



## Resources for Dane County employees with Dean Health Plan insurance coverage.

**1**

For questions regarding your health insurance policy your first stop is our Customer Care Center.  
Open Monday – Thursday 7:30am – 5pm and Friday 8am – 4:30pm.  
Voicemail is available after hours and calls will be returned within 1 business day.

**Call: 1-800-279-1301 (711 TTY)**

**2**

Email our Customer Care Center with any question you may have.  
You will receive a response within 1 business day.

Click [here](#) to access our Contact Form.

**3**

Visit the Insurance Desk at our Health Plan Office or the following SSM Health Dean Medical Group clinics:

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

**4**

A Dane County employee hotline has been created to assist employees who have tried the above resources but need additional help or have an escalated issue. This number is available during business hours.  
Voicemail is available both during daytime and after hours.

**1-608-828-2880**

- A supervisor may be requested at any time during a call with our Customer Care Center.
- All calls are recorded.
- For privacy protection all callers are asked to verify 2 personal items of identification.