

October 2011

Dear Dean Health Plan Member,

Thank you for continuing to be a part of our health care system, and for choosing us to be your health care partner. We understand that health care and insurance can often be complicated and challenging to manage, so we are committed to working together—physicians, hospitals and insurance—to make your experience better.

In this mailing, we have included information about your benefit coverage and rates for 2012, enrollment information, updates on customer service and network developments, as well as a Medicare-required notification.

***Premium Changes***

Your share of the non-postal premium will increase for self only and/or self and family. Please see the below rate table or the back cover of your 2012 FEHB brochure for more information.

***Physical, Occupational, Speech Therapy Office Visit***

Dean Health Plan will eliminate member responsibility of a 20 percent co-insurance and add a \$10 copay for each therapy visit.

***Durable Medical Equipment (DME)***

Dean Health Plan will decrease the DME co-insurance from 25 percent to 20 percent co-insurance up to a \$2,000 annual out-of-pocket maximum.

***2012 Rate Table***

Type of Enrollment	Enrollment Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Govt. Share	Your Share	Govt. Share	Your Share	Category 1 Your Share	Category 2 Your Share
High Option Self Only	WD1	\$185.75	\$69.36	\$402.46	\$150.28	\$48.73	\$46.15
High Option Self & Family	WD2	\$414.35	\$223.43	\$897.76	\$484.10	\$177.39	\$171.63

*Service Area: South Central Wisconsin*

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### **Adding a Newly Eligible Child to Your FEHB Enrollment**

To add your newly eligible child (or children) to your self and family enrollment effective January 1, 2012, please call the DHP Customer Care Center at (800) 279-1301. Before you call please make sure to have the following information ready: member ID, the child's name, date of birth, social security number and your child's primary care provider (PCP) selection. For additional information, please visit [www.opm.gov/insure](http://www.opm.gov/insure).

### **Customer Service Focus**

In addition to our excellent telephonic Customer Care Center and comprehensive website, we now have an on-site Customer Care Specialist at three Dean Clinic sites in Madison ( Dean Clinic – East, Dean Clinic – West and Dean Clinic – Fish Hatchery) to answer questions about your health care benefits. A Customer Care Specialist is available at the clinics Monday through Friday from 8 a.m. to 4:30 p.m. We are excited about the new in-clinic customer care sites and plan to expand into more clinics throughout 2012.

### **New, Expanded Health Care in Janesville**

SSM Health Care of Wisconsin, the parent company of St. Mary's Hospital in Madison, and Dean Clinic are excited about the new community hospital and clinic in Janesville, scheduled to open January 9, 2012. St. Mary's Janesville Hospital, a 50-bed hospital totaling approximately 163,000 square feet, and Dean Clinic - Janesville will allow easy access for patients coming from Janesville and the surrounding communities. The site incorporates space for future growth of both the hospital and the clinic. Please note that if you are currently using Dean Clinic - Riverview or Dean Clinic - Northview in Janesville, your physician and care will move over to the new Dean Clinic - Janesville after it opens in January. You will receive additional communications with the specific details of the transition later this fall from the clinic and insurance offices.

### **How to Obtain your FEHB Program Brochure**

Your 2012 FEHB Program Brochure will be available prior to the start of your 2012 open season on November 14. Your 2012 FEHB Program Brochure can be found on the Federal Employee page at [deancare.com/federalemployee](http://deancare.com/federalemployee). Paper copies may be obtained by calling our Customer Care Center at (800) 279-1301.

The DHP Customer Care Center and [deancare.com](http://deancare.com) can answer questions about your health care benefits. And as always, a Customer Care Specialist is available by phone at (800) 279-1301. You can also send a secure message to the Customer Care Center any time of day via [deancare.com/contact-us](http://deancare.com/contact-us).

Again, thank you for making Dean Health Plan your health care partner.

Sincerely,



Penny Bound  
Dean Health Plan Senior Account Manager

Dean Health Plan does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material interpreted or in an alternative format, or need assistance in using any of our services, please contact our Customer Care Center at (800) 279-1301.

***If you (and/or your dependents) have Medicare or will become eligible for Medicare in the next 12 months, a Federal law gives you more choices about your prescription drug coverage. Please see the enclosed notice for more detail.***