized High-Quality Care**

Accreditation is by the National Committee for Quality Assurance. NCQA is an independent, not for profit organization that evaluates health plans based on over 50 standards of care and service to determine health plan accreditation.
You Can Count on Dean

Dean Health Plan provides health insurance coverage that fits you. We pride ourselves in looking out for our members when they’re sick and when they’re well by offering great reward programs to help you live healthier. Plus, when you have a question or need help, Dean’s support network is local. Whether you call us, visit us online or in person, you’ll be working with someone who knows what you need. And you can rest assured that wherever you are in southern Wisconsin, trusted Dean doctors, hospitals and clinics are right in your neighborhood.

Providers in Your Neighborhood

Dean Health Plan has you covered with more than 2,300 providers, 28 hospitals and 182 primary care sites in 20 counties throughout southern Wisconsin. Our network is staffed with health care professionals who are dedicated to helping you and your loved ones remain as healthy as possible, even when you’re on the road. If you travel, you’re still covered for emergency services worldwide. Find a provider at deancare.com/doctors.

Madison and Beyond

SSM Health Dean Medical Group was founded in Madison more than a century ago and remains a major provider in the local health care community. Today our reach goes beyond the Capital City to more than two dozen clinic locations, all owned by SSM Health.

The power of Dean Health Plan goes beyond SSM Health Dean Medical Group to our association with other network doctors across southern Wisconsin. With these network clinics added to the mix, Dean Health Plan locations have more than 2,300 providers. Our health plan, clinics and hospitals have a long tradition of collaborating to provide you with care, where and when you need it.

Hospitals You Can Trust

SSM Health St. Mary’s Hospital – Madison, SSM Health St. Mary’s Hospital – Janesville and SSM Health St. Clare Hospital – Baraboo offer high-quality care and an exceptional patient experience. SSM Health St. Mary’s Hospital – Madison was named among the 16 Best Hospitals in Wisconsin according to U.S. News & World Report. SSM Health St. Mary’s Hospital – Janesville received certification for its Chest Pain Center, Trauma Level 3 and Cardiovascular & Pulmonary Rehabilitation, and recently opened a state-of-the-art onsite Radiation Oncology Center to provide cancer care closer to home. SSM Health St. Clare Hospital – Baraboo was ranked 17th in The SafeCare Group® 100 SafeCare Hospitals Under 100 Beds.
New Member Support

All members new to Dean receive our printed Member Guide to help ease your transition to Dean Health Plan. It contains a variety of important information, including how to choose a primary care provider, set up an initial appointment or register for DeanConnect, which gives you online access to your insurance claims and documentation. The Member Guide, which you will automatically receive upon joining us, also helps explain the tools and resources available to you, as well as practical suggestions for how to stay healthy. Check it out at deancare.com/newmember.

Wellness and Rewards

Our online Living Healthy portal, powered by WebMD, offers a wide range of tailored and interactive tools, including a health assessment and digital health coaching, along with videos, articles, recipes, electronic reminders, and trackers and apps, for healthy living. Dean Health Plan values your health and wants to reward you for living a healthy lifestyle. You can earn points toward rewards for completing the health assessment, annual preventive visits (primary care and dental), and a variety of healthy activities!

Our Living Healthy program also includes health club discounts, tobacco cessation assistance, and care management services for those needing extra help with a complex health care issue or chronic condition.

We Walk the Talk

Dean Health Plan is a recipient of the prestigious Platinum Well Workplace award from the Wellness Council of America for quality and excellence in workplace health. This award recognizes Dean’s high level of commitment to the health and well being of more than 700 employees and their families.
What is Covered?

Dean Health Plan strives to provide high-quality health services and valuable benefits in our health plan, just as we always have. Below are key components of our covered benefits.

**Preventive Services**
The following services are provided with no copays, coinsurance or deductibles when services are delivered by a network provider, and when all preventive services criteria are met:

- Routine vaccines for both adults and children
- Flu and pneumonia shots
- Preventive care visit for routine screenings and preventive services, including Well Baby and Well Child visits
- Blood pressure, cholesterol and diabetes screenings
- Colorectal cancer screening for adults over age 50
- Breast cancer mammography screenings every one to two years for women over age 40†

For a more comprehensive list, visit [deancare.com/preventivecare](http://deancare.com/preventivecare).

**Essential Health Benefits**
Essential Health Benefits include common coverage needs, such as visits to the doctor and hospital. They also cover some services that were previously optional in health plans, including maternity and prescription drug coverage. All small group plans (2–50 employees) cover Essential Health Benefits. However, if you work for a larger employer (51+ employees) your benefits may vary. Contact your human resources or benefits department for information about your specific coverage.

The 10 categories of Essential Health Benefits are:

- Ambulatory patient services (outpatient care without being admitted to a hospital)
- Emergency services
- Hospitalization
- Maternity and newborn care
- Mental health and substance use disorder services, including behavioral health treatment (this includes counseling and psychotherapy)
- Prescription drugs
- Rehabilitative and habilitative services and devices. This general category includes coverage of a variety of rehabilitation care, including services such as immediate post-operative, intensive, inpatient hospital rehabilitation and outpatient rehabilitation therapies provided in a variety of settings. Habilitation services include ongoing, medically necessary therapies provided to children with developmental disabilities and similar conditions who need habilitation therapies to achieve functions and skills never before acquired.
- Laboratory services
- Preventive and wellness services and chronic disease management
- Pediatric services, including vision and oral care*

* Dean Health Plan does not offer pediatric dental services. This coverage is available on the Health Insurance Marketplace (healthcare.gov) and can be purchased as a stand-alone product. Please contact your benefits administrator or the Marketplace if you wish to purchase pediatric dental coverage or a stand-alone dental services product.

† Although Dean Health Plan covers routine mammography beginning at age 40, the U.S. Preventive Services Task Force recommends that women with an average risk of breast cancer begin routine screening mammography every two years beginning at age 50.
Annual and Lifetime Limits Removed on Essential Health Benefits

Essential Health Benefits cannot be subject to dollar limits, either annually or on a lifetime basis. Depending on the type of plan you purchased, services associated with Essential Health Benefits may still require cost sharing in the form of copays, coinsurance and deductibles.

Pre-existing Conditions

Your plan will not contain exclusions or limitations for any pre-existing conditions, which are health issues you experienced before you purchased insurance. In addition, your health insurance premiums will not be higher because of any pre-existing conditions.

Cost sharing Maximums

Your plan includes a maximum for the out-of-pocket expenses (the deductible, coinsurance and copay amounts) you have to pay for health care each year. After you have paid the maximum, your health insurance plan begins to pay 100 percent of the cost of covered services. See your plan's Schedule of Benefits for your maximum out-of-pocket level (as well as deductible, coinsurance and copays). Cost sharing maximums apply to Small Group and Large Group plans in 2017.

Understanding What You Pay

Your Dean Health Plan certificate may use a system of cost sharing that can include copayment, deductible or coinsurance, or any combination of the three. Cost sharing is used by most health plans and, put simply, is the amount that you are responsible for paying after getting covered medical care. Cost sharing helps keep monthly premiums low and adds flexibility to health plans. Be sure to check your certificate to understand which of these cost sharing components may apply to your coverage.

If you have to pay after you use your health plan for a covered service, you will be mailed an explanation of benefits (EOB). The EOB details the charges and your financial responsibility due to any cost sharing. An EOB is not a bill; it’s a breakdown of the services you used, the amount charged by the provider you saw, and the amount for which you are financially responsible.

Questions?

Call the Customer Care Center*  
(800) 279-1301 or visit  
decare.com/contact-us

*Customer Care Center hours:  
Monday through Thursday: 7:30 a.m. to 5 p.m.  
Friday 8 a.m. to 4:30 p.m.
Prescription Drug Coverage

Dean Health Plan offers programs to make filling prescriptions easier and save you money along the way. Prescription coverage benefits vary from plan to plan – please read your plan information for more specific information.

Pharmacy Formularies and Tiers

Dean Health Plan has a formulary, or list, of FDA-approved brand-name and generic drugs that have been reviewed and recommended for their quality and how well they work. Because the drugs in Dean Health Plan’s formulary are revised from time to time, it’s a good idea to check the list to find out if drugs have been added or removed.

The formulary is sorted into tiers. There are several factors that determine a drug’s tier, including:

- Cost of drug
- Cost of drug in comparison to other drugs used for the same type of treatment
- Availability of over-the-counter options
- Other clinical and cost factors

Cut Costs with Generic Medication

When you take the generic version of your medication, you experience significant savings over brand-name drugs. Dean Health Plan notifies you as soon as a generic version of a brand name drug you are taking becomes available and is added to our formulary. Remember to always ask your doctor whether the drug being prescribed is either available generically or whether another generic drug that can treat your condition can be used instead of the costly brand-name drug. Visit deancare.com/medications to see if your medication is eligible.

You Split the Tablet, We’ll Split the Copay

Some medications are eligible for tablet splitting. This means you can save up to 50 percent on your medication copayment or coinsurance by splitting your pills. Visit deancare.com/medications to see if your medication is eligible for tablet splitting.

Take Advantage of Mail-Order Pharmacy

Dean Health Plan partners with WellDyneRx to provide members with mail-order pharmacy for long-term medications. With mail-order pharmacy, you are sent up to a three-month supply—with free shipping. You can enroll online, by phone or by mail. Visit deancare.com/medications to learn more about mail-order pharmacy.

Go Online!

Dean Health Plan’s pharmacy site has everything you need to know about prescription drug coverage. Visit deancare.com/medications.

- Our formulary listing of covered medications.
- View the Quick Reference Guide.
- Check out the complete drug exclusion list.
Care for Special Circumstances

You may be wondering why we ask you to select a primary care provider (or location) within the Dean Health Plan network when you enroll. It’s because we emphasize a proactive, preventive approach to care—one in which a primary care provider oversees all aspects of your health care needs. This keeps you and your family well, decreases the duplication of services and provides you with better health care value for your dollar. Your primary care provider should be your first choice for care whenever possible, but know that when a more immediate need arises, you do have other options.

If you’re unsure where to get care, call Dean On Call, our 24-hour nurse hotline for help. See the front folder pocket for more information about Dean On Call. Making the right choice when it comes to the care you need ensures you receive the right care in the right place without unnecessary costs.

Out-of-Area Care

Both urgent and emergency care are covered by Dean Health Plan if you or your covered family member are traveling and unable to return to the service area for immediate treatment. It’s also a good idea to familiarize yourself with the types of ailments that can be treated as urgent care vs. emergency care. Visit deancare.com/rightcare for details.

In addition, qualified dependent children residing outside of the Dean service area are covered for all health care services included in your plan’s covered benefits.*

Prior Authorization

There are certain medical services or provider visits that must be authorized by Dean Health Plan before claims payment can be provided. These authorizations are required so our Medical Affairs team can make sure you are getting the appropriate care.

Getting Help with Care Decisions

When you have questions related to using health care services, such as prior authorization, Dean Health Plan is available to help. Simply contact the Customer Care Center at (800) 279-1301 (TTY: 711). A staff member will connect you to our Medical Affairs Department if he or she is unable to address your questions. Customer Care Specialists can also assist those members who do not speak English. Staff members are available Monday through Thursday, 7:30 am. to 5 pm., and Friday, 8 am to 4:30 pm. If you have an urgent need outside those hours, leave a message with the Customer Care Center and your call will be returned within one business day.

*Out-of-area dependent coverage for non-urgent and non-emergency care applies to large group employer (51+ employees) plans only; please check with your employer’s benefits administrator if you have questions.
General Limitations and Exclusions

All benefits are subject to limitations and exclusions as described in your Schedule of Benefits and in your Certificate. The following list is not exhaustive and may vary based on your Policy. For a complete listing refer to your Certificate.

Medical

- Cytotoxic testing and sublingual antigens in conjunction with allergy testing.
- Hair analysis (unless lead or arsenic poisoning is suspected).
- Preimplantation genetic testing of embryos and gametes.
- Convenience items for a Member or a Member’s family, unless otherwise specified in this Policy.
- Drugs provided in conjunction with the treatment of infertility, including but not limited to those administered in a physician’s office.*
- Outpatient prescription drugs, except those prescriptions otherwise covered under this Policy.
- Oral Nutrition: Oral nutrition is not considered a medical item. We do not cover nutritional support that is taken orally (i.e., by mouth), unless mandated by state law or covered under our medical policy for a specific condition. Examples include, but are not limited to, over-the-counter nutritional supplements, infant formula, and donor breast milk.
- Replacement of an item if the item is lost, stolen, or unusable/nonfunctioning because of misuse, abuse, or neglect.
- Sexual dysfunction supplies, including but not limited to medications and injections.
- Autopsy.
- Charges or costs relating to donor sperm.
- Consultation for, or procedures in connection with, in vitro fertilization, embryo transplantation, and/or any other assistive reproductive technique (e.g. GIFT, ZIFT).
- Cosmetic services, including cosmetic surgery.
- Experimental or Investigational services, Treatments, or Procedures, and any related complications as determined by our Quality and Care Management division, unless coverage is required by state or federal law.
- Infertility-related services and procedures.*
- Infertility-related services or procedures not otherwise covered by this Policy, including but not limited to the collection and storage of sperm and eggs outside the course of treatment for, and diagnosis of, infertility, including for surrogacy or Gestational Carriers.
- Items that can be purchased over the counter.
- Laser treatment for Port Wine Stain (PWS) lesions, except on the face and neck.
- Medical and surgical treatment of excessive sweating (hyperhidrosis).*
- Podiatry services or routine foot care rendered in the absence of localized illness, injury, or symptoms in connection with, but not limited to: a) the examination, treatment, or removal of all or part of corns, calluses, hypertrophy or hyperplasia of the skin or subcutaneous tissues of the feet; b) the cutting, trimming, or other non-operative partial removal of toenails; or c) any treatment or services in connection with any of these.
- Obesity-related services, including any weight loss method, surgical treatment or hospitalization for the treatment of obesity, unless specifically covered under this Certificate.
- Reversal of voluntary sterilization and related procedures.
- Services related to surrogacy.
- Sexual dysfunction treatment and services including but not limited to surgical treatment.
- Sex transformation surgery.
• Sterilization procedures for men.*
• Sterilization procedures for women and patient education and counseling related to contraception for all women with reproductive capacity. (Although these are technically excluded from your group’s health plan insurance coverage, we will pay for them as preventive services, as required by federal regulations.)*
• Travel immunizations.*
• Acupuncture.*
• Behavioral health therapy services provided in the home.
• Chelation therapy for atherosclerosis.
• Coma stimulation programs.
• Dry needling.
• Holistic medicine and any other form of alternative medicine.
• Low level light therapy.
• Massage therapy.
• Prolotherapy.
• Swim or pool therapy, unless Prior Authorization is obtained.

Non-Medical

• Administrative examinations such as employment, licensing, insurance, adoption, or participation in athletics.*
• Court-ordered care, unless Medically Necessary and otherwise covered under this Certificate.
• Educational services, except for diabetic self-management classes.
• Internet and phone consultations, including all related charges and costs, except as defined by Our medical policy.
• Missed appointment charges.
• Telephone consultation charges by or between providers.
• Charges or costs exceeding a benefit maximum or Maximum Allowable Fee where applicable.
• Expenses incurred before the supply or service is actually provided unless prior approved by Our Quality and Care Management division.
• Services, treatment, and supplies provided to a Member while the Member is held or detained in custody of law enforcement officials, or imprisoned in a local, state, or federal penal or correctional institution.
• Services and supplies furnished by a government plan, hospital, or institution unless by law you must pay.
• Service for hospital or medical care not listed in this Certificate.
• Services, treatment, and supplies provided in connection with any illness or injury caused by: a) a Member’s engaging in an illegal occupation or b) a Member’s commission of, or an attempt to commit, a felony. (Note that this exclusion does not apply to the treatment of injuries that result from an act of domestic violence, to the extent that such treatment would otherwise be covered.)
• Services provided by members of the Subscriber’s Immediate Family or any person residing with the Subscriber.
• Services or supplies for, or in connection with: a non-covered procedure or service, including complications, regardless of when a non-covered procedure or service is or was performed; a denied Prior Authorization; or a denied admission.
• Services or supplies not Medically Necessary, not recommended or approved by a provider, or not provided within the scope of the provider’s license.
• Services and supplies rendered outside the scope of the provider’s license.
• Services or items required as a result of war or any act of war, insurrection, riot, terrorism, or sustained while performing military service.
• Services to the extent a member receives or is entitled to receive any benefits, settlement, award, or damages for any reason of, or following any claim under, any Workers’ Compensation Act, employer’s liability insurance plan, or similar law or act. “Entitled” means the member is actually insured under Workers’ Compensation.

* Indicates language that will likely vary in your policy.
This Notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Protecting the Privacy of Your Personal Health Information

Dean is required by law to maintain the privacy of your personal health and financial information (collectively referred to as “nonpublic personal information”) and provide you with written notification of our legal duties and privacy practices concerning that information. This Notice describes how we protect the confidentiality of our members’ (and former members’) nonpublic personal information. It includes brief explanations on how we obtain, use, and protect your nonpublic personal information.

Types of Nonpublic Personal Information Dean Collects About You

We collect a variety of nonpublic personal information needed to administer health insurance coverage and benefits. We collect nonpublic personal information about you from some of the following sources:

- Information we receive directly or indirectly from you or your employer or benefits plan sponsor through applications, surveys or other forms. The information may be received in writing, in person, by telephone or electronically. Examples include name, address, social security number, date of birth, marital status and medical history.
- Information about your transactions with us, our affiliates, our providers, our agents and others. This includes information from health care claims, medical history, eligibility information, payment information, service request, and appeal and grievance information.
- Information you authorize us to collect from others.

Choices about Your Health Information

We will not use or disclose your health information without your written authorization, except as described in this Notice. You generally have the right and choice to tell us to:

- Share information with your family, close friends or others involved in payment for your care.
- Share information in a disaster relief situation.

In the following cases we never share your information unless you give us written permission:

- Most uses and disclosures of psychotherapy notes.
- Marketing purposes.
- Sale of your information.

If you do give us written authorization to use or disclose your health information for a particular purpose, you may change your mind at any time. You must let us know in writing if you change your mind.

How Dean May Use or Disclose Your Health Information

We will not disclose your nonpublic personal information unless we are allowed or required by law to do so. The following categories describe the ways that Dean may use and disclose your nonpublic personal information. For each category of uses and disclosures, we will explain what we mean and present some examples. Not every use or disclosure we might make will be listed. However, all the ways we are permitted to use and disclose information will fall within one of the categories.
We are allowed to use and disclose information that falls within one of the following categories:

1. **Payment.** We may use and disclose your health information to make and collect payment for treatment and services you receive, such as: determining your eligibility for plan benefits, obtaining premiums, determining your health plan's responsibility for benefits, and collecting payment for your health services.

2. **Health Care Operations.** We may use and disclose your health information to support our business activities and improve our coverage and services. However, we are not allowed to use genetic information to decide whether we will give you coverage or the price of that coverage. Health care operations include such activities as:
   - Underwriting
   - Premium rating
   - Other functions related to plan coverage
   - Quality assessment and improvement activities
   - Activities designed to improve health and reduce health care cost
   - Case management and care coordination

Notice: We are part of an Organized Health Care Arrangement (OHCA) with SSM Health and Dean Health System. As part of the OHCA, we may from time to time share your information with other members of the OHCA in order to perform joint health care operations. These uses and disclosures allow the OHCA to run efficiently. For example, we may share your information in order to: improve population health management; conduct quality assessment and improvement activities; conduct or arrange for medical review, legal services, audit services, and fraud and abuse detection programs; business planning and development such as cost management; and business management and general OHCA administrative activities.

3. **Treatment.** We may disclose your health information to a physician or other health care provider that is treating you. We may contact you with information on treatment alternatives and other related functions that may be of interest to you.

4. **Distributing Health-related Benefits and Services.** We may use and disclose your health information to provide information on health-related benefits and services that may be of interest to you.

5. **Disclosure to Plan Sponsors.** If applicable, we may disclose your health information to the sponsor of your group health plan for purposes of administering benefits under the plan. If you have a group health plan, your employer is the plan sponsor.

6. **Public Safety.** We can share health information about you for certain situations such as: preventing disease; helping with product recalls; reporting adverse reactions to medications; reporting suspected abuse, neglect, or domestic violence; and preventing or reducing a serious and imminent threat to the health or safety of a particular person or the public.

7. **Research.** Under certain circumstances, and only after a special approval process, we may use and disclose your health information to help conduct research.

8. **Required by Law.** We will share information about you if laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.

9. **Workers’ Compensation, Law Enforcement, and Other Government Requests.** We can use and share health information about you: for workers’ compensation claims; for law enforcement purposes or with a law enforcement official; with health oversight agencies for activities authorized by law; and for special government functions such as military, national security, and presidential protective services.

10. **Legal Actions.** We may disclose your health information in the course of any administrative or judicial proceeding.
How Dean Protects This Information

We limit the collection of nonpublic personal information to that which is necessary to administer our business, provide quality service, and meet regulatory requirements. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to safeguard your nonpublic personal information. We limit the internal use of oral, written, and electronic nonpublic personal information about you and ensure that only authorized staff and business associates with the need to know have access to it. We maintain safeguards for your nonpublic personal information and review them regularly to protect your privacy.

Your Health Information Rights

1. **Right to Request Restrictions.** You have the right to request restrictions on certain uses and disclosures of your health information.

2. **Right to Request Confidential Communications.** You have the right to receive your health information through a reasonable alternative means or at an alternative location.

3. **Right to See and Copy.** You have the right to see and copy certain health information about you.

4. **Right to Correct Records.** You have a right to request that Dean correct certain health information held by Dean if you think it is incorrect or incomplete.

5. **Right to Accounting of Disclosures.** You have the right to receive a list or “accounting of disclosures” of your health information made by us in the past six years. The list will not include disclosures made for purposes of treatment, payment, health care operations, or certain other disclosures (such as those you asked us to make).

6. **Right to Copy of Notice.** You have a right to receive a paper copy of this Notice at any time.

7. **Right to be Notified of a Breach.** You will be notified in the event of a breach of your unsecured protected health information.

Changes to this Notice of Privacy Practices

Dean may change this Notice from time to time and make the new provisions effective for all nonpublic personal information we maintain, including information we created or received before the change. Dean will always comply with the current version of this Notice.

Complaints

Please submit complaints about this Notice or how we handle your health information, in writing, to our Privacy Officer. Dean will not hold any complaint you submit against you in any way. In addition, if you believe your privacy rights have been violated, you may file a complaint with the Secretary of the U.S. Department of Health and Human Services.

If you have questions, complaints, or want to exercise any of your health information rights, call the Customer Care Center at (800) 279-1301 or contact us at the following address:

- Privacy Officer
- PO Box 56099
- Madison, Wisconsin 53705

The effective date of this notice is July 25, 2016.
Convenient Tools and Resources

Get the information you need, when you need it. Find it all on our website and within member tools that easily connect you to health information, benefit details and much more.

**Your online member portal**
- View details of your insurance plan benefits
- Change your primary care provider
- Request ID cards or download a digital ID card
- Review and print claims history and information
- Check the status of prior authorizations for services
- Find your Explanations of Benefits (EOB)

**Tip:** You’ll need your member number from your ID card to activate your account.

**Your online health record**
- Send and receive secure messages with your primary care provider and/or Care Management team
- Get real-time lab and test results
- Schedule appointments or review past visit details
- Request prescription refills
- View current medical records
- Pay medical bills online

Want information on the go? Activate MyChart and then download the mobile app onto your smartphone.

**Online Answers**
- [deancare.com/doctors](http://deancare.com/doctors) is where you’ll find our online directory so you can search for a provider, clinic or pharmacy near you.
- [deancare.com/benefits-center](http://deancare.com/benefits-center) contains links to important member documents with information about your insurance benefits.
- [deancare.com/livinghealthy](http://deancare.com/livinghealthy) is where you’ll discover a world of wellness tools and resources, along with wellness rewards.
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  1277 Deming Way, Madison
• East:
  1821 S. Stoughton Road, Madison
• West:
  752 N. High Point Road, Madison
• Fish Hatcher Clinic:
  1313 Fish Hatchery Road, Madison
• Janesville East:
  3200 E. Racine Street, Janesville
Monday through Friday 8:00 am to 4:30 pm

Dean On Call
2-Hour Nurse*
If you're not sure if you need to see a doctor, or you have a health concern, experienced registered nurses at Dean On Call are always available to answer your questions. Call 24 hours a day, 365 days a year at (800) 57-NURSE (800-576-8773)

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