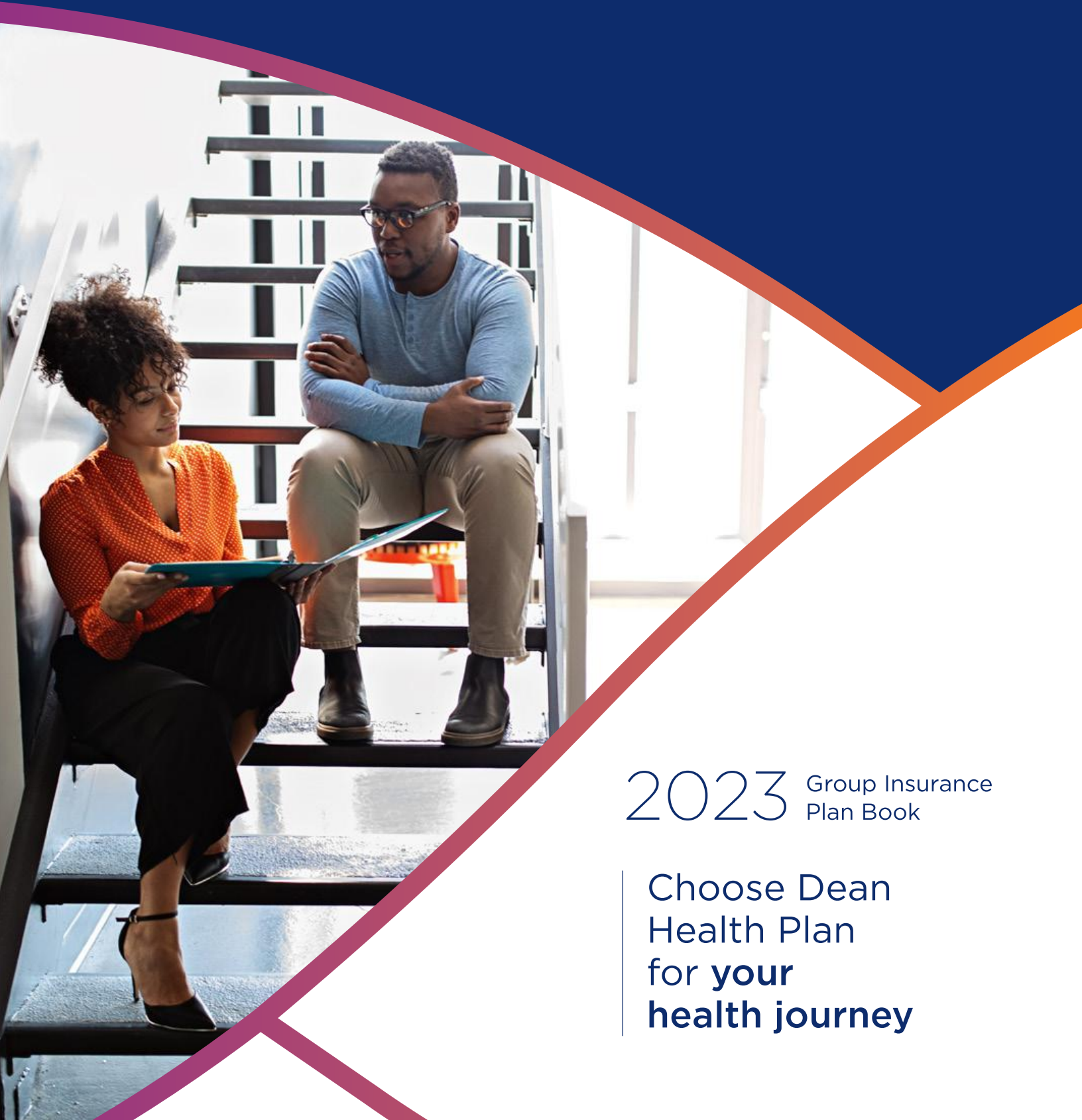




DeanHealthPlan.



2023 Group Insurance
Plan Book

Choose Dean
Health Plan
for **your**
health journey

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Have questions?

We are here to help.

CALL

By Phone

Contact our Customer Care Center for questions about your benefits and more.

800-279-1301 (TTY: 711)

Monday – Thursday,

7:30 am – 5 pm

Friday, 8 am – 4:30 pm

VISIT

In Person

Stop by our Insurance Desk, Monday – Friday, 8 am – 4:30 pm, at our office or one of the SSM Health Dean Medical Group locations listed here:

Madison

- **Health Plan Business Office:**
1277 Deming Way
- **East:**
1821 S. Stoughton Road
- **West:**
752 N. High Point Road
- **South Madison Campus:**
1211 Fish Hatchery Road

Janesville

- **Janesville East:**
3200 E. Racine Street

CLICK

Enroll online

Support is just a click away.

Visit deancare.com/contact

Meet an Innovative Health Plan Where Everyone Wins

Choose benefits that go above and beyond, like SSM Express Virtual Care on most plans, care options that meet your needs, access to personalized wellness plans and a health plan focused on the whole you — mind and body. Choose Dean Health Plan.



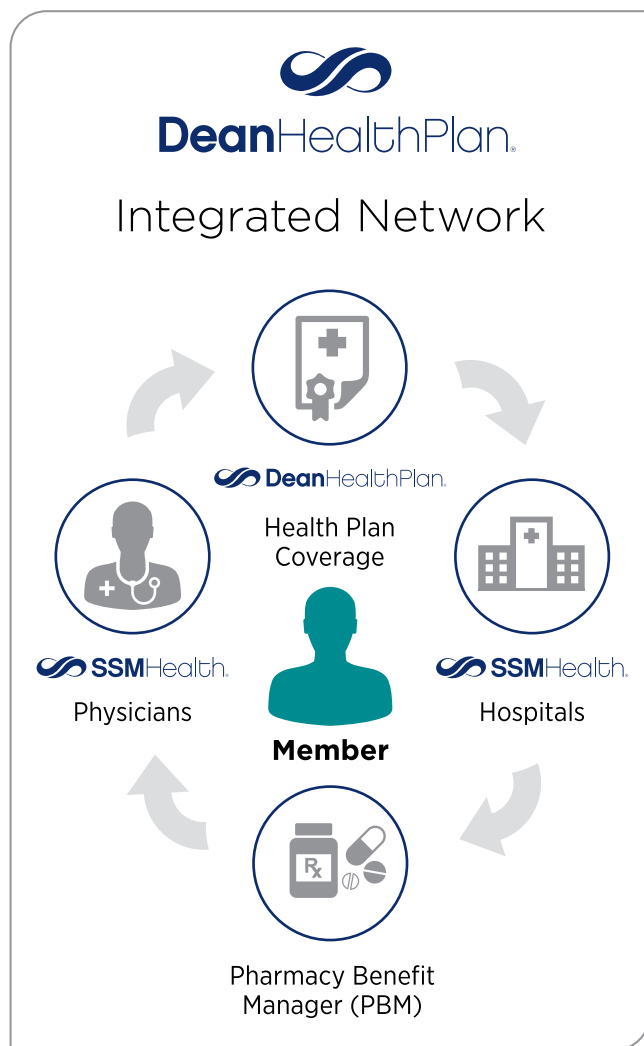
Traditionally, insurance companies and physicians measure success quite differently. This dynamic has led to a health care system that focuses more on illness than wellness.

You Deserve Better

A more beneficial experience is a member-focused plan with a holistic well-being approach to wellness. A health plan and health care that's a part of your community and understands you and where you come from. That is Dean Health Plan.

Coordinated, Physician-led Coverage and Care

With our integrated approach and focus on the doctor-patient relationship, know you're a part of an innovative model of holistic care and coverage. That means health providers, a pharmacy benefits manager and a health plan all collaborating about your health and wellness and having a plan. That is why Dean Health Plan is different.



Insurance Designed with You in Mind

Questions about health care services?

Call our Customer Care Center at
800-279-1301 (TTY: 711)

The right care should fit into your schedule because coughs, fevers and injuries don't happen at convenient times. Access a 24-Hour Nurse Advice Line, online or video appointments with providers and urgent care clinics when you need care. Now you have benefits and tools that save time, convenient access to a large network of clinics, hospitals and benefits you understand.



Health Care at Your Fingertips

Can't get in touch with your regular physician or need after-hours help with a new condition? SSM Health Express Virtual Care can help. Video visits or e-visits are available for patients two years and older to diagnose and treat many common conditions.

What is an e-Visit Versus a Video Visit?

E-Visits are for minor medical concerns. They give you the answers you need through a simple on-line form. An SSM Health provider will respond to your request electronically, with no need to schedule an appointment. An e-Visit is either \$39 or the same as your primary care copay through insurance.*

For urgent needs, you should use video visits. Members are connected with an expert SSM Health provider via video conference, usually within a few minutes during operating hours. A video visit is either \$59 or the same as your primary care copay through insurance.* Learn more at deancare.com/virtualcare



Trusted Hospitals

Dean Health Plan gives you access to award-winning care and exceptional patient experience at:

- **SSM Health St. Mary's Hospital** - Madison
- **Monroe Clinic Hospital** - Monroe
- **SSM Health St. Mary's Hospital** - Janesville
- **St. Agnes Hospital** - Fond du Lac
- **SSM Health St. Clare Hospital** - Baraboo

Plus, an additional 25 hospitals are in your network throughout southern Wisconsin.**

See the back cover for a list of awards.



Thousands of Providers

- 5,000+ providers
- 200+ primary care clinic locations
- 600+ specialty care clinics, with services like women's health, pediatrics, heart and vascular, orthopedics and much more

Plus, you're still covered for an emergency *anywhere* in the world. Search for providers at deancare.com/doctors

* Reference your summary of benefits and coverage for specific costs of e-Visits and Video Visits.

** Focus Plan members exclusively access SSM Health owned hospitals.



Convenient Access

Dean Health Plan has you covered with 30 hospitals and many conveniently-located primary care sites in 20 counties throughout southern Wisconsin. With so many choices, we're certain you'll find a provider who will be a great fit — right in your backyard. Find a clinic near you at deancare.com/location



Health Care Support

24-Hour Nurse Advice Line[†] is there whenever you have a health question. If you're not sure you need to see a doctor — connect with an experienced registered nurse at **800-576-8773** or visit deancare.com/nurseadvice



Currently Undergoing Treatment?

Our Care Managers can answer questions about health care services and provide support if you're currently undergoing treatment — whether it's complex care, mental health or pregnancy — as you transition care to Dean Health Plan. Assistance is also available to move prescription medications from your previous health plan to Dean Health Plan. Learn more at deancare.com/caremanagement



Out-of-Area Dependents[‡]

Your kids may be out of sight, but we know they are never out of mind. Dean Health Plan has coverage for your dependents (until they turn 26) who are, away at college, out on a backpacking adventure or giving adulting a try out of state. Need coverage for your kids? Learn more and complete the form at deancare.com/outofarea

[†] 24-Hour Nurse Advice Line's triage phone services are staffed by SSM Health nurses and are only available to residents of Wisconsin due to licensing regulations.

[‡] 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.

Be a Healthier You

Learn more at...

deancare.com/wellness

Stress, anxiety and depression can happen to anyone at any time in their lives. No one is exempt. Know that whatever stage of life and whatever stress you're experiencing, you're not alone.

Holistic Approach to Well-Being

No one resource or treatment plan is right for everyone, which is why our focus is a holistic approach to physical and mental wellness. **Personal Wellness Plans, the Brighter Days program, the Got Your Back app and our library of wellness content provide the tools and support needed for better health.**



1 in 5 experienced a mental illness

Access care in-clinic or with telehealth services

Adults with diabetes are more likely to have mental health issues because they feel isolated

■ Diabetes Care

Managing diabetes can be stressful and exhausting, especially if you're managing it by yourself. Dean Health Plan provides support to share the management of diabetes care. Whether that's access to programs like WebMD health coaching or low-cost and \$0 diabetic testing supplies, we're helping you manage your health.

■ Got Your Back

It's ok not to be ok, but having a support system is essential for balanced mental health. The Got Your Back app is a tool, built with kids and teens in mind and can be used at any age, that connects you with the help you need. Access resources 24/7, assemble a key group of family and friends that you can count on you with the "My Squad" feature and engage in activities to calm your mind and body. Download the app now.



■ Personal Wellness Plan Screening

Our team of wellness professionals introduce the eight dimensions of wellness to help you create an individualized wellness plan. Together you'll review strengths, identify barriers and get the resources and referrals you need for better health. Learn more at deancare.com/workplacewellness

Additional Wellness Programs

Resources and rewards to help you achieve your health and wellness goals.



■ Know Where You Stand with WebMD's Health Assessment

Being healthy and feeling fulfilled should be straightforward and often asking deep health-focused questions uncovers what you're doing well and what support is needed. Based on your individual questionnaire results, WebMD provides health recommendations and a variety of interactive, self-management tools that are customized to your health and wellness needs. Start today at deancare.com/livinghealthy



■ Make Advance Care Planning a Priority

One of the most challenging situations is to make health care decisions for people who can't make decisions for themselves. When that time comes, being prepared is the best way to provide your family comfort. Starting an advance care plan allows you to consider their goals, values, and beliefs, and how these may influence future medical decisions. We can help you start the conversation today at deancare.com/acp

■ Live Wellness Events Calendar

There are tons of health and wellness websites, podcasts and videos online. So we've simplified that search with a wellness calendar filled with live monthly wellness webinars like Move with a Doc and others. Join the monthly book club or Learning Loft webinars for some social interaction. Register and attend from anywhere. Learn more at deancare.com/events

■ WebMD Living Healthy Portal

Through our partnership with WebMD One, you can create a customized health experience to help you on your journey to achieve your best health. With thousands of resources like monthly interactive wellness challenges, wellness and exercise videos, mental health podcasts and nutritional resources, you can find the tools you need to be successful. Start now at deancare.com/livinghealthy



Scan the QR code to download the **Wellness At Your Side** app for Living Healthy on the go.

■ Member Rewards

Dean Health Plan wants to support you along the path to a healthier lifestyle with resources and rewards. We've added new ways for you to **earn up to \$150 for your healthy lifestyle.***

■ Wellness Video Library

Watch more than 80 videos that can help support your wellness goals. From stress management and mental health to nutritional advice and exercise, we have content waiting for you. Check them out at youtube.com/choosedean



* Dean Health Plan members age 18 and older are eligible for Living Healthy rewards. Check with your plan administrator for reward offerings specific to your plan. Covered adult children (ages 18 and older) can earn up to \$100 per year. Visit deancare.com/livinghealthy for full details. School District members should visit deancare.com/schooldistrict for details.

Dean Health Plan Makes Change Easy

Our Welcome Center team is here for you, from transferring medical records to selecting a new primary care provider. Their goal is to provide you a smooth and easy transition.



■ The Welcome Center*

Switching health plans is stressful, but our team of customer care professionals and registered nurses inside our Welcome Center help to ease your transition by:

- Helping to establish a primary care provider that fits your needs
- Facilitating the transfer of medical records
- Activating your MyChart account 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 **608-250-1134**.

** The Welcome Center is available to all fully-funded small group and large group members, but does exclude ASO, ETF and Federal employees.*

■ Member Portal

Visit 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 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

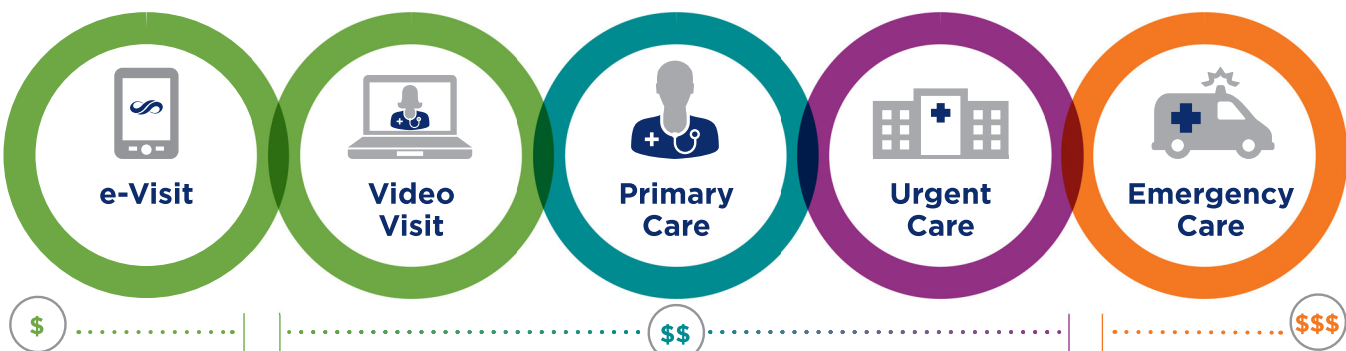
Choose the Right Care for You

Not sure of the type of care you need?

Call the 24-Hour Nurse Advice Line at **800-576-8773**, they are ready to help 24/7/365.

As a member, you can choose from a variety of care options, whether it's during regular office hours or late at night. Knowing your options for care before you need it is good for your health — and it can save you money!

The Right Care for Your Needs



Too sick to drive to the doctor?

Fill out an online questionnaire, receive a written diagnosis, treatment, and a prescription.

Cold/flu, allergies, lice, etc.

Prefer a face-to-face conversation?

Start a video visit and quickly connect with a SSM Health provider. No appointment necessary.

Abnormal headaches, earaches, chronic conditions, etc.

Wish to see your doctor for care?

Schedule an appointment at your primary care clinic. Same-day appointments are usually available.

In-person treatments and annual checkups.

Primary care clinic full or closed?

Visit your nearest Urgent Care facility.

When your normal clinic is full or closed.

Life-threatening illness or injury?

Go to the nearest emergency room or call 911.

Heart attack, stroke, head injury, severe pain.

SSM Health Express Virtual Care Options

Getting the Most from Your Pharmacy Benefits

We know you are concerned about the cost of medications. Dean Health Plan has created a package of pharmacy benefits that provides convenience and increases access to more medications at lower costs.



Generic Medications

Generic medications have the same active ingredients as brand-name medications. They are safe and effective but are far less expensive. Your pharmacist can find available manufacturer coupon programs for high-cost specialty drugs or your doctor may be able to recommend a generic at a lower cost.



90-day Generic Maintenance Drug Program[†]

By providing 90-day supplies of maintenance drugs, you're spending less and getting more of the medication you need. Member cost share for 90-day fills*:

- 2 times your copay for all tier 1 and tier 2 medications through a mail-order pharmacy
- 2.5 times your copay for tier 1 and tier 2 generic maintenance medications at retail pharmacies
- Tier 3 at 3 times your copay (both mail-order and retail)
- Tier 4 is not eligible for a 90-day supply



Expanded Preventive Drug List[†]

Now more medications are covered at \$0 for large group members which helps you manage drug costs.

New drugs added to the Preventive Drug List include:

- Preferred mental health medications
- Preferred brand diabetes medications
- Preferred Insulin
- Preferred inhalers and nebulizer solutions

To see the most up-to-date list of \$0 preventive drugs, visit deancare.com/pharmacybenefits or check out the Member Document Center on deancare.com



\$0 Preferred Diabetic Supplies^{**}

Cost should not be a barrier to controlling your diabetes. That's why all formularies will include preferred diabetic supplies such as syringes, lancets, and pen needles at \$0 for large and small group members. This way you can focus on staying healthy, not the cost of getting there.



\$35 Cost-Sharing Cap on Preferred Insulin^{**}

Lower costs on the diabetic medication you need. Access your formulary for the most up-to-date listing of insulins.

[†] Benefits are available only for large group (51+ employees) plans.

^{**} Benefit available for ACA-compliant small group plans. All ACA-compliant small group members, including High Deductible Health Plans (HDHP), will not pay more than \$35 a month for preferred insulin.

* Members with tier 1 or tier 2 pharmacy benefits with coinsurance will still be charged the full coinsurance amount.

** Benefit is available for both large group (51+ employees) plans and ACA-compliant small group (2 - 50 employees) plans.

First Impressions Matter

For more informations visit:

deancare.com/newmember

We understand that switching your insurance and providers can be overwhelming. We make it easy to connect with the resources you need, for a seamless transition from start to finish. Here's what you can expect when you join Dean Health Plan.

■ Onboarding Process

Here's what you can expect as you join Dean Health Plan:



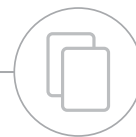
Learn about your benefits



Complete and submit your enrollment application



We mail your new Member ID cards



We mail your Member Guide



Your Plan is activated

■ Understand Your Plan Options

Whether you attend a worksite employee meeting, virtual presentation or webinar, familiarize yourself with your benefit options. Read through an enrollment kit, ask questions and complete the necessary paperwork to enroll in group coverage.

■ New Member Guide

We mail you a New Member Guide at enrollment, which introduces you to your new plan and health partner, Dean Health Plan. Your guide will:

- Provide details like where to find important member documents
- Explain where to go for primary, urgent and emergency care
- Define common insurance terms and more

Health Insurance Documents 101:

The following three documents are important as a member. They include:

1. Your Member Certificate

This is detailed information explaining how your plan works and what medical benefits you have. You'll find information like patient rights, benefit limitations and exclusions, cost-sharing requirements and prior authorization requirements.

2. Summary of Benefits and Coverage (SBC)

An SBC is a snapshot of Dean Health Plan's costs, benefits, covered health care services, and other features. It also explains our unique features like cost-sharing rules and includes significant limits and exceptions to coverage in easy-to-understand terms.

3. Summary of Employer-Specific Coverage

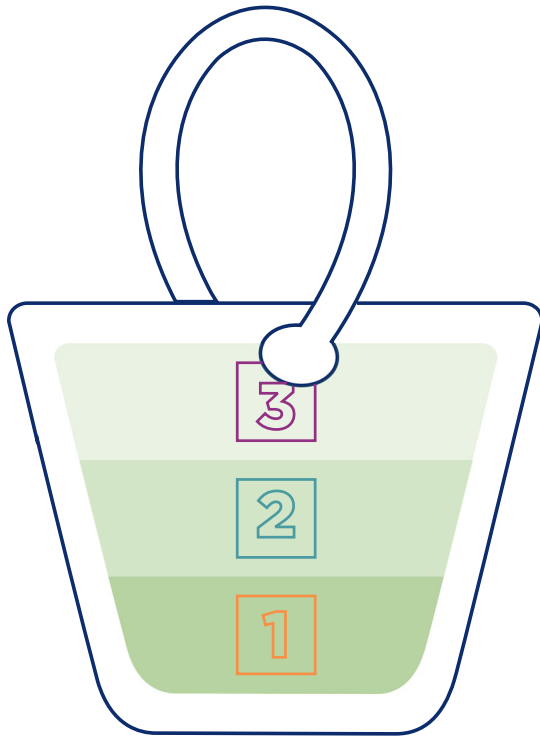
This summary is specific to your company's coverage information, and it is included with this packet. You can also ask your plan administrator or benefits specialist for your specific benefits and coverage information.

About Your Coverage: Health Insurance 101

For videos on health insurance terms, visit:

youtube.com/choosedean

Health insurance can be complicated, and that's why we try to make it easy to understand your coverage and financial responsibilities. Take a moment to learn about important terms and where to find your specific coverage details.



** Not all of the cost-sharing terms listed here apply to all members. Refer to your Member Policy document to understand which apply to you. Smart Plan medical copayment applies towards the out-of-pocket maximum, which is the amount you are required to pay toward the covered cost of your healthcare. The out-of-pocket maximum amount is calculated on a calendar year basis. For members with PPO and POS Smart Plans, coinsurance and copays apply.*

† Coinsurance is your share of the costs of a covered health care service. It's calculated as a percent of the allowed amount for the service. Smart Plan medical copayment applies towards the out-of-pocket maximum, which is the amount you are required to pay toward the covered cost of your healthcare. The out-of-pocket maximum amount is calculated on a calendar year basis. For members with PPO and POS Smart Plans, coinsurance and copays apply.



Sharing the Cost of Care

Your policy may use a system of cost sharing that can include a copay, coinsurance, deductible or any combination of the three.*

1 Deductible

Each time you receive medical services, you'll pay the bill towards these services up to a certain amount. This amount is your deductible, which is what you must pay for covered health care services each year before we begin to pay.

2 Coinsurance[†]

Once you've paid the deductible amount, your insurance will then start splitting the cost of additional medical services with you. This is known as coinsurance, where you only pay a percentage or part of the total cost of services and we'll pay the rest.

Deductible and Coinsurance Limit - There is a dollar limit to the amount you'll pay towards your deductible and coinsurance.

3 Copays

A copay is a fixed dollar amount, which you pay at the time you receive medical services (for things like an office visit) and prescriptions. All your copays add up toward your Maximum Out-of-Pocket total.

Maximum Out-of-Pocket - There's a dollar limit to all your cost sharing. You reach this amount by means of your deductible, plus your coinsurance, plus your copays. Once this limit is reached, you'll pay nothing on subsequent covered medical charges for the remainder of your policy year.



Preventive Services

A holistic care approach focuses on wellness and prevention. At the heart of our preventive care is a promise that you'll get the support needed to remain healthy and enjoy life. Dean Health Plan provides the following preventive services with no copays, coinsurance or deductibles:*

- Annual Preventive Office Visit, which includes important preventive services
- Screenings for breast, cervical and colon cancer
- Cholesterol screenings
- Routine vaccinations for adults and children
- And more services

Visit deancare.com/preventive for a comprehensive list of covered preventive services.



Check out our glossary of common terms at deancare.com/insuranceterms



Essential Health Benefits

Defined as the ten categories of common benefits that are deemed essential,** these 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. These include:

- Preventive*, wellness and disease management services
- Emergency care
- Hospitalization
- Ambulatory care
- Maternity and newborn services
- Prescription drug coverage
- Pediatric services†
- Laboratory services
- Rehabilitative and habilitative services
- Mental health and substance abuse services, including mental health treatment



* No cost share responsibilities apply when services are delivered by a network provider, and when all preventive services criteria are met. Visit deancare.com/preventivecare for a comprehensive list of covered preventive services.

** 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.

† 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.

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.

- Court-ordered drug testing unless Medically Necessary
- Cytotoxic testing and sublingual antigens associated to 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 stated otherwise in this policy
- Drugs provided or administered by a physician or other provider, except those drugs that meet the definition of Professionally Administered Drugs
- Infertility drugs, including, but not limited to, those administered by a medical provider for the purpose of Assisted Reproductive Technology (ART)
- 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, unusable or nonfunctioning because of misuse, abuse, or neglect
- Sexual dysfunction devices and supplies, including but not limited to medications and injections
- Autopsy
- Charges directly related to a non-covered service, such as hospitalization charges, except when a complication results from the non-covered service that could not be reasonably expected and the complication requires Medically Necessary treatment. The treatment of the complication must be a covered benefit.
- Consultation, treatment, or procedures for ART
- Cosmetic services, including cosmetic surgery
- Experimental or investigational services, treatments, or procedures, and any related complications as determined by us, unless coverage is required by state or federal law
- Non-medical services provided in a Hospital or medical setting, not otherwise listed as covered in this certificate
- Items that can be purchased over the counter and considered to be for comfort, convenience and/or personal hygiene, examples include, but are not limited to: seasonal affective disorder light units, disposable undergarments, wigs and modification to a Member's home such as ramps, grab bars, stair lifts and bench/chair lifts.
- Podiatry services or routine foot care provided when there is no localized illness, injury, or symptoms. These include, but are not limited to 1) the examination, treatment, or removal of all or part of corns, calluses, hypertrophy or hyperplasia of the skin or subcutaneous tissues of the feet; the cutting, trimming, or other non-operative partial removal of toenails; or 3) 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, 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 the law requires you to pay

Privacy and Confidentiality Statement

Dean Health Plan 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. Please visit deancare.com/privacy or call **800-279-1301** to request a copy.

Prior Authorization

There are certain medical services or provider visits that must be authorized by Dean Health Plan before we can provide a claims payment. A good rule to remember is that any time you seek services with an out-of-network provider, you will need to get prior authorization.* We require these authorizations so our Medical Affairs team can make sure you are getting the appropriate care. Visit deancare.com/priorauthorization to learn more.

- Services, treatment, and supplies provided in connection with any illness or injury caused by: a Member engaging in an illegal occupation or b) a Member committing or attempting to commit, a felony. (Note that this exclusion does not apply to the treatment of injuries that result from an act of domestic violence, if that treatment would otherwise be covered).
- Services provided by Members of the subscriber’s immediate family or any person living with the subscriber
- Services or supplies associated to a denied prior authorization
- Services or supplies associated to 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 or items provided as a result of war or any act of war, insurrection, riot or terrorism
- Services or supplies provided for an injury sustained while performing military service
- Services or supplies for which a Member receives or is entitled to receive any benefits, settlement, award, or damages, 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.
- Surrogacy services, for a non-Member
- Sexual dysfunction treatment and services including, but not limited to 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)
- Take home drugs and supplies unless a written prescription is obtained and filled at a network pharmacy
- Chelation therapy for atherosclerosis
- Coma stimulation programs
- Alternative medicine, not otherwise listed in the policy
- Low level light therapy
- Massage therapy
- Prolotherapy
- Swim or pool therapy, unless prior authorization is obtained
- 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 consultations, including all related charges and costs, excepts as defined by our medical policy
- Missed appointment charges
- Telephone consultation charges 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 authorized by us

This notice was last updated August 11, 2022.

**HMO members will need to get prior authorization any time they seek services with an out-of-network provider. Plan providers request prior authorization for POS and PPO members*

Hospital Awards

SSM Health St. Mary's – Madison Awards:

- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2012-2021)
- Healthgrades - Outstanding Patient Experience Award (2019-2022)
- Get with the Guidelines - Stroke Honor Roll Elite Gold Plus Quality Achievement Award (2021)
- Healthgrades - Gastrointestinal Care Excellence Award (2022)
- Healthgrades - General Surgery Excellence Award (2022)
- Press Ganey - Pinnacle of Excellence Award (2020)
- U.S. News & World Report Best Hospital (2021-2022)
- Baby-Friendly USA, Inc. - Baby Friendly Designation (2020)
- Healthgrades - America's 250 Best Hospitals Award (2019)
- Healthgrades - America's 100 Best Hospitals for Gastrointestinal Care (2019-2020)
- Healthgrades - America's 100 Best Hospitals for General Surgery (2019-2020)
- Healthgrades - Pulmonary Care Excellence Award (2019-2020)
- Healthgrades - Stroke Care Excellence Award (2020)
- Healthgrades - Critical Care Excellence Award (2019)
- Get with the Guidelines® - Stroke Gold Plus Designation
- Get With The Guidelines® Target: Type 2 Diabetes Honor Roll Award (2022)
- Get With The Guidelines® GOLD Plus, Target: Stroke Honor Roll Award (2022)
- Get with the Guidelines® - Mission: Lifeline Receiving Gold
- Get with the Guidelines® - AHA/ASA/TJC Comprehensive Stroke Center Certification
- Get with the Guidelines® - Mission: Lifeline NSTEMI Gold
- Coverdell Stroke Program Arrival to CT Award (2022)
- Coverdell Stroke Program Collaboration in Stroke Care Award (2022)
- American College of Emergency Physicians (ACEP) Emergency Quality Network (E-QUAL) Honor Roll (2021)

SSM Health St. Mary's Hospital – Janesville

- Hospital Named Coverdell Stroke Champion by Wisconsin Department of Health Services (2022)
- Emergency Department Named to ACEP Emergency Quality Network Honor Roll for Stroke Care (2022)

- Health Grades 100 Best Hospitals for Stroke Care (2022)
- American Heart Association Stroke Gold Plus Award (2021)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2021)
- Hester Davis - Organizational Excellence Award (2021)
- Get with the Guidelines - Stroke Gold Plus Award (2019-2021)
- Healthgrades - Stroke Care Excellence Award (2020-2021)
- AlignRT - Radiation Oncology "Center of Excellence" Designation (2020)
- Baby-Friendly USA, Inc. - Baby Friendly Designation (2020)
- Healthgrades - Patient Safety Excellence Award (2020)
- Healthgrades - Pulmonary Care Excellence Award (2019-2020)
- IBM Watson - Top 100 Hospitals – Small Community Hospitals (2020)
- Healthgrades - Outstanding Patient Experience Award (2019)
- Press Ganey - Guardian of Excellence Award (2019)
- Leapfrog - Grade "A" Hospital Safety

SSM Health St. Clare Hospital – Baraboo

- Healthgrades - Outstanding Patient Experience Award (2019-2021)
- Chartis Center for Rural Health - Top 100 Rural & Community Hospitals (2020-2022)
- Chartis Center for Rural Health - Top 20 Rural Hospital
- Press Ganey - Guardian of Excellence Award for Clinical Quality
- CMS 5-Stars Patient Experience Rating
- Get with the Guidelines - Heart Failure Gold Plus Designation
- Get with the Guidelines - Heart Failure Honor Roll
- US News & World Report - 5 out of 5 Stars - Doctor Communication
- US News & World Report - 5 out of 5 Stars - Involvement with Recovery
- US News & World Report - 5 out of 5 Stars - Staff Responsiveness
- US News & World Report - 4 out of 5 Stars – Overall Hospital Rating

Monroe Clinic and Hospital

- Chartis Center for Rural Health
- Top 100 Rural & Community Hospitals (2019-2021)
- Chartis Center for Rural Health
- Top 20 Rural & Community Hospitals (2021)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2021)
- Healthgrades - Outstanding Patient Experience Award (2019-2022)

SSM Health St. Agnes Hospital

- Healthgrades - America's 100 Best Hospitals for Stroke Care (2019-2021)
- Healthgrades - Neurosciences Excellence Award (2020-2021)
- Healthgrades - Cranial Neurosurgery Excellence Award (2021)
- US News & World Report - Critical Care Excellence Award
- Nurse Communication (2019-2020)
- Healthgrades - Critical Care Excellence Award (2019-2020)
- ASCO QOPI Certification Program - Three Year Certification: SSM Health Cancer Care
- College of American Pathologists (CAP) Two-Year Accreditation: SSM Health Laboratories Fond du Lac
- Joint Commission's Gold Seal of Approval™: St. Agnes Hospital Stroke Services
- US News & World Report - 5 out of 5 Stars - Quality of Discharge Information
- US News & World Report - 4 out of 5 Stars - Involvement with Recovery

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