

Are you transitioning to a new health plan? If so, the following tips may be helpful.

Each of health plans that Madison College offers will mail their new members information to assist with the transition to their plan. Madison College asked each of the health plans to respond to several questions about transitioning to a new health plan. See their responses below.

If you have prescriptions that are eligible to be refilled (i.e., within the frequency guidelines), we recommend that you fill the prescription with your current health plan before changing to the new plan to avoid any delays.

	Arise Health Plan	Dean Health Plan	GHC-SCW	WPS PPO
What materials will my new health plan send to me?	You will receive your Arise ID cards, a member booklet, and information that will direct you to the Arise website under the Member section.	New Members will receive a welcome kit advising them where to find information on our website at www.deancare.com . They may also contact Customer Care for any questions at 1-800-279-1301. Dean Health Plan FAQs for members	Once enrolled, ID cards and a 'Welcome to GHC' packet will be provided. Below is a link to the packet. https://ghcscw.com/SiteCollectionDocuments/HMO_Membership_Guide.pdf The packet includes information on member services, plan documentation, accessing care and value-added services.	You will receive your WPS ID cards, a member booklet, and information that will direct you to the WPS website under the Member section.
When should I see my new primary care provider (PCP)?	Seeing a PCP one time a year for a preventive exam is recommended.	Members should see their PCP when they feel they need care or if they want to discuss issues related to their health.	If there is need of any prescription renewals or referrals to specialists, it is recommend you see the PCP right away. Other care can be provided as needed. There is no need to make an appointment to see a PCP right away due to changing carriers.	Seeing a PCP one time a year for a preventive exam is recommended.

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If I don't like my primary care provider (PCP), how do I change to a new one?	You simply see a different PCP that is in-network	We encourage you to select a physician that you feel comfortable seeing on a continuing basis. If you wish to change, you may do so at any time. Call our Customer Care Center for assistance at (800) 279-1301.	Contact Member Services to change PCP at any time. There are no restrictions to the number of changes. Email us at member_services@ghcscw.com or call (608) 828-4853 or (800) 605-4327, request Member Services, Monday - Friday, 8 a.m. – 5 p.m.	You simply see a different PCP that is in-network
How do I find a new specialist?	There are categories in the provider search by specialty.	We encourage members to contact their primary care providers for recommendations. If he or she determines that you should be seen by a specialist, one will be sought within the Dean Health Plan network of providers.	This will be coordinated with the PCP. Referrals are required from the PCP before specialty care can be provided.	There are categories in the provider search by specialty.
What do I need to do to transfer my medical records to you?	Arise does not retain medical records. Members are responsible to transfer their medical records from one provider to any other provider.	Upon meeting with a Primary Care Physician, you will be asked to sign a disclosure form that will allow medical records to be transferred automatically to the SSM Health, as we also use the Epic Platform.	Any medical provider organization that uses Epic electronic medical records will have access to those records. There will be no need to transfer. The new PCP will have access to the records. If not, a paper form will need to be provided that is linked below. https://ghcscw.com/SiteCollectionDocuments/AuthorizationToReceiveInformationForm_English.pdf	WPS does not retain medical records. Members are responsible to transfer their medical records from one provider to any other provider

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How do I transfer prescriptions?	Show your new ID card at pharmacy so pharmacy does not run it under old insurance. If an employee is switching from WPS to Arise within Madison College, there is no change and they can continue to use same pharmacy.	If members are using a network Pharmacy, prescriptions with refills remaining do not need to be transferred. Members will need to present their new ID card at the pharmacy, effective January 1st. We encourage members to check our formulary to be sure their Prescriptions are covered and to see if pre-authorization or step therapy is required. Prescriptions using our mail order program will need to be re-written and submitted to our Costco Mail Order Pharmacy.	If using a participating pharmacy and the prescription is on the GHC formulary, the member can provide their GHC ID card at the pharmacy. If a prescription has expired, then the PCP will need write a new prescription (which may require an office visit).	Show new ID card at pharmacy so pharmacy does not run it under old insurance.
When will I receive the new ID cards?	For this new transition, we anticipate ID cards going out at the end of December.	Temporary ID Cards were mailed on 12/7/18. ID Cards should be received within the next 10 Business days.	ID cards should be received within 7-10 business days after GHC receives enrollment information.	For this new transition, we anticipate ID cards going out at the end of December.
What if I need service before I have received my ID card?	You can call member services to request your information. If you are switching from WPS to Arise, your member number will remain the same.	Members should call Customer Care at 1-800-279-1301 if they have not received ID cards by 1/1/19.	ID cards should be received prior to January 1, 2019. If not, contact Member Services to obtain membership information over the phone. (608) 828-4853 or (800) 605-4327, request Member Services, Monday - Friday, 8 a.m. – 5 p.m.	You can call member services to request your information.

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How can I get additional ID cards?	You can call member services to request more ID cards or you can log into your customer portal account, request more and print them.	Members can print off ID Cards from their Dean Connect Portal or call the Customer Care Center to request additional cards at 1-800-279-1301.	They can requested with Member Services. member_services@ghcscw.com (608) 828-4853 or (800) 605-4327, request Member Services, Monday - Friday, 8 a.m. – 5 p.m.	You can call member services to request more ID cards or you can log into your customer portal account, request more and print them.
Are there any special instructions if I am mid-treatment, such as pregnancy or treatment of a chronic condition?	You should contact Member Services. Each situation is different due to the treatment or condition.	Please contact Dean for specific Pregnancy Transition of Care guidelines. DHP offers a medical Transition of Care (TOC) process for new group members. Transition of Care is a one-time consideration for employees of New Groups to help ease the transition to plan providers and to best medically manage the conditions. The TOC process is for active treatment that members are currently receiving and requires approval by a DHP Medical Director. To be considered, a new member must be in active treatment with a non-plan specialty provider prior to their plans effective date and have a scheduled appointment within the first 90 days of their plans effective date. Please call our Customer Care Center at 1-800-279-1301 for questions.	The transition of care form can be completed at https://ghcscw.com/SiteCollectionDocuments/TransitionOf_Care.pdf	You should contact Member Services. Each situation is different due to the treatment or condition.

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Where can I view a provider directory?	https://secure.wecareforwisconsin.com/members/find_a_doctor Enter Group #10003759	https://www.deancare.com/find-a-doctor Select Product Type Commercial HMO/PPOS Insurance (Group or Individual)	https://ghcscw.com/SiteCollectionDocuments/HMO_Provider_Directory.pdf Sauk and Columbia Country locations-for members residing in those counties: https://ghcscw.com/SiteCollectionDocuments/Regional_Network_Directory.pdf	https://connect.wpsic.com/Gateway/commercialGateway/unauth/loadFadNewHireEnrollee.do If you don't have your subscriber number, select Open Enrollee or New Hire, then select the Statewide network