



## BadgerCare Plus Member Handbook

*For help to translate or understand this, please call  
1-800-279-1301 (1-608-827-4086, TTY).*

Si necesita ayuda para traducir o entender  
este texto, por favor llame al teléfono  
1-800-279-1301 (1-608-827-4086, TTY).

Yog xav tau kev pab txhais cov ntaub  
ntawv no kom koj totaub, hu rau  
1-800-279-1301 (1-608-827-4086, TTY).

Если вам не всё понятно в этом  
документе, позвоните по телефону  
1-800-279-1301 (1-608-827-4086, TTY).



**Dean**<sup>™</sup>  
**HEALTH PLAN**

*Partners who care™*

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## Your Civil Rights

Dean Health Plan provides covered services to all eligible members regardless of:

- ▶ **Age**
- ▶ **Religion**
- ▶ **Disability**
- ▶ **Physical Condition**
- ▶ **National Origin**
- ▶ **Arrest or Conviction Record**
- ▶ **Race**
- ▶ **Color**
- ▶ **Sex**
- ▶ **Sexual Orientation**
- ▶ **Marital Status**
- ▶ **Military Participation**

- All medically necessary covered services are available to all members.
- All services are provided in the same manner to all members.
- All persons or organizations connected with Dean Health Plan who refer or recommend members for services shall do so in the same manner for all members.
- Translating or interpreting services are available for those members who need them, including sign language for members who are hearing impaired. These services are free.

## Member Rights

- ▶ **You have the right to receive the information provided in this member handbook in another language or another format.**
- ▶ **You have the right to receive health care services as provided for in Federal and State law. All covered services must be available and accessible to you. When medically appropriate, services must be available 24 hours a day, 7 days a week.**
- ▶ **You have the right to be treated with dignity and respect.**
- ▶ **You have the right to receive information about treatment options including the right to request a second opinion.**
- ▶ **You have the right to make decisions about your health care.**
- ▶ **You have the right to ask for an interpreter and have one provided to you during any BadgerCare Plus covered service.**
- ▶ **You have the right to be free from any form of restraint or seclusion used as a means of force, control, ease or reprisal.**

## Important phone numbers

*Please keep these contact numbers for your reference*

<i>Dean Health Plan Customer Care Center Monday through Thursday 7:30 a.m. – 5 p.m. / Friday 8 a.m. – 4:30 p.m.</i>	<i>1-800-279-1301</i>
<i>Emergency Number ~ Dean On Call Call 24 hours a day, 7 days a week. (See pages 3 and 4 for Emergency Care coverage information)</i>	<i>1-800-57 NURSE 1-800-576-8773</i>
<i>Mental Health and Alcohol and Other Drug Abuse Services</i>	<i>(608) 252-8226</i>
<i>Enrollment Specialist</i>	<i>1-800-291-2002</i>
<i>TDD/TTY</i>	<i>(608) 827-4086 or 1-877-733-6456</i>

*Interpreter services, including sign language, are provided free of charge to you.*

## Welcome to Dean Health Plan

Thank you for choosing Dean Health Plan as your HMO. As a member of Dean Health Plan, you will receive all your health care from Dean Health Plan doctors, and hospitals. See Dean Health Plan's Primary Care Provider Directory for a list of these providers. You may also call our Customer Care Center at (800)279-1301. Providers not accepting new patients are marked in the Provider Directory.

Keeping you healthy is important to us. This is your handbook. Please read it carefully. The handbook will help you understand your coverage with Dean Health Plan, and how to use our services. The first things you should do are:

- ▶ **Read your handbook carefully.**
- ▶ **Put your handbook in a safe place, but keep it available for quick reference. *Your handbook has information that you and your family need to know.***
- ▶ **Call Customer Service if you have any questions. You can call the Customer Care Center at (800)279-1301.**



## Making an Appointment With Your Doctor

Once you are a member of Dean Health Plan, you can start seeing your doctor right away. If you have not picked a doctor or clinic yet, call Customer Care Center at (800)279-1301.

## Your ForwardHealth ID Card

Always carry your ForwardHealth ID card with you, and show it every time you get care. You may have problems getting care or prescriptions if you do not have your card with you. Also, bring any other health insurance cards you may have. Remember to always give health care providers your ForwardHealth ID card. Please inform your county or tribal social or human services department if:

- ▶ **Any information on your card is incorrect.**
- ▶ **You have a question about your eligibility.**

If you are a Core Plan member please contact the Enrollment Center at 1(800)291-2002 to report incorrect information or ask questions about your eligibility.

***Call Member Services at 1-800-362-3002 if your card is lost or stolen.***

## Primary Care Physician (PCP)

It is important to call your primary care physician (PCP) first when you need care. This doctor will manage all your health care. If you think you need to see another doctor or a specialist, ask your PCP. Your PCP will help you decide if you need to see another doctor and give you a referral.

Remember, you must get approval from Dean Health Plan before you see another doctor.

You can choose your primary care physician (PCP) from those available. Note: For women you may also see a women's health specialist (for example an OB/GYN doctor or a nurse midwife) without a referral, in addition to choosing your PCP. There are HMO doctors who are sensitive to the needs of many cultures. To choose a PCP, or to change to a different PCP, call our Customer Care Center at (800)279-1301.

## Changing Your Doctor

If you are unhappy with the doctor you are seeing, you can pick a different doctor at any time. Call the Customer Care Center at (800)279-1301, and they will help you choose a new doctor.

## Missed Appointments

It is important that you and your family keep all your health care appointments. If you are not able to keep the appointment, call your doctor's office and let them know as soon as possible. Otherwise, the provider may refuse to reschedule your appointment.

## Second Medical Opinions

A second medical opinion on recommended surgeries may be appropriate in some cases. Contact your doctor or our Customer Care Center at (800)279-1301 for information.

## Getting a Referral

Sometimes you may need to see another doctor. Your doctor and Dean Health Plan must say it is okay and give the other doctor a written referral. You are required to use Dean Health Plan doctors. You need a written referral from the HMO to see a doctor not associated with Dean Health Plan. Dean Health Plan will mail you a copy of the referral letting you know if it was approved or denied. You must have a copy of the approved referral to have coverage.

NOTE: If you see a doctor that is not a Dean Health Plan doctor without an approved referral from the HMO, you may be billed for those services.



## Please Read this Section Carefully

**YOU AND YOUR FAMILY NEED TO KNOW WHAT TO DO IN AN EMERGENCY.**

*Learn what to do before an emergency occurs.*

### Emergency Care

*Emergency care is care that is needed right away. This may be caused by an injury or sudden illness.*

*Here are examples of Emergency Care*

<i>Choking</i>	<i>Trouble breathing</i>	<i>Serious broken bones</i>
<i>Unconsciousness</i>	<i>Severe or unusual bleeding</i>	<i>Suspected poisoning</i>
<i>Suspected heart attack</i>	<i>Suspected stroke</i>	<i>Severe pain</i>
<i>Severe burns</i>	<i>Prolonged or repeated seizures</i>	<i>Convulsions</i>

If you need emergency care, go to a Dean Health Plan provider for help if you can. **BUT**, if the emergency is severe, go to the nearest provider (hospital, doctor or clinic). You may want to call 911 or your local police or fire department emergency services if the emergency is severe.

## Reporting Emergency Care from a Non-Dean Health Plan Provider

If you must go to a non-Dean Health Plan hospital or provider, call Dean Health Plan at (800)279-1301 as soon as you can and tell us what happened. This is important, so we can help you get follow up care. Remember, hospital emergency rooms are for true emergencies only. Call your doctor or our 24-hour emergency number at (800)576-8773 before you go to the emergency room, unless your emergency is severe.

### URGENT CARE

*Urgent Care is care you need sooner than a routine doctor's visit. Urgent Care is not Emergency Care. Do not go to a hospital emergency room for urgent care unless your doctor tells you to go there. Here are some examples of Urgent Care*

Most broken bones	Bruises or sprains	Minor cuts
Non-severe bleeding	Minor burns	Most drug reactions

**If you need urgent care, call Customer Care Center at (800)279-1301. After hours, you can call Dean On Call, our 24 hour nurse line at (800)576-8773. We will tell you where you can get care. You must get urgent care from Dean Health Plan doctors unless you get our approval to see a non-Dean Health Plan doctor. Remember, do not go to a hospital emergency room for urgent care unless you get approval from Dean Health Plan first.**

## Dean On Call

Dean On Call is our system for answering your health care questions. We have nurses on duty 24 hours a day, 7 days a week to help answer your questions.

### How do I use Dean On Call?

Simply call 1-800-57-NURSE (1-800-576-8773) from any phone. This is a free phone call.

### When should I use Dean On Call?

- ▶ Before you go to the emergency room
- ▶ For any general health questions or concerns
- ▶ If your child has a fever
- ▶ If your child sprains an ankle
- ▶ If you need help deciding if you should be seen by a doctor
- ▶ If you have a skin irritation or rash
- ▶ If your child has a scrape or cut
- ▶ Anytime you have a question about where to go for your health care needs

## Who will answer my health care questions?

Trained nurses will answer all of your questions. They may ask you to describe the symptoms or problems you are having. They will help you decide how to get the best treatment possible for you and your family. They can help you understand how to access care through your HMO, Dean Health Plan.

## Why should I use Dean On Call?

The nurses can help you get the care that is right for you and your family. They can advise you on the proper treatment to keep you and your family healthy.



## How To Get Medical Care When You Are Away From Home

Follow these rules if you need medical care but are too far away from home to go to your assigned primary care physician (PCP) or clinic.

### ***For severe emergencies, go to the nearest hospital, clinic or doctor.***

For urgent or routine care away from home, you must get approval from us to go to a different doctor, clinic or hospital. This includes children who are spending time away from home with a parent or relative. Call us at (800)279-1301 for approval to go to a different doctor, clinic or hospital. After hours, you can call Dean On Call, our 24 hour nurse line at 1-800-576-8773.

### ***Out-of-State Services***

Wisconsin BadgerCare Plus and Dean Health Plan cover services provided only in the United States, Canada and Mexico. If you travel outside of Wisconsin and need emergency services, health care providers can treat you and send claims to Dean Health Plan. You may have to pay for any service you get outside Wisconsin if the health care providers refuse to submit claims or refuse to accept Wisconsin BadgerCare Plus payment as payment in full. Routine care is not covered when you are outside of Wisconsin.

*Before you travel outside of Wisconsin, please call Customer Care Center at (800)279-1301 to find out how to get health care services when you are away from home.*

## Pregnant Women and Deliveries

If you become pregnant, please let Dean Health Plan and your county human services department know right away. This is to make sure you get the extra care you need. You also may not have co-pays when you are pregnant.

If you become pregnant and are a Core Plan member, please notify the HMO Enrollment Specialist at (800)291-2002.

Pregnancy and delivery are not covered under your Core Plan, so call the Enrollment Specialist right away. You must go to a Dean Health Plan hospital to have your baby. Talk to your Dean Health Plan doctor to make sure you understand which hospital you are to go to when it's time to have your baby.

Also, talk to your doctor if you plan to travel in your last month of pregnancy. Because we want you to have a healthy birth and a good birthing experience, it may not be a good time for you and your unborn child to be traveling. Your Dean Health Plan doctor knows your history and is the best doctor to help you have a healthy birth. Do not go out of area to have your baby unless you have approval from Dean Health Plan.

You may also wish to pick a doctor for your child before you give birth. We can help you pick a doctor for your unborn child.



## When You May Be Billed For Services

It is very important to follow the rules when you get medical care, so you are not billed for services. You must receive your care from Dean Health Plan providers and hospitals unless you have our approval. The only exception is for severe emergencies.

If you travel outside of Wisconsin and need emergency services, health care providers can treat you and send claims to Dean Health Plan. You will have to pay for any service you get outside Wisconsin if the health care provider refuses to submit claims or refuses to accept Dean Health Plan's payment as payment in full.

Dean Health Plan does not cover any service, including emergency services, provided outside of the United States, Canada and Mexico.

## If You Are Billed

Under BadgerCare Plus – Standard Plan, if you receive a bill for services, call our Customer Care Center at (800)279-1301. You do not have to pay for covered services (other than a required copayment) that are provided by a BadgerCare Plus certified provider and that Dean Health Plan is required to provide you unless prior authorization is denied and you are told there will be a charge for the service before it is provided.

Generally, charging a member for a non-covered service is allowed, except for certain non-covered services or activities related to covered services, like missed appointments, telephone calls and translation services.

Under the BadgerCare Plus – Benchmark and Core Plans, the HMO and its providers and subcontractors may bill you for deductibles for covered services that are provided by a BadgerCare Plus certified provider.

You may request non-covered services from providers, and providers may collect payment for non-covered services from you if you accept responsibility for payment and make payment arrangements with the provider. Providers may bill you up to their usual and customary charges for non-covered services.

Providers may bill for copayments. The following members are exempt from copayments:

- Medicaid SSI members
- Nursing Home residents
- Pregnant women
- Members under 19 years of age who are members of a Federally recognized tribe, and
- Members under 19 years of age with incomes at or below 100 percent of the federal poverty level (FPL).

## Other Insurance

If you have other insurance in addition to Dean Health Plan, you must tell your doctor or other provider. Your health care provider must bill your other insurance before billing Dean Health Plan. If your Dean Health Plan doctor does not accept your other insurance, call the HMO Enrollment Specialist at 1-800-291-2002. The Enrollment Specialist can tell you how to match your HMO enrollment with your other insurance, so you can use both insurance plans.



## HealthCheck



HealthCheck is a preventive health checkup program for members under the age of 21 (not covered for BadgerCare Plus Core Plan members). The HealthCheck program covers complete health checkups. These checkups are very important for children's health. Your child may look and feel well, yet may have a health problem. Your doctor wants to see your children for regular checkups, not just when they are sick.

*The HealthCheck program has three purposes:*

- ▶ **To find and treat children's health problems early for those under age 21;**
- ▶ **To let you know about the special health services your child can receive; and**
- ▶ **To make your children (under 21) eligible for some health care not otherwise covered.**

The HealthCheck program covers the care for any health problems found during the checkup, including medical care, eye care and dental care. The HealthCheck checkup includes:

- ▶ **A health and developmental history**
- ▶ **Physical exam**
- ▶ **Hearing and vision test**
- ▶ **Dental screening**
- ▶ **Blood and urine lab tests (including blood lead level testing when needed)**
- ▶ **Complete immunizations (shots)**

Dean Health Plan will help arrange for transportation for HealthCheck visits for Standard Plan members. Please call our Customer Care Center at (800)279-1301

Ask your child's primary care physician (PCP) when your child should have his/her next HealthCheck exam or call our Customer Care Center at (800)279-1301 for more information.

## Transportation

**BadgerCare Plus – Standard Plan Members:** Taxi rides to receive care are arranged by Dean Health Plan if you live in Dane County. Call our Customer Care Center at 1-800-279-1301 if you need a ride. If you live outside Dane County, please call your county Department of Social or Human Services for information about arranging a ride.

**BadgerCare Plus – Benchmark and Core Plan Members:** Non-emergency transportation is not a covered benefit.

## Ambulance

Dean Health Plan will cover ambulance transportation for emergency care. We may also cover this service at other times, for Standard Plan members only, but you must have approval for all non-emergency ambulance trips. Call our Customer Care Center at (800)279-1301 for approval. *See Emergency Care on pages 3-4.*

## Specialized Medical Vehicle (SMV)

**BadgerCare Plus – Standard Plan and Medicaid SSI**

**Members:** Dean Health Plan covers transportation by specialized vehicle for those in wheelchairs. We may also cover this service for others if your doctor asks for it. Please call our Customer Care Center at (800)279-1301 if you need this service.

**BadgerCare Plus – Benchmark and Core Plan Members:** Non-emergency transportation is not a covered benefit.

## If You Move

If you are planning to move, contact your county Department of Social or Human Services. If you move to a different county, you must also contact the Department of Social or Human Services in your new county to update your eligibility.

If you move out of Dean Health Plan's service area, call the HMO Enrollment Specialist at 1-800-291-2002. Dean Health Plan will only provide emergency care if you move out of our service area. The Enrollment Specialist will help you choose an HMO that serves your area.

## Health Insurance After Your Eligibility Ends

You have the right to purchase a private health insurance policy from Dean Health Plan when your eligibility ends. Call our Customer Care Center at (800)279-1301. If you decide to purchase a policy from us, you have 30 days after the date your eligibility ends to apply.

**BadgerCare Plus Core Plan members:** If you choose to buy insurance from Dean Health Plan when your eligibility ends, this may affect your ability to enroll in the Core Plan again if you become eligible.

## HMO Exemptions

An HMO exemption means you are not required to join an HMO to receive your health care benefits. Most exemptions are granted for only a short period of time, so you can complete a course of treatment before you are enrolled in an HMO. If you think you need an exemption from HMO enrollment, call the HMO Enrollment Specialist at 1-800-291-2002 for more information.

## Living Will or Power of Attorney for Health Care

You have the right to make decisions about your medical care. You have the right to accept or refuse medical or surgical treatment. You also have the right to plan and direct the types of health care you may receive in the future if you become unable to express your wishes. You can let your doctor know about your feelings by completing a living will or power of attorney for health care form. Contact your doctor for more information.

## Right to Medical Records

You have the right to ask for copies of your medical records from your provider(s). We can help you get copies of these records. Please call Customer Care Center at (800)279-1301.

Note: You may have to pay to copy your medical records. You also may correct wrong information in your medical records if your doctor agrees to the correction.

## Dean Health Plan's Member Advocate

Dean Health Plan has a Member Advocate to help you get the care you need. The advocate can answer your questions about getting health care from Dean Health Plan. The advocate can also help you solve any problems you may have getting health care from Dean Health Plan. You can reach the advocate at 1-800-279-1301, extension 4221.

## Member Newsletter

Dean Health Plan provides a quarterly newsletter to all enrollees. Our BadgerCare Plus member newsletter is called Check Up. We hope you find the newsletter informational. If you have any ideas on articles that you would like to see, please contact our Member Advocate at 1-800-279-1301, extension 4221.

## Comprehensive Physical Exam *(Core Plan members only)*

As a member of the Core Plan, it is your responsibility to schedule and receive a physical exam with your doctor within the first year of being enrolled in the Core Plan. This is very important because if you do not get a physical exam, you will lose your health care benefits. If you need help to schedule your physical exam, please contact (800)279-1301. If you are unable to schedule and receive a physical exam through Dean Health Plan, please call the Enrollment Service Center at 1-800-291-2002.



# Services Covered by Dean Health Plan

Dean Health Plan is responsible to provide all medically necessary covered services under BadgerCare Plus Standard, Benchmark and Core Plans. Some services may require a doctor's order or a prior authorization. Some services will require copayments. These benefits may be subject to change, please contact the Customer Care Center to confirm. The BadgerCare Plus Standard, Benchmark Plan and Core Plan covers the following services:

BadgerCare Plus Standard Plan	BadgerCare Plus Benchmark Plan	BadgerCare Plus Core Plan
<b>Disposable Medical Supplies (DMS)</b>		
Full coverage	Coverage of syringes, diabetic pens and DMS that is required with the use of a durable medical equipment (DME) item.	Certain diabetic supplies, ostomy supplies, supplies that are required with the use of DME.
<b>Durable Medical Equipment (DME)</b>		
Full coverage	Full coverage up to \$2,500 per enrollment year	Full coverage up to \$2,500 per enrollment year. Cochlear implants and bone-anchored hearing devices are not covered.
<b>Health Screenings for Children</b>		
Full coverage of HealthCheck screenings and other services for individuals under age 21 years	Full coverage of HealthCheck screenings HealthCheck "Other" services and Interperiodic services for individuals under age 21 years are not covered.	Not applicable
<b>Hearing Services</b>		
Full coverage	Limited coverage of services provided by an audiologist. Hearing aids, hearing aid batteries, cochlear implants and bone-anchored hearing devices are not covered.	No coverage
<b>Home Care Services</b>		
Full coverage of private duty nursing, home health services, and personal care	Full coverage of home health services. Coverage limited to 60 visits per enrollment year. Private duty nursing and personal care are not covered.	Home Health coverage limited to 30 days post-hospitalization Private duty nursing and personal care are not covered
<b>Hospice Services</b>		
Full coverage	Full coverage, up to 360 days per lifetime	Full coverage, up to 360 days per lifetime
<b>Inpatient Hospital Services</b>		
Full coverage	Full coverage, with the following dollar amount limits per enrollment year: <ul style="list-style-type: none"> <li>\$6,300 for stays in a general acute care hospital for substance abuse</li> <li>\$7,000 for stays in an IMD (Institutes for Mental Disease) for substance abuse treatment</li> </ul> Hospital stays for mental health and substance abuse services have a 30-day limit	Full coverage with one exception. A hospital stay in an acute care hospital or an IMD, when the member has an admitting diagnosis of mental illness or substance abuse, is not covered.

## Services Covered by Dean Health Plan *(continued)*

BadgerCare Plus Standard Plan	BadgerCare Plus Benchmark Plan	BadgerCare Plus Core Plan
<b>Mental Health and Substance Abuse Treatment</b>		
Full coverage (not including room and board)	<p>Coverage of this service is based on the Wisconsin State Employee Health Plan.</p> <p>Covered services include outpatient mental health, outpatient substance abuse (including narcotic treatment), mental health day treatment for adults, substance abuse day treatment for adults and children, and child/adolescent mental health day treatment and inpatient hospital stays for mental health and substance abuse.</p> <p>Services not covered are crisis intervention, community support program (CSP), Comprehensive Community Services (CCS), outpatient services in the home and community for adults, and substance abuse residential treatment.</p> <p>Mental health services have no dollar maximums.</p> <p>Substance abuse services are limited to \$7,000. Costs of mental health services, including inpatient stays, apply to this overall limit. Also, there are separate dollar limits for specific substance abuse services:</p> <ul style="list-style-type: none"> <li>- \$4,500 for outpatient substance abuse services including \$2,700 for outpatient services (including narcotic treatment) for substance abuse day treatment.</li> <li>- \$6,300 for inpatient hospital stays in a general acute care hospital.</li> </ul>	Mental Health Services provided by psychiatrists are covered for substance abuse services; only physician services are covered.
<b>Nursing Home Services</b>		
Full coverage	Full coverage for stays at skilled nursing homes limited to 30 days per enrollment year.	No coverage
<b>Outpatient Hospital</b>		
Full coverage	Full coverage	Full coverage
<b>Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (ST)</b>		
Full coverage	<p>Full coverage of HealthCheck screenings</p> <p>HealthCheck "Other" services and Interperiodic services for individuals under age 21 years are not covered.</p>	Not applicable
<b>Physician Services</b>		
Full coverage, including laboratory and radiology	Full coverage, including laboratory and radiology	Full coverage, including laboratory and radiology
<b>Prenatal /Maternity Care</b>		
Full coverage, including prenatal care coordination, and preventive mental health and substance abuse screening and counseling for women at risk of mental health or substance abuse problems	Full coverage, including prenatal care coordination, and preventive mental health and substance abuse screening and counseling for women at risk of mental health or substance abuse problems	Not applicable
<b>Reproductive Health Services</b>		
Full coverage, excluding infertility treatments, surrogate parenting and the reversal of voluntary sterilization	Full coverage, excluding infertility treatments, surrogate parenting and the reversal of voluntary sterilization	Family planning services provided by family planning clinics will be covered separately under the Family Planning Waiver program.
<b>Routine Vision</b>		
Full coverage including coverage of eyeglasses	One eye exam every two years, with refraction	No coverage

## State of Wisconsin HMO Ombudsman Program

The state has an Ombudsman who can help you with any questions or problems you have as an HMO member. The Ombudsman can tell you how to get the care you need from your HMO. The Ombudsman can also help you solve problems or complaints you may have about the HMO program or your HMO. Call 1-800-760-0001 and ask to speak to an Ombudsman.

## Complaints, Grievances and Appeals

We would like to know if you have a complaint about your care at Dean Health Plan. Please call Dean Health Plan's Customer Care Center at (800)279-1301 if you have a complaint. Or you can write to us at:

**Dean Health Plan**  
**Attn: Grievance/Complaint Analyst**  
**P.O. Box 56099**  
**Madison, WI 53705**

If you want to talk to someone outside of Dean Health Plan about the problem, call the HMO Enrollment Specialist at 1-800-291-2002. The Enrollment Specialist may be able to help you solve the problem or help you write a formal grievance to Dean Health Plan or to the Wisconsin Managed Care Program. The address to complain to the Wisconsin BadgerCare Plus Program is:

**Wisconsin BadgerCare Plus**  
**Managed Care Ombudsman**  
**P. O. Box 6470**  
**Madison, WI 53716-0470**  
**1-800-760-0001**

If your complaint or grievance needs action right away, because a delay in treatment would greatly increase the risk to your health, please call Dean Health Plan as soon as possible at (800)279-1301. We cannot treat you differently than other members because you file a complaint or grievance. Your health care benefits will not be affected.

## Fair Hearings

### *(When Benefits are Denied)*

You have the right to appeal to the State of Wisconsin Division of Hearings and Appeals (DHA) for a Fair Hearing if you believe your benefits are wrongly denied, limited, reduced, delayed or stopped by Dean Health Plan. An appeal must be made no later than 45 days after the date of the action being appealed. If you appeal this action to DHA before the effective date, the service may continue. You may need to pay for the cost of services if the hearing decision is not in your favor.

***If you want a Fair Hearing, send a written request to:***

***Department of Administration***  
***Division of Hearings and Appeals***  
***P. O. Box 7875***  
***Madison, WI 53707-7875***

The hearing will be held in the county where you live. You have the right to bring a friend or be represented at the hearing. If you need a special arrangement for a disability or for English language translation, please call (608) 266-3096 (voice) or (608) 264-9853 (hearing impaired).

We cannot treat you differently than other members because you request a Fair Hearing. Your health care benefits will not be affected. If you need help writing a request for a Fair Hearing, please call:

***Wisconsin Managed Care Ombudsman***  
***at 1-800-760-0001 or***  
***HMO Enrollment Specialist at***  
***1-800-291-2002***

## Prescription Drugs

Your doctor may give you a written prescription for medicine. You can get your prescription filled at any Dean Clinic Pharmacy or at any pharmacy that is a provider for BadgerCare Plus. Remember to show your ForwardHealth ID card to the pharmacy when you get a prescription filled. Your pharmacy benefits are covered by the State, not Dean Health Plan. You may have copayments or have limits on covered medications.

If you need help getting a prescription filled please contact Member Services at 1-800-362-3002.

## Family Planning Services

We provide confidential family planning services to all enrollees. This includes minors. If you don't want to talk to your primary care doctor about family planning, call our Customer Care Center at (800)279- 1301. We will help you choose a Dean Health Plan family planning doctor who is different from your primary care doctor.

We encourage you to receive family planning services from a Dean Health Plan doctor. That way we can better coordinate all your health care. Federal law allows members to choose their provider, including physicians and family planning clinics, for reproductive care and supplies. Therefore, you can also go to any family planning clinic that will accept your ForwardHealth ID card, even if the clinic is not part of Dean Health Plan.

## Chiropractic Services

You may get chiropractic services from any chiropractor who will accept your ForwardHealth ID card if you are a BadgerCare Plus Standard, Benchmark, or Core Plan member. Your chiropractic services are provided by the State, not Dean Health Plan.

## Physician Incentive Plan

You are entitled to ask if we have special financial arrangements with our physicians that can affect the use of referrals and other services you might need. To get this information, please call our Customer Care Center at (800)279-1301 and request information about our physician payment arrangements.

## Provider Credentials

You have the right to information about our providers that includes the provider's education, board certification and recertification.

To get this information, call our Customer Care Center at (800)279-1301.

## Dental Services

You may get dental services from any dentist who will accept your ForwardHealth ID card. Your dental services are provided by the State, not Dean Health Plan.

## Dental Emergency

A dental emergency is an immediate dental service needed to treat dental pain, swelling, fever, infection, or injury to the teeth.

*What to do if you or your child has a dental emergency:*

*If you already have a dentist who accepts your ForwardHealth ID card:*

- ▶ **Call the dentist's office.**
- ▶ **Identify yourself or your child as having a dental emergency.**
- ▶ **Tell the dentist's office what the exact dental problem is. This may be something like a toothache or swollen**

**face. Make sure the office understands that you or your child is having a "dental emergency."**

- ▶ **Call us if you need help with transportation to your dental appointment.**

*If you do NOT currently have a dentist who accepts your ForwardHealth ID card:*

- ▶ **Call the number that is on the back of your ForwardHealth ID card: 1-800-362-3002.**

## FOR MORE INFORMATION

Dean Health Plan does not discriminate on the basis of disability in the provisions of programs, services or activities. If you need this printed material interpreted or in an alternate format, or need assistance in using any of our services, please contact a customer care specialist at (800) 279-1301 or TTY (877) 733-6456.

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