

September 16, 2020

Dear Dean Health Plan - Prevea Health 360 Member:

Thank you for choosing Prevea360 Health Plan! Prevea360 Health Plan is brought to you by Dean Health Plan, a member of SSM Health. Prevea360 Health Plan believes that health insurance is about more than just helping people when they're sick. That's essential, but so is helping to keep you well! That's why we work so hard at prevention and enhancing your overall well-being. When you choose Prevea360 Health Plan, you benefit from having insurance that's integrated with your medical care. It's a different kind of health care model that combines physicians and coverage to better care for you.

The 2021 It's Your Choice open enrollment period will begin on Monday, September 28, 2020 and run through Friday, October 23, 2020.

WHAT'S NEW FOR 2021

The following Uniform Benefit change will apply to all members of the State and Local Group Health Insurance Program effective January 1, 2021:

- Biofeedback for urinary incontinence will be covered.

STAYING WELL

With Prevea Virtual Care, we make it simple to get care on your schedule. No appointment. No waiting rooms. Accessible 24/7. Complete an online health interview (5-15 minutes) from your smart phone, tablet or computer. A Prevea Health provider reviews your responses and creates a personalized treatment plan, which may include a prescription if necessary. Visit prevea360.com/virtualcare 24/7 for conditions we treat and/or to get started with care. Virtual Care/Virtual Visit is a non-face-to-face and non-real-time communication-based technology service.

If you require emergency or urgent care when outside of the network, seek care at the nearest medical facility. Contact the Customer Care Center at 1-877-230-7555, if possible, when you receive emergency care. If assistance is needed to determine the appropriate level of care outside of normal working hours, contact Prevea Care After Hours at 1-888-277-3832. Follow-up care must be received by an in-network provider unless otherwise approved by Prevea360.

- [Save My Spot](#) allows you to make a reservation at the Prevea Urgent Care of your choice from the comfort of your home. You choose one of the available times and have the option of receiving a text message reminder.

- [Online scheduling](#) makes primary care clinic appointments a snap. Simply visit prevea.com and select the medical service you need. Then click Schedule Online Now and follow the prompts to select a time with your doctor.

Most often your primary care provider (PCP) should be your first choice for care both because they are familiar with your medical history and because a scheduled office visit is the most cost-effective method of care.

When a more immediate need arises, you do have other options. Visit prevea360.com/RightCare for assistance in making the right choice when it comes to your need for care, ensuring that you receive the right care in the right place at the right cost.

If complex specialty care is required, Prevea360 Health Plan is ready to help with personalized assistance. Prevea360 Health Plan has a special team at the ready, helping you navigate the health care system so you can get the care you need without the added stress of figuring out how to get it. [Complex Case Management](#) is available for any member in need.

For members with mental health and substance use disorders, Prevea360 Health Plan's behavioral health and substance use case management provides an individualized approach. The goal is to help you manage your health and live your best life. Learn more by visiting [Behavioral health and substance use](#).

To help you maintain your good health, we offer a free Video Wellness Library and monthly wellness webinars with trusted, valuable information accessible 24/7 by visiting deancare.com/livinghealthy.

STAY UP-TO-DATE ON PROVIDER INFORMATION

The enclosed Comprehensive Provider Update (also online at prevea360.com/wi-employees) to see those providers who are no longer within the Prevea360 Health Plan network. Please note that providers who have left the network in 2020 will not be available to you in 2021.

It is also important to note that referrals are not needed when receiving care from in-network providers. Prior authorizations are required for certain services (such as high-tech radiology—MRI, PET, CT Scans—and low back pain) and for care from all out-of-network providers. The following behavioral health and substance use services require a prior authorization:

- Detox
- Inpatient
- Residential
- Partial Hospitalization/Day Treatment
- Intensive Outpatient
- In-home Therapy

You must tell your provider to contact Prevea360 Health Plan to obtain an approved prior authorization before receiving care. We will notify you and your provider in writing of the decision.

Services received from an out-of-network provider without prior authorization may be denied and would be your financial responsibility. If you have questions about referrals or prior authorizations, please contact the Customer Care Center at 877-230-7555.

To find the right doctor for you, our easy-to-use online Provider Directory displays the in-network provider or location nearest to you when searching by ZIP code. Just visit prevea360.com/wi-employees for either the online Provider Directory or the printed version.

Let us know if you have questions about your uniform benefit coverage, and more importantly, if you need to know more about how these benefits may affect you and your family. We will

continue to provide you with the tools and resources needed to help you better understand these benefits. Please review the enclosed materials, participate in the virtual open enrollment benefit fairs, as well as review the 2021 It's Your Choice materials. Visit prevea360.com/wi-employees and etf.wi.gov for the latest information on your benefits, options, frequently asked questions and any plan changes for 2021. Our Customer Care Center is also available to answer any questions.

Thank you for entrusting your good health to Prevea360 Health Plan.

Sincerely,

Prevea360 Health Plan