

HEALTH CARE COVERAGE

for your Out-of-Area Dependents



Dean Health Plan is committed to helping your out-of-area dependents (up to age 26) get the health care coverage they need when they need it. Students who attend college outside of the area and children living in another community are common examples of out-of-area dependents.

NOTIFY US

If you have an out-of-area dependent in a large group plan, please complete the Out-of-Area form as part of your health plan enrollment. You may also contact the Dean Health Plan Customer Care Center at **800-279-1301**.



New Insurance Card After Notification

Once a health plan member has been identified as an out-of-area dependent, Dean Health Plan will send a new ID card, which the dependent should carry at all times. The ID card will have a printed logo that identifies a national network of providers. Out-of-area members will use this primary network to access care and receive in-network benefits.



Prior Authorization

It is the responsibility of the enrolled health plan member to ensure prior authorization has been obtained for services that require prior authorization. Please review your member certificate or contact the Dean Health Plan Customer Care Center at **800-279-1301** for questions about what services require prior authorization.



Think Ahead

Students and other out-of-area dependents should consider scheduling routine exams or non-urgent procedures with Dean Health Plan providers when visiting our service area.



Please remember

All out-of-area dependents must see an SSM Health Dean Medical Group or network provider when in our service area. All out-of-area dependents moving back to our service area need to contact the Dean Health Plan Customer Care Center at **800-279-1301** to update their status.

PROVIDER SEARCH

for your Out-of-Area Dependents



1. Visit deancare.com

2. From the *I am a...* section chose **Member** and then select **Member Home**

3. Under **My Health Plan is...** click on the **LEARN MORE** button under **From My Employer**

4. Go to the **Understanding Your Plan** section and click **Out of Area Dependents**

5. Click the **FIND A PROVIDER FOR YOUR OUT-OF-AREA DEPENDENT** link. That redirects you to multiplan.com

6. The logo displayed on the front of your ID card is the one you select on the MultiPlan site. Click the box next to the appropriate logo.

Note: If you do not have an ID card, please contact the Customer Care Center at **800-279-1301**.



7. Click the green continue button and begin your search.

Note: Be sure to check for both physician and facility network participation. And please contact the Customer Care Center at **800-279-1301**, if you have any questions.



8. Finally, you must complete the brief Out-of Area-Dependent Form and either mail it in or fill it out on deancare.com and submit it there.

Note: You must fill out the out-of-area dependent form referenced above to receive a new ID card with the logo referenced in the Provider Search instructions.

