



# Group Insurance Guide

# Need some answers? ▼



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

**CALL**

877.230.7555 (TTY: 711)\*  
Monday – Thursday, 7:30 am – 5:00 pm  
Friday , 8:00 am – 4:30 pm

**CLICK**

Visit [prevea360.com/contact-us](http://prevea360.com/contact-us) and select  
"Send a Message to Prevea360."

## **What's in your pocket?**



Check out the folder pocket for more details  
about your membership.

# Thank *you* for being our Member



We are proud to have you as a continued member of Prevea360 Health Plan. We're also proud to be recognized for high-quality care. Prevea360 Health Plan receives accreditation from the National Committee for Quality Assurance (NCQA). NCQA is an independent, not-for-profit organization that evaluates health plans based on more than 50 standards of care and service to determine health plan accreditation.



## Helpful Information Is Just a Tap or Click Away

You can conveniently manage your health information anytime and anywhere using MyPrevea. This online account allows you to send secure messages to your physician's office and to view your health records from the comfort of your home or even your mobile device. Plus, when you create your Member Profile, you'll have access to your insurance claims, cost estimates and documentation anytime.



## Prevea Care After Hours

Health care support available

24/7/365 by calling **888.277.3832**

*Prevea Care After Hours is only available to residents of Wisconsin due to licensing regulations.*

## Follow Us



Visit [prevea360.com](http://prevea360.com) to access your Member Certificate document and Drug Formulary.

# Live *Healthy*. Get *Rewarded*.

Prevea360 wants to support you along the path to a healthier lifestyle. We've added new ways for you to earn up to \$150\* for your healthy lifestyle.



Submit Advance Directive forms to your physician



Complete five mindfulness classes



Get your annual flu vaccine



Complete a health topic self-assessment



Volunteer in your community

Visit [prevea360.com/livinghealthy](https://prevea360.com/livinghealthy) and start your Health Assessment today!

*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 for completing healthy activities, however, they are not required to complete the Health Assessment.*



## *Support and Guidance* Whenever You Need It

Navigating through the health care system can be challenging. Complex Case Management can help turn confusion into clarity. If you are diagnosed with a chronic health condition or have a complex health care need, Prevea360 will provide you with resources and guidance whenever you need it.

Your case manager will:

- Create the best care plan specifically for you
- Identify high-quality, cost-effective care options
- Ensure you receive the most appropriate services for your condition
- Find supportive health care and/or community resources
- Provide education and encouragement to promote a healthy lifestyle

One more way that Prevea360 provides care all around you. Learn More at [prevea360.com/case-management](https://prevea360.com/case-management)

# All Around *You*

Whether you call us, visit us online or in person, you'll be working with someone who knows what you need. You can rest assured that wherever you are, our trusted doctors, hospitals and clinics are all around you.

PREVEA *360*  
health plan<sup>SM</sup>



## Out of Area *Dependents*

Your kids may be out of sight, but they are not out of mind. Prevea360 has coverage for your dependents (up to age 26) that are living in another community, away at college, out on a backpacking adventure or giving adulting a try somewhere out of state.

Need coverage for your kids? Learn more and download the form at [preavea360.com/outofarea](http://preavea360.com/outofarea)

*This coverage is available for businesses with over 100 employees enrolled.*



# Right *Care*, Right *Place*, Right *Time*

Knowing your care options in advance is not only good for your health—it's also better for your budget.



## Primary Care

Whenever you need care (except emergencies), start by calling your primary care clinic for the soonest available appointment or for help figuring out where to go. Don't wait for your health conditions to get worse. Same day appointments are usually available at your primary care clinic.



## Urgent Care

If a same-day appointment is not available at your primary care clinic, you may be directed to go to Urgent Care. These providers are able to treat medical problems sooner than a scheduled office visit, but higher copays are possible.



## Emergency Care

For a life-threatening illness or injury, go to the nearest emergency room or call 911.



## Out-of-Area Care

Both urgent and emergency care are covered by Prevea360 Health Plan if you or your covered family member are traveling and unable to return to the service area for immediate treatment.

## How to Read Your *Member ID Card*

Important numbers to call for Customer Care or 24/7 health advice from a nurse

Your out-of-pocket copay costs

**PREVEA360** health plan™

Network: Prevea360  
Group # 12345  
Product Type: HMO

Customer Care: 877.230.7555 or TTY 711 • After Hours: 888.277.3832

Member Name	Member #
JOHN DOE	ABC1234
JANE DOE	ABC1234
BOBBY DOE	ABC1234
SUZY DOE	ABC1234

Copays\*: PCP: \$15 • Specialist: \$15 • Urgent Care: \$15 • Emergency Room: \$150

\*Please refer to your Plan Materials for your additional financial responsibility including, but not limited to, deductible, coinsurance, and other out-of-pocket costs.

Form date: 1/1/2015    PCN#: 1234    BIN#: 12345    [prevea360.com](http://prevea360.com)

Information about the plan you have and physicians you can see

# Your Notes



PO Box 28467 • Green Bay, WI 54324-0467 • 877.230.7555 • TTY: 711 • [prevea360.com](http://prevea360.com)

Have *Questions?* We've got Answers

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and select “Send a Message to Prevea360.”

**LANGUAGE ASSISTANCE:**

English - ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-317-2410 (TTY: 711).  
Spanish - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-317-2410 (TTY: 711).  
Hmong - LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-317-2410 (TTY: 711).

**NON-DISCRIMINATION STATEMENT:** Dean Health Plan / Prevea360 Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.