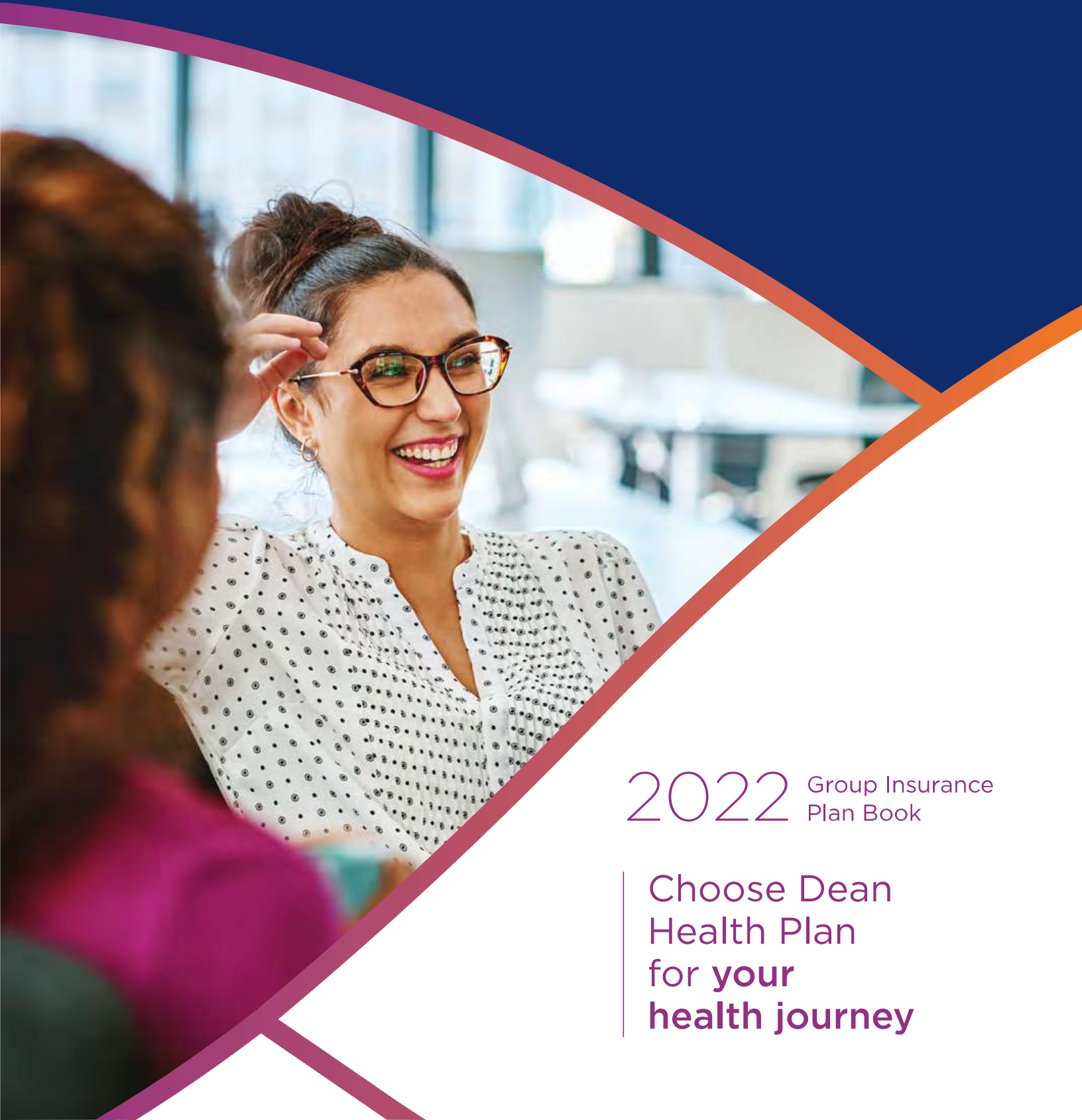




DeanHealthPlan[®]

A member of SSM Health



2022

Group Insurance
Plan Book

Choose Dean
Health Plan
for **your**
health journey

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Have questions? We are here to help.

CALL

By Phone

Contact our Customer Care Center for questions about your benefits and more.

800-279-1301 (TTY: 711)

Monday – Thursday, 7:30 am – 5 pm

Friday, 8 am – 4:30 pm

CLICK

Enroll online

Support is just a click away.

Visit deancare.com/contact

VISIT*

In Person

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

- **Health Plan Business Office:**
1277 Deming Way, Madison
- **East:** 1821 S. Stoughton Road, Madison
- **West:** 752 N. High Point Road, Madison
- **Fish Hatchery Clinic:**
1313 Fish Hatchery Road, Madison
- **Janesville East:**
3200 E. Racine Street, Janesville

** In the event of a crisis,
these are offered by phone*

Meet an Innovative Health Plan Where Everyone Wins

Choose benefits that go above and beyond like on-demand virtual care on most plans, access to meal planning and personalized nutrition with foodsmart, health and wellness programs focused on you, and more. Choose Dean Health Plan, a member of SSM Health.



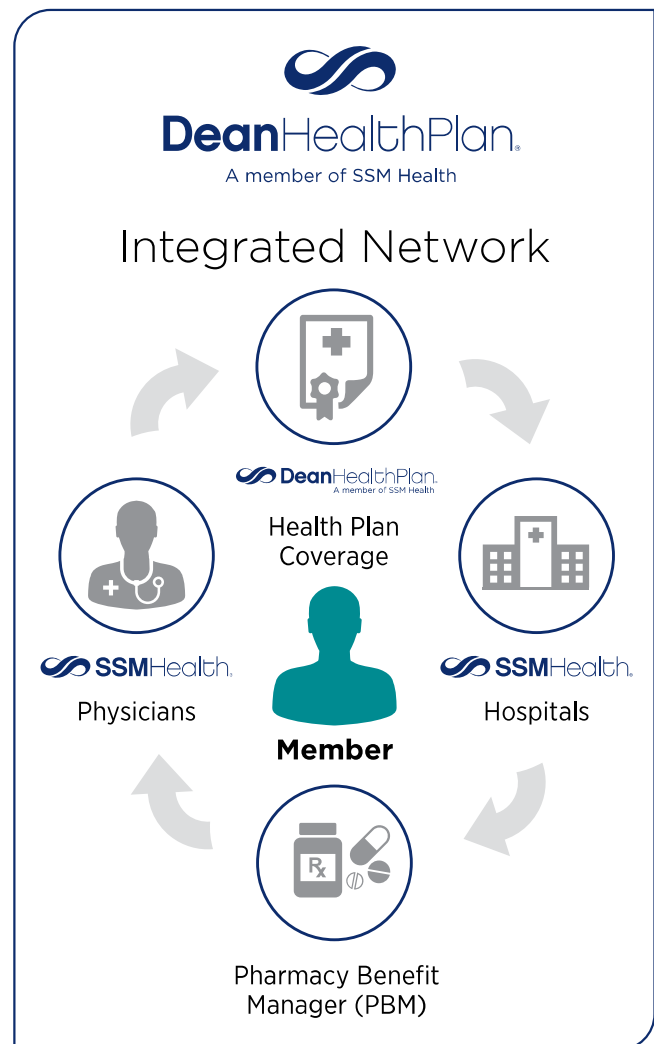
Traditionally, insurance companies and physicians measure success quite differently. This dynamic has led to a health care system that focuses more on illness than wellness.

You Deserve Better

Our coordinated network is a true collaboration between health care experts, hospital partners and insurance providers, leading to a more affordable and beneficial experience that is truly member focused. Dean Health Plan was developed by local health care and insurance professionals with an eye for providing services to help our communities flourish.

Coordinated, Physician-led Coverage and Care

Dean Health Plan addresses the challenge of creating a long-term, sustainable health care solution by transforming the health care model. Primary care physicians, specialists and pharmacies across our network collaborate to provide the best personalized care possible. With our integrated approach and focus on the doctor-patient relationship, we bring an innovative model of care and coverage to Wisconsin. It's insurance that members can feel great about.



Insurance Designed With You In Mind

Questions about health care services?

Call our Customer Care Center at
800-279-1301 (TTY: 711)

We provide you with coordinated resources to manage your coverage and empower you to take control of your care. That means benefits you can understand, tools that save you time, and access to exceptional providers and hospitals, as well as insurance that works with your providers for care without compromise.



Convenient Access

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



Thousands of Providers

- 5,000+ providers
- 180+ primary care clinic locations
- 550+ 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



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.



Health Care Support

24-Hour Nurse Advice Line** is there whenever you have a health question. You can connect with an experienced registered nurse by calling **1-800-576-8773** or visiting deancare.com/nurseadvice



Care Decision Assistance

Our Care Managers answer questions about health care services and provide the support you need to manage serious or complex health conditions. Learn more at deancare.com/caremanagement

* Focus Plan members exclusively access SSM Health owned hospitals.

** 24-Hour Nurse Advice Line's triage phone services are staffed by SSM Health nurses and are only available to residents of Wisconsin due to licensing regulations.



Health Care at Your Fingertips[†]

Can't get in touch with your regular physician or need after-hours help with a new condition? SSM Health Express Virtual Care can help. Video visits or e-visits are available for patients two years and older to diagnose and treat many common conditions.

What is an e-Visit versus a Video Visit?

E-Visits are for minor medical concerns. They give you the answers you need through a simple on-line form. An SSM Health provider will respond to your request electronically, with no need to schedule an appointment.

For urgent needs, you should use video visits. Members are connected with an expert SSM Health provider via video conference, usually within a few minutes during operating hours. A video visit is either \$49 or the same as your primary care copay through insurance. Learn more at deancare.com/virtualcare



Currently Undergoing Treatment?

Assistance may be available to members with complex health care needs who are currently undergoing a course of treatment to transition care from a previous health plan to Dean Health Plan. Assistance may also be available to move important prescription medications from your previous health plan to Dean Health Plan.



Out-of-Area Dependents

Your kids may be out of sight, but we know they are not out of mind. Dean Health Plan has coverage for your dependents (up to age 26) who are living in another community, away at college, out on a backpacking adventure or giving adulting a try out of state. Need coverage for your kids? Learn more and complete the form at deancare.com/outofarea

[†] Excludes HSA-eligible high deductible health plans.

Be A Healthier You

Your comprehensive wellness program



LivingHealthy
POWERED BY WebMD | health services

Dean Health Plan in partnership with WebMD offers a variety of programs focusing on the whole person across eight dimensions of wellness, making healthy living achievable and fun. It's insurance that helps members be their healthiest.

Wellness Programs and Features

Health Assessment

Based on your individual questionnaire results, WebMD provides recommendations for each lifestyle category. A variety of interactive self-management tools are customized to your needs.

Health Coach

Get expert support if you have diabetes, COPD, asthma, heart failure or coronary artery disease.*

Case Management

Provides support through complex health situations.

Partner Perks

Discounts for gyms, spas, golfing, devices, equipment, nutrition and more.

Tobacco Cessation

Tobacco cessation and vape free programs for families. Free medications may be available.

R.E.A.L. Goals (Realistic, Easy, Attainable, Life Goals)

Preset goals covering all eight dimensions along with tips and trackers to help you achieve success.

Wellness Webinars

Covering all eight dimensions, available 24/7.

*Dean Health Plan shares secure claims information with WebMD. This data is only shared for the purpose of identifying health coaching opportunities through WebMD Condition Management program.



Your lowest risks are...



Emotional Health



Tobacco



Cervical Cancer Screening

You should work on...



Blood Pressure



Stress



Safety

Optimal YOU is 100

You scored a 41 out of 100

100

Health Assessment Example

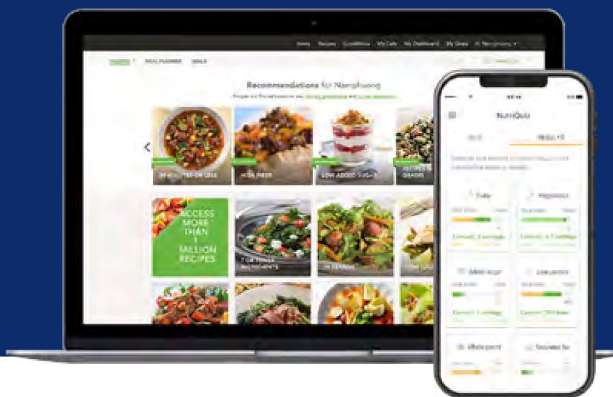
Additional Wellness Programs

Learn more at...

deancare.com/wellness

Resources and rewards to help you achieve your health and wellness goals.

foodsmart



Wellness Events Calendar

Access live monthly webinars, book club discussions and more that cover the eight dimensions of wellness, held virtually for you to attend from anywhere. Learn more at deancare.com/events.

Behavioral Health

If you or someone you know is struggling, you are not alone. Dean Health Plan offers many types of support, services and treatment options within our network. Visit deancare.com/behavioralhealth to learn more.

CPR Training Courses

Know what to do when an adult, child or infant is choking or unconscious, isn't breathing or has no pulse.

Member Rewards

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

Eating Healthy Made Simple

Do you want to eat healthier but feel you don't have the time or energy for the planning, shopping and preparation that's involved? You're not alone, which is why Dean Health Plan teamed up with Foodsmart to offer you and your family a free program that makes it easier to eat well. With Foodsmart, you can benefit from personalized recipes, powerful meal-planning tools, grocery discounts and more to help you be a healthier you.

- **Get recipes just for you.** Access recipes personalized to your dietary preferences, including quick meals based on ingredients in your kitchen right now.
- **Make meal planning quick, easy and done.** Save time and stress with a digital meal planner, easy grocery list and, if you'd like, home delivery through Amazon Fresh, Walmart and Instacart (varies by location).
- **Score fresh new deals.** Save money with great discounts on healthy foods at your favorite local grocery stores.

Download the Foodsmart app from the Apple App Store or Google Play Store, or visit deancare.com/foodsmart to sign up.

Living Healthy
POWERED BY WebMD | health services



Sync your device with your Living Healthy account



Focus on Preventive Health Services



Learn more about Virtual Care



Join a wellness challenge



Volunteer in your community

Visit deancare.com/livinghealthy to access your resources and start your Health Assessment today!

* 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 for full details. School District members should visit deancare.com/schooldistrict for details.

First Impressions Matter

For more informations visit:

deancare.com/newmember

We understand that switching your insurance and providers can be overwhelming. We make it easy to connect with the resources you need, for a seamless transition from start to finish. Here's what you can expect when you join Dean Health Plan.

■ Onboarding Process

Here's what you can expect as you join Dean Health Plan:



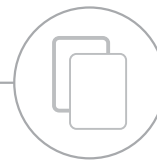
Learn about your benefits



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, virtual presentation or webinar, 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

Convenient Tools and Resources

Get the information you need, when you need it. Access member tools that easily connect you to health information, benefit details and much more 24/7. Go to **deancare.com** and click on **account login** at the top of your screen.

Dean Health Plan Makes Change Easy

After enrolling with Dean Health Plan, we encourage you to follow these suggested steps. If you need us, our Customer Care Center is here to help answer your questions along the way.



STEP 1

Decide Where You'd Prefer to Receive Your Primary Care

Doing this makes it easier to schedule a visit when you need one. Go to deancare.com/location to find a primary care clinic near you.

STEP 2

Find a Primary Care Provider

Our network is full of exceptional primary care providers who will work hard to earn and keep your trust. We encourage you to form a relationship with a primary care provider so they can help keep you at your healthiest. Visit deancare.com/doctors to search our online provider directory.

STEP 3

Transfer Medical Records

Once you're established with a new primary care clinic and provider, you may wish to have your medical records sent from your previous clinic to your new clinic. Contact your previous clinic to fill out an "Authorization to Release Protected Health Information" form.

■ Member Portal

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

Choose the Right Care for You

Still not sure of the type of care you need?

Call the 24-Hour Nurse Advice Line at **1-800-576-8773**. A nurse is ready to help 24/7/365.

As a member, you can choose from a variety of care options, whether it's during regular office hours or late at night. Knowing your options for care before you need it is good for your health — and it can save you money!

The Right Care for Your Needs



Getting the Most from Your Pharmacy Benefits

We understand convenience and affordability matter. We're here to help you manage your prescriptions and lower your expenses.



SSM Health Pharmacies

Our friendly and professional staff are available at nine convenient locations. They'll answer your medication questions and make sure your prescriptions are exactly right. Find a pharmacy at deancare.com/findapharmacy



Generic Options

Often there are several drugs available to treat the same condition. Try generic medications which have the same active ingredients as brand-name medications, but are substantially less expensive. Your pharmacist may be able to recommend, or your doctor may be able to prescribe a cheaper option at a lower costs for you.



\$0 Cost Preventive Drugs*

We offer a comprehensive list of preventive drugs available to members for \$0. To see the most up-to-date list of \$0 preventive drugs, visit deancare.com/pharmacybenefits or check out the Member Document Center on deancare.com



Pharmacy Drug Formulary

Our drug formulary is a list of prescription drugs broken into tiers showing the level of cost sharing between you and the health plan. There are several factors that determine a drug's tier, including:

- Effectiveness of drug in comparison to other drugs used for the same type of treatment
- Cost of drug in comparison to other drugs used for the same type of treatment
- Availability of over-the-counter options
- Other clinical factors like safety

The drug formulary is reviewed every month and updated on a regular basis.



Mail-Order Pharmacy

Dean Health Plan provides members access to a mail-order pharmacy for long-term medications. With our mail-order pharmacy, you receive up to a three-month supply—with free shipping. Visit deancare.com/pharmacycostsavings to learn more and enroll.

** This benefit is only eligible for members who have large group plans.*

About Your Coverage: Health Insurance 101

For videos on health insurance terms, visit:

youtube.com/choosedean

Health insurance can be complicated, and that's why we try to make it easy to understand your coverage and your financial responsibilities. Take a moment to learn about important terms and where to find all your specific coverage details.



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 towards 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[†]

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 towards 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.



Important Documents

Member Certificate

Detailed information about your insurance benefits and coverage, including general limitations and exclusions to your plan.

Summary of Benefits and Coverage

Easy-to-read grid that lists the details of plan coverage, along with a basic cost estimate of your financial responsibilities for common medical services.

Summary of Employer Specific Coverage

Typically a summary of your company's specific coverage information is included with this packet. You can also ask your plan administrator or benefits specialist for your specific benefits and coverage information.

** 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 towards the out-of-pocket maximum, which is the amount you are required to pay toward the covered cost of your healthcare. The out-of-pocket maximum amount is calculated on a calendar year basis. For members with PPO and POS Smart Plans, coinsurance and copays apply.*

† 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 towards the out-of-pocket maximum, which is the amount you are required to pay toward the covered cost of your healthcare. The out-of-pocket maximum amount is calculated on a calendar year basis. For members with PPO and POS Smart Plans, coinsurance and copays apply.



Preventive Services

We do more than pay the medical bill. At the heart of our preventive care philosophy is a promise that you'll get the support you need to remain healthy and prevent disease. Dean Health Plan provides 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/preventivecare for a comprehensive list of covered preventive services.



Essential Health Benefits

Defined as the ten categories of common benefits that are deemed essential,** these Essential Health Benefits cannot 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 abuse services, including behavioral 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/preventivecare 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 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) 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.

General Limitations and Exclusions

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

- Court-ordered drug testing unless Medically Necessary
- Cytotoxic testing and sublingual antigens associated to allergy testing
- Hair analysis (unless lead or arsenic poisoning is suspected)
- Preimplantation genetic testing of embryos and gametes
- Convenience items for a Member or a Member's family, unless stated otherwise in this policy
- Infertility drugs, including, but not limited to, those administered by a medical provider.
- Outpatient prescription drugs, except those prescriptions otherwise covered under this policy
- Oral nutrition: oral nutrition is not considered a medical item. We do not cover nutritional support that is taken orally (i.e., by mouth), unless mandated by state law or covered under our medical policy for a specific condition. Examples include, but are not limited to, over-the-counter nutritional supplements, infant formula, and donor breast milk.
- Replacement of an item if the item is lost, stolen, unusable or nonfunctioning because of misuse, abuse, or neglect
- Sexual dysfunction devices and supplies, including but not limited to medications and injections
- Autopsy
- Charges directly related to a non-covered service, such as hospitalization charges, except when a complication results from the non-covered service that could not be reasonably expected and the complication requires Medically Necessary treatment. The treatment of the complication must be a covered benefit.
- Consultation, treatment, or procedures for Assisted Reproductive Technology (ART).
- Cosmetic services, including cosmetic surgery
- Experimental or investigational services, treatments, or procedures, and any related complications as determined by us, unless coverage is required by state or federal law
- Non-medical services provided in a Hospital or medical setting, not otherwise listed as covered in this certificate
- Items that can be purchased over the counter and considered to be for comfort, convenience and/or personal hygiene, examples include, but are not limited to: seasonal affective disorder light units, disposable undergarments, wigs and modification to a Member's home such as ramps, grab bars, stair lifts and bench/chair lifts.
- Podiatry services or routine foot care provided when there is no localized illness, injury, or symptoms. These include, but are not limited to 1) the examination, treatment, or removal of all or part of corns, calluses, hypertrophy or hyperplasia of the skin or subcutaneous tissues of the feet; the cutting, trimming, or other non-operative partial removal of toenails; or 3) any treatment or services in connection with any of these.
- Obesity-related services, including any weight loss method, surgical treatment or hospitalization for the treatment of obesity, unless specifically covered under this certificate
- Reversal of voluntary sterilization and related procedures
- Services, treatment, and supplies provided to a Member while the Member is held or detained in custody of law enforcement officials, or imprisoned in a local, state, or federal penal or correctional institution
- Services and supplies furnished by a government plan, hospital, or institution the law requires you to pay
- Services, treatment, and supplies provided in connection with any illness or injury caused by: a Member engaging in an illegal occupation or b) a Member committing or attempting to commit, a felony. (Note that this exclusion does not apply to the treatment of injuries that result from an act of domestic violence, if that treatment would otherwise be covered).
- Services provided by Members of the subscriber's immediate family or any person living with the subscriber
- Services or supplies associated to a denied prior authorization



- Services or supplies associated to a denied admission
- Services or supplies not medically necessary, not recommended or approved by a provider, or not provided within the scope of the provider's license
- Services or items provided as a result of war or any act of war, insurrection, riot or terrorism
- Services or supplies provided for an injury sustained while performing military service
- Services or supplies for which a Member receives or is entitled to receive any benefits, settlement, award, or damages, or following any claim under, any Workers' Compensation Act, employer's liability insurance plan, or similar law or act. "Entitled" means the Member is actually insured under Workers' Compensation.
- Surrogacy services, for a non-Member
- Sexual dysfunction treatment and services including, but not limited to surgery
- Sterilization procedures for men
- Sterilization procedures for women and patient education and counseling related to contraception for all women with reproductive capacity. (Although these are technically excluded from your group's health plan insurance coverage, we will pay for them as preventive services, as required by federal regulations)
- Take home drugs and supplies unless a written prescription is obtained and filled at a network pharmacy
- Chelation therapy for atherosclerosis
- Coma stimulation programs
- Alternative medicine, not otherwise listed in the policy
- Low level light therapy
- Massage therapy
- Prolotherapy
- Swim or pool therapy, unless prior authorization is obtained
- Administrative examinations such as employment, licensing, insurance, adoption, or participation in athletics

- Court-ordered care, unless medically necessary and otherwise covered under this certificate
- Educational services, except for diabetic self-management classes
- Internet consultations, including all related charges and costs, excepts as defined by our medical policy
- Missed appointment charges
- Telephone consultation charges between providers
- Charges or costs exceeding a benefit maximum or maximum allowable fee, where applicable
- Expenses incurred before the supply or service is actually provided unless prior authorized by us

This notice was last updated August 11, 2021.

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 or call **800-279-1301** 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 to learn more.

**HMO members will need to get prior authorization any time they seek services with an out-of-network provider. Plan providers request prior authorization for POS and PPO members*

Hospital Awards

SSM Health St. Mary's – Madison Awards:

- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2012-2021)
- Healthgrades - Outstanding Patient Experience Award (2019-2021)
- Get with the Guidelines - Stroke Honor Roll Elite Gold Plus Quality Achievement Award (2021)
- Healthgrades - Gastrointestinal Care Excellence Award (2021)
- Healthgrades - General Surgery Excellence Award (2021)
- Press Ganey - Pinnacle of Excellence Award (2020)
- Newsweek - Best Hospitals (2020)
- 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 - Type 2 Diabetes Honor Roll
- Get with the Guidelines - Stroke Honor Roll Elite
- 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

SSM Health St. Mary's Hospital – Janesville

- 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 (2021)
- Chartis Center for Rural Health Top Quartile Performers - Outcomes (2020)
- Press Ganey - Guardian of Excellence Award (2019-2020)
- Press Ganey - Pinnacle of Excellence Award (2020)
- 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 (2019-2021)
- Chartis Center for Rural Health Top 20 Rural & Community Hospitals (2021)
- Centers for Medicare & Medicaid Services - 5-Stars Patient Experience Rating (2019-2021)
- Healthgrades - Outstanding Patient Experience Award 2019-2021)
- Hester Davis - Organizational Excellence Award (2021)
- Healthgrades - America's 100 Best Hospitals for Gastrointestinal Care (2019)

St. Agnes Hospital

- 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)
- Healthgrades - Outstanding Patient Experience Award (2019)
- Healthgrades - America's 100 Best Hospitals for General Surgery Award (2019)
- Healthgrades - Gastrointestinal Care Excellence Award (2019)
- 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

Follow us on LinkedIn and Facebook



Dean Health Plan, Inc.

1277 Deming Way
Madison, WI 53717
Local: **608-828-1941**
Toll-free **877-234-0126 (TTY: 711)**
deancare.com

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 (TTY: 711)**.