

# Integrated Delivery Network

Providing the Best Care and Services Possible

## What is an Integrated Delivery Network (IDN)?

An IDN is a formal health system of providers and locations that provide both health care and health insurance to patients. Dean Health Plan provides insurance coverage for its members, while SSM Health provides both inpatient and outpatient health care services. We all work together to provide the best possible care and service to our population.



### Your Care Team

#### New to SSM Health and Dean Health Plan?

We can help you establish a Primary Care Provider who is the best match for you and your family. Start by visiting [deancare.com/find-a-doctor](http://deancare.com/find-a-doctor) and then call 800-247-DEAN (3386) to schedule your first appointment. Your primary care clinic will help you access the appropriate services to meet your needs.



#### Already a patient of Dean?

Call your primary care office for assistance in navigating your health care. Your primary care team includes your primary care physicians, advance practice providers, clinical/nursing staff, care managers, social workers, pharmacists, counselors and educators, receptionists, and many others who collaborate to provide all of your health care needs.

For detailed information about various appointment options through SSM Health, please visit [www.ssmhealth.com](http://www.ssmhealth.com) "Schedule Now."



### 24 Hour Nurse Hotline

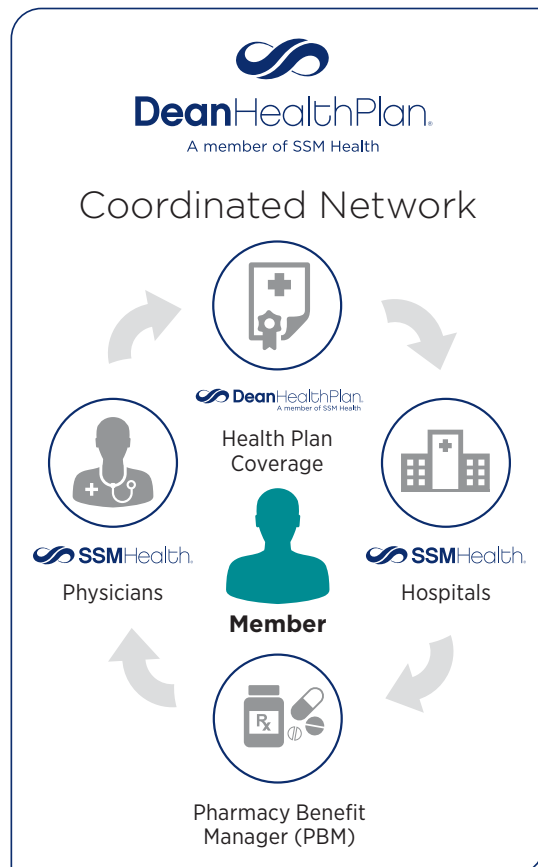
608-250-1393 or 800-576-8773

24 Hour Nurse Hotline is a free telephone service available to Dean Health Plan members or Dean Medical Group patients. It's available 24 hours a day, 365 days a year.



### SSM Health Express Virtual Care

From the comfort of your own home, reach a trusted SSM Health provider for a variety of common conditions without a scheduled appointment. Learn more at [ssmhealth.com/virtualcare](http://ssmhealth.com/virtualcare)



**We are here to help**  
Call 800-279-1301 (TTY: 711) or visit [deancare.com/members](http://deancare.com/members)

**Dean Health Plan**  
A member of SSM Health



## Telepsychiatry Appointments

Appointments are available by video without leaving your home. Call 608-252-8000 to ask if telepsychiatry is an option for you and help determine the next step.



## SSM Health Pharmacy

800-279-8200 or [deancare.com/pharmacy](https://deancare.com/pharmacy)

- Medication Delivery available in the continental U.S
- Automatic Refills – sign up and we will automatically refill your medications and notify you when they are ready
- Use your Flex-Spending Card and we'll take care of the receipts for you
- If there is a lower-cost therapy available, our pharmacists will offer that lower cost option in collaboration with your prescriber
- Competitive pricing on all medications
- Referral service to Primary Care Clinical Pharmacist specialists who see patients face-to-face or via telehealth to optimize medication use.
- Rx Benefit Check – Provides real-time information back to a provider through electronic health record regarding an employee's pharmacy benefits – applicable member costs at the pharmacy for a particular drug, lower cost alternatives and any additional information required for coverage, which provides you with better pricing and pharmacy channel options (e.g., mail order, 90 days) and saves you time at the pharmacy.



## Living Healthy

[deancare.com/wellness](https://deancare.com/wellness)

Wellness all in one place. Dean Health Plan's comprehensive suite of wellness programs spans across eight dimensions of wellness to meet you where you're at. Explore upcoming programs and a variety of resources, including Dean Health Plan's wellness portal Living Healthy, powered by WebMD. Plus earn rewards along the way!



## Partner Perks

[deancare.com/partnerperks](https://deancare.com/partnerperks)

We've partnered with local businesses to offer our members discounts on various memberships and services. Just show your Dean Health Plan member ID card at participating locations to receive special discounts.



## Tobacco Cessation

[deancare.com/quitnow](https://deancare.com/quitnow)

Free programs to assist with quitting tobacco. Options include: Quit for Life (Call, text, or chat, 1:1 and group coaching sessions) and Freedom from Smoking (virtual or onsite, group coaching sessions).



## Insurance 101

- **Deductible** – the amount you pay for covered health care services each year before insurance will start paying
- **Coinsurance** – After you have paid your deductible, your insurance will start splitting the cost of medical services with you. The coinsurance is your part of the total cost of services and the insurance will pay the rest



### Health Coaching

A WebMD Health Coach may reach out to you if you have diabetes, COPD, asthma, heart failure or coronary artery disease. The coaches provide support and education to help achieve your health goals.



### Strong Beginnings

(for expectant mothers)

[deancare.com/strongbeginnings](https://deancare.com/strongbeginnings)

Personalized support from a social worker or program outreach specialist to help you navigate the health care system, locate community resources and services, and coordinate care. Our OB and pediatric nurse case managers provide support for high-risk pregnant women and pediatric members diagnosed with complex medical conditions. A certified lactation counselor can support moms who are breastfeeding and pumping.



### Care Management

800-279-1301 or

[deancare.com/caremanagement](https://deancare.com/caremanagement)

If you have a complex medical or behavioral health condition, you have access to Dean Health Plan Care Management programs. Nurses, social workers and program outreach specialists provide support, education, connection with community resources and help navigating the health care system. In partnership with your health care team, they can help you achieve your health goals.



### Advance Care Planning

An Advance Care Planning social worker can help members complete advance directive documents (Power of Attorney for Health Care and Living Will). These documents help members communicate values and wishes, should they become unable to make health care decisions.



### SSM Health at Home

[ssmhealthathome.com](https://ssmhealthathome.com)

Offers a full range of medical equipment and supplies. Whether you're recovering from surgery or learning to live with a chronic condition, our team of knowledgeable home medical equipment specialists are available to help with product selection and insurance-related questions to make your transition easier and support your independence.

**We are here to help**

Call 800-279-1301 (TTY: 711) or visit [deancare.com/members](https://deancare.com/members)

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## Activate Your FREE Accounts



### MyChart

Schedule appointments and send secure messages to your provider.



### Member Portal

Access your insurance details, request ID cards, view claims and start earning Living Healthy Rewards.

## foodsmart

### Foodsmart

Eating Healthy Made Simple

### [deancare.com/foodsmart](https://deancare.com/foodsmart)

Free digital nutrition platform, offering personalized nutrition guidance through nutrition assessments, meal planners based on your food preferences that instantly turn into digital grocery lists, discounts on healthy food in your area and more.