



September 13, 2019

Dear Member:

Thank you for choosing Prevea360 Health Plan! Prevea360 Health Plan is brought to you by Dean Health Plan, a member of SSM Health, and provides a better kind of health coverage. Unlike many health plans, we offer coordinated care via a strong network of providers, innovative hospitals and comprehensive insurance coverage—all working for you. This means we're all on the same page. And when it comes to your health care, that's important.

**WHAT'S NEW FOR 2020** – We are excited to announce an expansion into Barron, Buffalo, Chippewa, Dunn, Eau Claire and Pepin counties. Provider systems will include Hospital Sisters Health Systems (HSBS), Prevea Health, OakLeaf Clinics (Eau Claire Medical Clinics, Sunrise Family Care, Southside Medical, Buffalo River Clinic, etc.), Willow Creek Women's Clinic, Cumberland Healthcare, AdventHealth formerly Chippewa Valley Hospital and Clinics. Additionally, our Prevea360 Network has been recently expanded to include Agnesian Healthcare Hospitals and Clinics located in Fond du Lac and Dodge counties.

We continue to partner with the State of WI Group Insurance Program, Navitus Health Solutions and StayWell (your Well Wisconsin Program administrator) to offer you a pilot program focused on diabetes management. Contact the StayWell help line at 1-800-821-6591 learn more about the program and how you may be eligible to participate.

Acupuncture coverage is a pilot program being introduced January 1, 2020. Under this program, members are eligible for 10 covered acupuncture visits per contract period with an approved acupuncture provider within our network. These visits are covered the same as a visit with your primary care provider.

The following Uniform Benefit changes will apply to all members of the State and Local Group Health Insurance Program, effective January 1, 2020:

- Vaccines will be covered at in-network retail pharmacies.
- Bariatric surgery and weight loss services will be provided for participants with a Body Mass Index (BMI) of 35 or greater; or as determined by health plan medical policy and is medically necessary.

**NEW CUSTOMER CARE CENTER HOURS OF OPERATION** – Effective January 1, 2020, our Customer Care Center will be available to you from 7:30 am – 5 pm; Monday – Thursday, and from 8 am – 4:30 pm on Friday's.

**STAY UP-TO-DATE ON PROVIDER INFORMATION** – Prevea360 offers coordinated care via a strong network of providers and innovative hospitals—all working for you. Review the enclosed Comprehensive Provider Update (also online at [prevea360.com/wi-employees](http://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 2019 will not be available to you in 2020. 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. You must tell your provider to contact Prevea360 Health Plan for 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.

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](http://prevea360.com/wi-employees) for a quick link to either the online Provider Directory or the printed version.

We are here for you if you have questions about your uniform benefit coverage, and more importantly, how these benefits may impact you and your family. We will continue to provide you with the tools and resources needed to help you better understand these benefits. Visit both the Prevea360 Health Plan ([prevea360.com/wi-employees](http://prevea360.com/wi-employees)) and ETF ([etf.wi.gov](http://etf.wi.gov)) websites for the latest information on your benefits, options, frequently asked questions and any plan changes for 2020. Our Customer Care Center is also available to answer any questions.

We encourage you to review the enclosed materials, participate in your employer's on-site open enrollment meetings, as well as review the 2020 It's Your Choice materials available at [etf.wi.gov](http://etf.wi.gov). Please keep these materials throughout the year for your reference.

The 2020 It's Your Choice open enrollment period will begin on Monday, September 30, 2019 and run through Friday, October 25, 2019.

Thank you once again for making Prevea360 Health Plan your health care partner.

Sincerely,

Prevea360 Health Plan

### Language Assistance

**Spanish - ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-317-2410 (TTY: 711).

**Polish - UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-317-2410 (TTY: 711).

**Non-Discrimination Statement:** The Health Plan\* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, or religion.

\*Dean Administrative Services; Dean Health Plan; Prevea360 Health Plan; WellFirst Health

2019-2020 General Tagline v1.0S

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Prevea360 is underwritten by Dean Health Plan, Inc.