

Frequently Asked Questions

Q: When does this benefit start?

A: Benefits start July 1, 2021

Q: Who is Eligible for this benefit?

A: Dean Health Plan members and their dependents in the 7 school districts below

1. Whitewater Unified School District
2. School District of Edgerton
3. Cambridge School District
4. Evansville Community School District
5. Milton School District
6. Stoughton Area School District
7. School District of Fort Atkinson

Q: Do these services replace the care I receive from my PCP team?

A: The enhanced care services are available in addition to and in collaboration with your current primary care team care.

Q: What services are available?

A: Preventative and Non-preventative primary care, acute health needs, occupational health, behavioral health consulting, and pharmacy medication review.

Q: What will this cost?

A: Enhanced Care services will be free for non-HDHP members and their dependents. If on an HSA plan, there will be a nominal fee (anticipating \$20) for non-preventative services in accordance with regulations.

Q: Where can I go to receive these benefits?

A: In order to receive the no/low cost services, the member must be seen through the Enhanced Care clinic (in person, virtually, at work, or at home).

Q: Can I get the discounted rate if I see my PCP?

A: Members will pay their standard copay if they see a provider at location (SSM or Non-SSM) outside of the Enhanced Care program.

Q: What are the clinic hours?

A: TWF 8:00-4:00 PM; M/TH 9:30-6:00 PM

Q: How do I schedule an appointment?

A: You can call the clinic at 608-884-5080, using online direct scheduling, and/or MyChart.

Q: Are walk-ins available?

A: Yes! Though we appreciate it when you call ahead :)

Q: What can be done at work?

A: Prescheduled services such as routine blood draws or seasonal vaccines. Please work with your employer to learn about planned office days.

Q: What can be done at home?

A: Services at the discretion of the provider. Please let the provider team know if you have difficulty traveling to the enhanced care clinic when face-to-face visits are required.

Q: Do we coordinate with patient primary care providers?

A: Yes, we use the same electronic medical record as all SSM Health providers. If the provider is not within SSM Health, we will pull in patient information through Epic's Care Everywhere and we will send medical notes to your PCP.

Q: What information from my medical visit is shared with my employer?

A: Nothing! HIPAA regulations and your privacy are top priority.