

Prevea360 West and Mayo Clinic Health System Provider Network

Overview

In conjunction with Medica's strategic partnership with its affiliate Dean Health Plan, Prevea360 (P360) has expanded its network offering for the State of Wisconsin — called “Prevea360 West “ — that includes Mayo Clinic Health System.

This network partnership offering in western Wisconsin has been created specifically to serve enrollees in the State of Wisconsin Group Health Insurance Program’s Department of Employee Trust Funds (ETF), the health plan for state employees. Dean Health Plan/Prevea360 will be the claims administrator for this offering. To verify which providers are included in this product’s network, see the State of Wisconsin – Prevea360 West and Mayo Clinic Health System provider directory at Prevea360.com/Find-A-Doctor and selecting “State of WI – Prevea360 West and Mayo Clinic Health System” under the *Select Plan Type* dropdown.

ID Card Example for 2023-2024

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Network: Prevea360W/MayoClinic</td> <td style="width: 50%;">Group Number: XXXXXXXXXXXXX</td> </tr> <tr> <td>Product Type: HMO</td> <td>Policy Effective Date: XX/XX/XXXX</td> </tr> <tr> <td colspan="2" style="text-align: center;">prevea360.com</td> </tr> </table> <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Member Name</th> <th style="text-align: left; border-bottom: 1px solid black;">Member Number</th> </tr> </thead> <tbody> <tr> <td>TEST TEST</td> <td>012345678901</td> </tr> <tr> <td>TEST TEST 1</td> <td>012345678902</td> </tr> <tr> <td>TEST TEST 2</td> <td>012345678903</td> </tr> <tr> <td>TEST TEST 3</td> <td>012345678904</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 10px;"> Deductible*: Individual \$XXXXX Family \$XXXXX Ded/Coinsurance Max*: Individual \$XXXXX Family \$XXXXX Out of Pocket Max*: Individual \$XXXXX Family \$XXXXX </p> <p style="font-size: small; margin-top: 10px; background-color: #e0e0e0; padding: 2px;"> Customer Care: 877-230-7555(TTY 711) • Prevea Care After Hours: 888-277-3832 </p>	Network: Prevea360W/MayoClinic	Group Number: XXXXXXXXXXXXX	Product Type: HMO	Policy Effective Date: XX/XX/XXXX	prevea360.com		Member Name	Member Number	TEST TEST	012345678901	TEST TEST 1	012345678902	TEST TEST 2	012345678903	TEST TEST 3	012345678904	<p style="font-size: small; margin-top: 0;"> Get the Right Care: Your primary care provider (PCP) is your contact for routine care needs. Your PCP can assist with preventive services and office visits. </p> <p style="font-size: small; margin-top: 5px;"> Urgent Care/Emergency Care: If you have serious medical needs, seek care at an urgent care center or emergency room. In life-threatening emergencies dial 911. </p> <p style="font-size: small; margin-top: 5px;"> 24-Hour Prevea Care After Hours Advice Line: Available to Wisconsin residents only. For care guidance outside of normal working hours, our 24-Hour Prevea Care After Hours Center has nurses to assist with questions or guide you to the appropriate location for care. </p> <p style="font-size: small; margin-top: 5px;"> Contact us for questions regarding *prior authorizations *inpatient admissions in and out of network *care outside of our service area and help finding a First Health provider. </p> <p style="font-size: small; margin-top: 10px;"> *Please refer to your plan materials for your additional financial responsibility. Providers send claims to: Prevea360 Health Plan • PO Box 56099 • Madison, WI 53705 Electronic Payer ID #: 39113 </p> <div style="text-align: right; margin-top: 10px;"> </div> <p style="font-size: x-small; margin-top: 20px;"> <small>This card is for identification purposes and does not constitute proof of eligibility. Prevea360 Health Plan products are underwritten by Dean Health Plan. Form Date: 09/29/2023</small> </p>
Network: Prevea360W/MayoClinic	Group Number: XXXXXXXXXXXXX																
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prevea360.com																	
Member Name	Member Number																
TEST TEST	012345678901																
TEST TEST 1	012345678902																
TEST TEST 2	012345678903																
TEST TEST 3	012345678904																

Availability

This plan is available to ETF employees and their dependents residing in the following Wisconsin counties:

- Barron
- Buffalo
- Chippewa
- Crawford
- Dunn
- Eau Claire
- Jackson
- La Crosse
- Monroe
- Pepin
- Pierce
- St. Croix
- Trempealeau
- Vernon

Key State of WI – Prevea360 West and Mayo Clinic Health System Network Providers

- HSHS Sacred Heart Hospital
- HSHS St. Joseph's Hospital
- Prevea Medical Group
- Mayo Clinic Health System - Wisconsin
- Oakleaf Clinics
- Baldwin Area Medical Center & Clinics
- Black River Memorial Hospital
- Crossing Rivers Medical Center
- Tomah Health
- Vernon Memorial Hospital & Clinics

Specialty Networks

- Navitus/Navi-Gate — pharmacy benefit drug authorization requests
- NIA Magellan – authorization CT/MRI/PET radiology services, musculoskeletal surgeries, and physical/occupational therapy services

Member Benefits

- [See 2024 Uniform Benefits Certificate of Coverage / ETF \(etf.wi.gov\)](#)
- [See 2023 Uniform Benefits Certificate of Coverage | ETF \(wi.gov\)](#)
- For ETF member benefit questions, please contact Dean Health Plan's Customer Care Center at 1 (877) 230-7555 (TTY: 711)

Claims Submission

- Detailed claims submission/EDI transactions instructions and information can be found in the [Prevea360 Provider Administrative Manual](#).
- Providers are encouraged to sign up for the Prevea360 Health Plan Provider Portal--a 24/7 online resource for in-network providers, free of charge to assist with managing key patient data, simplify everyday tasks, promote efficiency in business and streamline electronic transactions. Functionality includes: HIPAA 270/271 member enrollment/benefits, 276/277 claims submission status, prior authorization requests submission, claims appeals processing, along with other web-based self-service applications. The Portal Registration User Guide and other account setup resources including a short video are available from the Prevea360 Health Plan Account login page at providerauth.prevea360.com. Additional details are also included in the Provider Administrative Manual noted above.
- For ETF member claims questions, please contact Dean Health Plan's Customer Care Center at 1 (877) 230-7555 (TTY: 711).
- Submit medical claims to:
Prevea360 Health Plan
PO Box 56099
Madison, WI 53705

Payer ID: 39113