



EMPLOYER-PROVIDED INSURANCE BENEFITS

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# 2024 Dean Health Plan by Medica Group Plan Book

**Dean**HealthPlan  
by  Medica.

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## Questions?

We are here to help.



Contact Member Services for questions about your benefits and more.

**1 (800) 279-1301** (TTY: **711**)

Monday – Thursday, 7:30 am – 5 pm  
Friday, 8 am – 4:30 pm



Support is just a click away.  
Visit [DeanCare.com/Contact](https://www.deancare.com/contact)



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

### Madison

- **Health Plan Business Office:**  
1277 Deming Way
- **South Madison Campus:**  
1211 Fish Hatchery Road

# Discover an unparalleled health plan experience

We believe in providing benefits and options that go above and beyond expectations

The difference in how insurance companies and physicians measure success has led to a health care network that focuses more on illness than wellness. We want to transform health care to shift the focus from illness to wellness by ensuring convenient and accessible care options that cater to your specific needs.

## COORDINATED CARE NETWORK



### You deserve the best

We are a health plan that focuses on your needs, in your community, to meet you where you are.

### Coordinated, physician-led coverage and care

Our integrated approach focuses on the doctor-patient relationship. That means health providers, a pharmacy team and pharmacy benefit manager, and a health plan all collaborating on a single plan to support your health and wellness.

# Health insurance designed around you



## SSM Health Express Virtual Care

When you can't meet with your regular provider or need after-hours care, SSM Health Express Virtual Care (E-visit and Video Visit) can help from the comfort of your home.



## E-visits

These are used for minor medical concerns. By filling out a simple online form an SSM Health provider will respond to your care needs electronically. There's no need to schedule an appointment! Cost can vary depending on plan.\*



## Video Visits

When discussing urgent health needs with a provider is necessary. Video Visits, which are scheduled through MyChart, connect members with an SSM Health provider through a video conference. Wait times are short during operating hours. Cost can vary depending on plan.\*

Learn more at [DeanCare.com/VirtualCare](https://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
- 900+ 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](https://deancare.com/doctors). Operating hours Cost can vary depending on plan.\*

\* 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.





### Easy onboarding with the Welcome Center<sup>††</sup>

Providing you with a smooth and easy transition is the Welcome Center's top priority. Our team assists with everything from transferring medical records to selecting a new primary care provider. See everything they do on page 8, or by calling 1 (608) 250-1134.



### Genetic testing and counseling

Knowing any genetic diseases helps you and your family get the counseling they need to best manage a genetic condition.<sup>†</sup>



### Out-of-area dependents<sup>‡</sup>

Your kids may be out of sight, but we know they are never out of mind. We have coverage for your dependents (until they turn 26) who are away at college, out on a backpacking adventure or out of state. Learn more and complete the form at [DeanCare.com/OutofArea](https://deancare.com/OutofArea).



### Plenty of provider options

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](https://deancare.com/Location).



### 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, chronic conditions, mental health, or pregnancy — as you transition care. Assistance is also available to move prescription medications from your previous health plan to us. Learn more at [DeanCare.com/CareManagement](https://deancare.com/CareManagement).

<sup>††</sup> Service only available when selecting an SSM Health primary care provider. ASO and Federal employees should contact the Customer Care Center at 1(800) 279-1301 for member onboarding assistance.

<sup>†</sup> Benefit covers test when it will directly affect treatment decisions or frequency of screening for a disease, or when results of the test will affect reproductive choices. Out-of-network provider counseling and testing, testing performed without symptoms or high-risk factors for a heritable disease, testing when knowledge of genetic status will not affect treatment decisions, frequency of screening for the disease, or reproductive choices, and testing that has been performed in response to direct to consumer marketing and not under the direction of your physician are not covered.

<sup>‡</sup> 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.

# Take control of your health

## Holistic well-being

Our approach to physical and mental wellness is holistic and we know that everyone’s wellness needs are unique. 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 people have 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**

## Got Your Back app

The Got Your Back app is built with kids and teens in mind but can be used at any age to connect you with the help you need. Access resources 24/7/365, assemble a key group of family and friends that you can count on with the “My Squad” feature, and engage in activities to calm your mind and body. Download the app, also available in Spanish, now.



## Personal wellness plan screening

Our team of wellness professionals use 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. This service is only accessible through participating employers. Learn more at [DeanCare.com/WorkplaceWellness](https://www.deancare.com/WorkplaceWellness).

## Diabetes Care

Managing diabetes care alone can be stressful and exhausting – but we’re here to provide support. Benefits like low or no-cost diabetic supplies and available care coordination resources help you manage your health.

\* Telehealth services refer care through video or phone.

## YOUR WELLNESS BENEFITS

# Resources for your well-being



### WebMD's health assessment

WebMD provides health recommendations and a variety of interactive, self-management tools that are customized to your health and wellness needs. Take your health assessment at [DeanCare.com/LivingHealthy](https://DeanCare.com/LivingHealthy).

### Member rewards

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

### Live wellness events calendar

Simplify your search for health and wellness resources with our wellness calendar filled with live monthly wellness webinars like "Move with a Doc". Join the monthly book club or Learning Loft webinars for some social interaction. Register and attend from anywhere. Learn more at [DeanCare.com/Events](https://DeanCare.com/Events).

*\* 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](https://DeanCare.com/LivingHealthy) for full details. School District members should visit [DeanCare.com/SchoolDistrict](https://DeanCare.com/SchoolDistrict) for details.*

### WebMD Living Healthy Portal

Find the tools you need to achieve your wellness goals. Through our partnership with WebMD One, you can create a customized health experience for your personal health journey with thousands of resources like monthly interactive wellness challenges, wellness and exercise videos, mental health podcasts, and nutritional resources. Start now at [DeanCare.com/LivingHealthy](https://DeanCare.com/LivingHealthy).



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

### Advance care planning

An advance care plan empowers you to take control of your health care decisions, ensuring your wishes about medical treatment are known. Give yourself and your loved ones peace of mind. We can help you start today at [DeanCare.com/acp](https://DeanCare.com/acp).

### 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](https://YouTube.com/ChooseDean).



# We make change easy



## The Welcome Center\*

Our Welcome Center team of customer care professionals and registered nurses help ease your transition by:

- Helping to establish a primary care provider that fits your needs
- Facilitating the transfer of medical records
- Walking through MyChart activation 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 **1 (608) 250-1134** (TTY: **711**).



*\* Service only available when selecting an SSM Health primary care provider. ASO and Federal employees should contact Member Services at 1 (800) 279-1301 for member onboarding assistance.*

## Member account

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



WHERE TO GO FOR CARE

# Know the right care for your needs



E-VISIT



VIDEO VISIT



PRIMARY CARE



URGENT CARE



EMERGENCY CARE



**Too sick or unable 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 provider 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.**



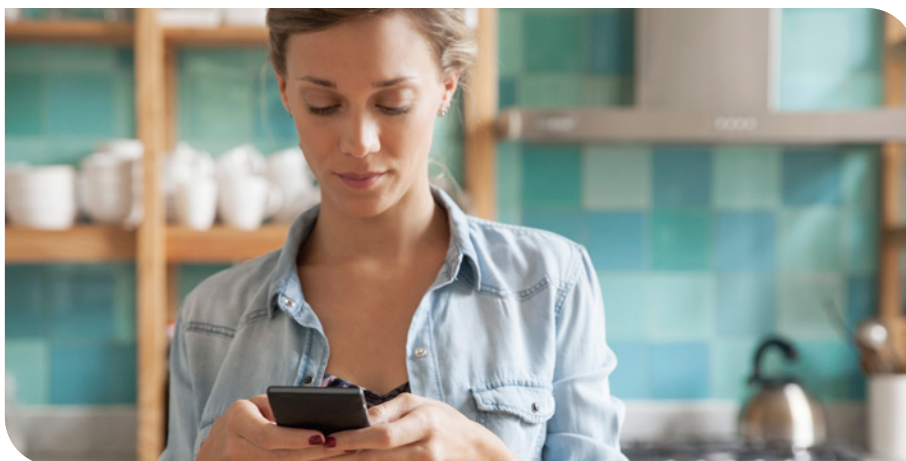
**Life-threatening illness or injury?**

Go to the nearest emergency room or call 911.

**Heart attack, stroke, head injury, severe pain.**

**SSM Health Express Virtual Care options**

Learn more about virtual care options at [DeanCare.com/VirtualCare](https://www.DeanCare.com/VirtualCare).



**Unsure of the type of care you need?**

Call the Nurse Advice Line at **1 (800) 576-8773 (TTY: 711)** for support.

# Take advantage of your pharmacy benefits



## Pharmacy Concierge Services

Understanding what medications are covered or when you need a prior authorization can feel overwhelming without expert help. Just like a concierge helps find the best local places to explore, our pharmacy concierge helps you navigate your benefits, helps onboard new members, and tackles more complex pharmacy-related needs. Find the answers you need to feel confident using your pharmacy benefits to their fullest. A better pharmacy experience starts at [DeanCare.com/PharmacyBenefits](https://deancare.com/pharmacybenefits).



## \$6 for 6-month supply

Remembering to order the prescriptions you need each month is a hassle. Our \$6 for a 6-month supply program helps members with conditions like diabetes, high blood pressure, mood disorders, and bone health get a 6-month supply of certain generic medications for \$6 when they use Costco (retail – Costco membership not needed) and SSM retail pharmacies. See the list of medications at [DeanCare.com/PharmacySavings](https://deancare.com/pharmacysavings).



## 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<sup>†</sup>

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 our 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



### **\$0 Preferred diabetic supplies\*\***

Cost should not be a barrier to controlling your diabetes. That's why all formularies 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.



### **Preventive drug list†**

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

Medications on the preventive drug list include but are not limited to:

- 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](https://www.deancare.com/PharmacyBenefits) or review the Member Document Center on [DeanCare.com](https://www.deancare.com).



### **\$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.*

# Discover your benefits

## What to expect:



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, a virtual presentation, or webinar, you'll need to 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

Learn more about your plan and benefits at [DeanCare.com/NewMember](https://DeanCare.com/NewMember).





## Health insurance documents 101:

The following four member documents are important. 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.

4

### **Schedule of Benefits**

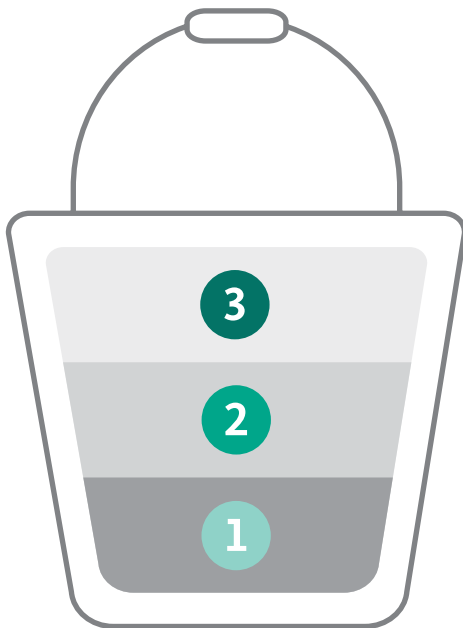
This document lists the services and treatments covered by your health plan and their associated fees. It is important to read the schedule of benefits carefully and contact customer care if anything is unclear.



# About your coverage: Health insurance 101

## 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 toward 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<sup>†</sup>

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 toward 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.

\* 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 toward the out-of-pocket maximum, which is the amount you are required to pay toward the covered cost of your health care. The out-of-pocket maximum amount is calculated on a contract year or calendar year basis. For members with Preferred provider organization (PPO) and Point of service (POS) Smart Plans, coinsurance and copays apply.

<sup>†</sup> 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 toward the out-of-pocket maximum, which is the amount you are required to pay toward the covered cost of your health care. The out-of-pocket maximum amount is calculated on a contract year or calendar year basis. For members with PPO and POS Smart Plans, coinsurance and copays apply.



## Preventive services

At the heart of our preventive care is a holistic care philosophy that you'll get the support needed to remain healthy and enjoy life. We provide 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](https://deancare.com/preventive) for a comprehensive list of covered preventive services.

.....  
Review our glossary of common terms at [DeanCare.com/InsuranceTerms](https://deancare.com/insuranceterms)



## Essential health benefits

Defined as the 10 categories of common benefits that are deemed essential,\*\* these Essential Health Benefits can't 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 use 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/Preventive](https://deancare.com/preventive) 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, benefits administrator, 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](https://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.

# Protecting your health information

## General limitations and exclusions

All benefits are subject to limitations and exclusions as described in your schedule of benefits and in your member certificate. The following list is not exhaustive and may vary based on your policy. For a complete listing refer to your member certificate.

## Health equity statement

Dean Health Plan is committed to health equity, which holds that no person be disadvantaged from achieving their potential as a result of barriers. We consider the many characteristics that make people unique — such as race, ethnicity, gender, sexual orientation, abilities, age, socioeconomic status, or veteran status — because any of these differences may be the basis for disparities in health care access, experience and outcomes. The workgroup is made up of people from across, and at all levels, of the company. The principles and commitments that guide our health equity work align with four areas of focus:

- **Leadership and decision-making:** We will seek diversity in our representation and engagement to guide our work and decision-making at all levels of Medica, including our workgroup and leadership activities, and in our decision-making, policy and program development.
- **Data practices:** We will expand our data collection efforts, where appropriate, to guide necessary health equity interventions and evaluate our health disparities reduction efforts.

- **Policies and procedures:** We will examine our policies using an equity lens and make policy changes needed to promote equity, reduce health disparities, and eliminate barriers or unintended impacts on historically underrepresented and/or marginalized groups.
- **Access and outcomes:** We will review and develop policies and care models that improve access to care and community resources that meet our members' diverse health-related social needs and preferences.

## 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](https://deancare.com/Privacy) or call **1 (800) 279-1301** (TTY: **711**) 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](https://deancare.com/PriorAuthorization) to learn more.

*\* HMO members will need to get prior authorization any time they seek services with an out-of-network provider. PPO and POS members only: If prior authorization or pre-certification is not obtained when required, a penalty may be applied if your service is determined medically necessary. If your service is determined to have been not medically necessary, your claim may be denied.*





# Hospital Awards

## SSM Health St. Mary's – Madison:

- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2012-2022)
- 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 (2019-2022)
- Chartis Center for Rural Health Top 20 Rural & Community Hospitals (2021, 2023)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2022)
- Healthgrades - Outstanding Patient Experience Award (2019-2023)

### **SSM Health St. Agnes Hospital – Fond du Lac:**

- American Heart Association (AHA) Get With The Guidelines - Heart Failure Gold Plus with Target: Type 2 Diabetes Honor Roll (2022, 2023)
- American Heart Association (AHA) Get With The Guidelines - Stroke Silver Plus with Target: Type 2 Diabetes Honor Roll (2023)
- 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
- University of Wisconsin Organ and Tissue Donation (UW OTD) Excellence in Tissue Donation Award (2022)
- 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
- Best of Fond du Lac awards by the Fond du Lac Reporter - 2022 Finalist Best Hospital/Medical Center
- Community Choice Awards: The Best of Fond du Lac - 2023 Winner OBGYN/Women's Health Services



## Have questions? We can help.

Call us toll-free at  
**1 (800) 279-1301** (TTY: **711**).

**Monday – Thursday**, 7:30 a.m. – 5 p.m.

**Friday**, 8 a.m. – 4:30 p.m.

### Dean Health Plan by Medica

1277 Deming Way  
Madison, WI 53717

1 (800) 279-1301



### DeanCare.com

Follow us on LinkedIn and Facebook



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 **1 (800) 279-1301** (TTY: **711**).

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