



2024 Prevea360 Health Plan Member Resources Reference Guide for Providers


Prevea360 Health Plan offers a wide range of programs and services to improve the overall health of our communities and support providers caring for individuals enrolled in Prevea360 Health Plan benefit plans (referred to as “members”). We encourage providers to be familiar with resources listed in this reference guide and promote them to their patients, when appropriate. This is not intended to be an exhaustive list. Please refer to our website for the most up-to-date information.



Reference Guide Quick Links




Case Management	Health Coach	Member Care Packages	Prevea Care After Hours
Continuity of Care	Healthy Extras	Member Newsletter	Preventive Care
Document Library	Health & Wellness	Mental Health	Transportation
Genetic Testing	Living Healthy Rewards	Pharmacy Concierge	



Program/Service & Link	Description	Path to Access Online Resource
<p>Prevea Care After Hours</p> 	<p>Applicable to: Individuals enrolled in Prevea360 Health Plan benefit plans who are WI residents.</p> <p>Overview: Available 24 hours a day, 365 days a year for members to speak with experienced registered nurses about general health care questions and concerns.</p> <ul style="list-style-type: none"> • 888-277-3832 or 920-496-4700 	<p>Visit Prevea360care.com > Hover over Members > under “Resources,” click Care After Hours.</p>
<p>Mental Health</p> 	<p>Applicable to: Individuals enrolled in a Prevea360 Health Plan benefit plan.</p> <p>Overview: Prevea360 Health Plan offers many mental health and substance use supports, services, and treatment options.</p> <ul style="list-style-type: none"> • National Suicide Prevention Hotline – 800-273-8255. • Suicide & Crisis Lifeline – 9-8-8. • Brighter Days – Information about depression, available treatment options and tools for self-management and direct links to available resources. • Mothers and Babies – Emotional support for pregnant and postpartum women. • Case Management /Behavioral Health and Substance Use– Non-emergency education and resource coordination for mental health and/or substance use conditions. <p>Other resources linked from our website for members (and providers):</p> <ul style="list-style-type: none"> • National Alliance on Mental Illness 	<p>Visit Prevea360care.com > Hover over Wellness > click Mental Health Home</p>


Rewards and programs may vary by plan. Member coverage is subject to the limitations and exclusions outlined in the member’s benefit certificate or policy and subject to state and/or federal laws. Please contact the Customer Care Center number on the members ID card with questions.

Program/Service & Link	Description	Path to Access Online Resource
	<ul style="list-style-type: none"> • Substance Abuse and Mental Health Services Administration • Depression Bipolar Support Alliance • Trauma Survivors Network 	
<p>Case Management <i>Some programs allow members to enroll online. Enrollment is voluntary. Once a member enrolls, a member of our Care Management team will contact them.</i></p> 	<p>Applicable to: Individuals enrolled in Prevea360 benefit plans. Members are encouraged to verify offerings specific to their benefit plan.</p> <p>Overview: Prevea360 Case Management supports members in complex or acute situations by coordinating care across the health care continuum. Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for resources to meet individuals and family’s comprehensive health needs. Each program is administered by uniquely trained case managers, many of whom have certifications in case management and other specialties, with a goal of supporting members in self-management and achieving health goals. The care team also may assist members to navigate the health care system and connect with appropriate resources.</p> <ul style="list-style-type: none"> • Pregnancy Program - The Pregnancy program is a family-centered model that supports the health of pregnant women and their babies in partnership with the health care provider. Support is provided on a continuum through pregnancy and the post-partum period. • Complex Case Management and Care Coordination - Case Managers are available to support adult and pediatric members living with serious or complex health conditions. Case Managers partner with members and their providers to help manage their conditions with the goal of influencing illness trajectory, promoting adherence to the prescribed plan of care, and improving health outcomes. Case Managers create a personalized care plan based on the member’s health goals and provide ongoing management and support as they work toward their goals. • Transplant Case Management - Specially trained nurses provide a seamless experience for members going through transplant. They guide each member through the evaluation and listing process, helping them maintain transplant readiness while awaiting organ transplant, and continue to provide ongoing management and support post-transplant. • Advance Care Planning Program - Social worker support for members over the age of 18 to navigate the advance care planning process of thinking about what matters most to them at the end of life and documenting those wishes in legal documents called advance directives. 	<p>Visit prevea360care.com > Hover over “Wellness,” click Care Management.</p>

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	<ul style="list-style-type: none"> ● Providers and Clinic Case Managers may refer patients via: <ul style="list-style-type: none"> ○ Email: caresupport@medica.com ○ Phone: 866-905-7430 ○ Fax: 952-992-3589 ● Members can self-refer online at prevea360.com/For-Members/Health-Wellness/Caremanagement or by calling the Advance Care Planning Line at 608-828-1915 or the Customer Care Center number on the back of their member ID card. 	
<p data-bbox="107 440 331 467">Continuity of Care</p> 	<p data-bbox="405 440 1362 540">Applicable to: In specific instances, individuals enrolled in a Prevea360 Health Plan benefit plan whose care may be affected when a provider leaves the network.</p> <p data-bbox="405 553 1362 683">Overview: Prevea360 Health Plan follows continuity of care rules according to state and federal laws. When a provider leaves the network under certain situations, members may be able to continue care with that provider at in-network coverage for a set period of time.</p>	<p data-bbox="1383 440 1967 505">Type the web address below in your browser: prevea360.com/Members/Continuity-of-care</p>
<p data-bbox="107 699 331 727">Document Library</p> <p data-bbox="107 743 363 841"><i>Search Tip:</i> In the By Audience dropdown, select Member.</p>	<p data-bbox="405 699 1362 727">Applicable to: Individuals enrolled in Prevea360 Health Plan benefit plans.</p> <p data-bbox="405 732 1362 829">Overview: Prevea360 Health Plan offers documents, forms, and other materials for members in the Document Library such as Foreign Claims Form, Health Info Release Form and Diabetes Standards of Care.</p>	<p data-bbox="1383 699 1967 829">Visit prevea360care.com > Scroll to bottom of page and click Members > Scroll to the bottom of the page, click See Library in the Document Library section.</p>
<p data-bbox="107 857 300 885">Genetic Testing</p> 	<p data-bbox="405 857 1362 922">Applicable to: Individuals enrolled in a Prevea360 Health Plan HMO, POS, PPO, IFB and ASO benefit plans.</p> <p data-bbox="405 927 1362 1263">Overview: Prevea360 Health Plan contracts with Concert Genetics, an industry-leader in genetic testing technology assessment and policy development. As genetic testing has increasingly become the standard of care, the Health Plan is committed to the access and quality of these services for our members. General approach to genetic testing is that a prior authorization will not be processed and will be cancelled if submitted. An appropriate diagnosis code must appear on the claim. If a claim is submitted without a diagnosis code considered Medically Necessary, the claim will deny unless coverage is mandated by state/federal laws</p>	<p data-bbox="1383 857 1967 954">Visit prevea360care.com > Hover over Providers > under “Medical Management,” click Genetic Testing.</p>

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<p>Health Coach WebMD contacts eligible members.</p> 	<p>Applicable to: Programs vary by benefit plan. Individuals ASO and Commercial member (18 and older) enrolled in a Prevea360 Health Plan benefit plan who are at moderate and high risk for one or more of the following five conditions: Asthma, Chronic obstructive pulmonary disease (COPD), Coronary artery disease, Diabetes (type 1, type 2), and Heart failure.</p> <p>Overview: The WebMD Health Coach is assigned to support members around three key aspects of condition self-management; medication, monitoring and lifestyle.</p>	<p>Visit prevea360care.com > Hover over Wellness > Under “Living Healthy,” click Health Coach. https://prevea360.com/Wellness/Health-Coach</p>
<p>Healthy Extras</p> 	<p>Applicable to: ASO and Commercial members enrolled in certain Prevea360 Health Plan benefit plans. Members are encouraged to check reward offerings specific to their plan.</p> <p>Overview: Through the WebMD wellness platform, members may take a self-assessment, join a challenge, and explore other interactive tools. The Health Plan offers health challenges throughout the year to create new healthy habits ranging from being active to being more mindful. Examples of activities include daily habit tracking and mental health podcasts with topics ranging from financial wellness to mental health. Sync your device and apps to the wellness platform for easy tracking.</p>	<p>Visit prevea360care.com > Hover over Wellness > Under “Living Healthy,” click Healthy Extras. https://prevea360.com/Wellness/Healthy-extras</p>
<p>Health & Wellness <i>Also see information about Living Healthy Rewards program in this document.</i></p> 	<p>Applicable to: Individuals enrolled in a Prevea360 Health Plan benefit plan.</p> <p>Overview: Prevea360 Health Plan offers a variety of member programs focusing on the whole person, including, but not limited to:</p> <ul style="list-style-type: none"> • Upcoming Wellness Events – a variety of wellness programs and events scheduled throughout the year. Examples of events include book clubs, move with a doc, learning lofts, and living healthy assistance. • Nicotine Cessation - Freedom From Smoking (18 and older) is a free, small group nicotine cessation program led by a certified facilitator, that features a step-by-step plan for quitting. There is also a nicotine-reduction program. • Partner Perks - Discounts from businesses we’ve partnered with to offer membership, service, and product discounts related to overall well-being. • Preventive Health Toolkits – educational topics, self-guided activities, seasonally appropriate topics. 	<p>Visit prevea360care.com > Hover over Wellness > Under “Resources” click Health and Wellness Home. https://prevea360.com/wellness</p>
<p>Living Healthy Rewards We encourage members to check with their doctor for</p>	<p>Applicable to: Individuals enrolled in Prevea360 Health Plan Commercial (18 and older) benefit plans..</p> <p>Overview: To earn rewards, members can complete a variety of activities including Health Assessment, preventive health screenings, participation in wellness challenges, and tracking other healthy activities. Points will be credited</p>	<p>Visit prevea360care.com > Hover over Wellness > Under “Living Healthy,” click Living Healthy Rewards. https://prevea360.com/Wellness/Living-Healthy-rewards</p>

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<p><i>which tests are appropriate based on their medical and family history.</i></p> <p>-----</p> <p>Individual Family Business (IFB) Rewards via Virgin Pulse wellness platform</p>	<p>to member's Living Healthy account to redeem gift cards to national retailers, restaurants, and other popular merchants. Selected preventive screenings may include:</p> <ul style="list-style-type: none"> • Cancer (mammogram, colon cancer and PAP smear) • Immunizations (Influenza, Varicella, Tetanus, Meningococcal and Pneumococcal) • Other screenings (Chlamydia, Gonorrhea, HIV, Hepatitis C, Diabetes and Depression). <p>-----</p> <p>Applicable to: Individuals enrolled in Prevea360 Health Plan Individual Family Business (IFB) benefit plan. Overview: Members need to register their Virgin Pulse account and complete an annual preventive exam in order to earn the \$50 pulse cash that can be redeemed for a gift card of the member's choosing. The Virgin Pulse wellness platform includes a personalized wellbeing experience, Health Check Survey to better understand your health, self-guided courses to build healthy habits, healthy trackers and more.</p>	<p>-----</p> <p>Virgin Pulse direct login URL: https://join.virginpulse.com/myhealthrewardsIFB</p>
<p>Member Wellness Care Packages</p> 	<p>Applicable to: Individuals enrolled in Prevea360 Health Plan benefit plans. Overview: A monthly brochure highlighting programs, education and national observances.</p>	<p>Visit prevea360care.com > Hover over Wellness > Under "Wellness," click Health & Wellness Home > Under "Wellness Care Packages," click the link for the dated brochure you wish to view.</p>
<p>Member Newsletter</p> 	<p>Applicable to: Individuals enrolled in a Prevea360 Health Plan benefit plan. Overview: Magazine featuring articles about living a healthy and active lifestyle and more.</p>	<p>Visit prevea360care.com > Hover over Members > Under "Resources," click Prevea360 Member News.</p>
<p>Pharmacy Concierge</p>	<p>Applicable to: Individuals enrolled in a Prevea360 benefit plan. Overview: Pharmacy concierge is available for members and providers to answer questions about formulary, prior authorizations, step therapy and medication related questions.</p>	<p>Visit deancare.com > Hover over Members > click Pharmacy Benefits , Click Pharmacy concierge service</p>

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<p data-bbox="107 142 302 172">Preventive Care</p> 	<p data-bbox="405 139 1346 342">Applicable to: Individuals enrolled in a Prevea360 Health Plan benefit plan. Overview: Detect, treat or prevent illnesses or diseases early, before they become major concerns. A wide range of preventive services are covered at \$0 costs to members when rendered by an in-network provider. Examples of available preventive care are annual visits with a primary care provider, vaccinations, and certain routine tests and screenings.</p>	<p data-bbox="1383 142 1955 240">Visit prevea360care.com > Hover over Members > Under “Wellness,” click Preventive Care.</p>
<p data-bbox="107 358 294 388">Transportation</p>	<p data-bbox="405 355 1335 524">Applicable to: Individuals enrolled in Prevea360 Health Plan IFB benefit plan.. Overview: Services for members to use to travel to medical appointments or local pharmacies. Providers may direct members to the Customer Care Center to schedule a ride or members may call:</p> <ul data-bbox="457 496 1131 524" style="list-style-type: none"> <li data-bbox="457 496 1131 524">• IFB Individual members – 1-877-357-3173 (TTY: 711) 	<p data-bbox="1383 358 1955 423">Visit prevea360care.com > Hover over Members > Under “Tools,” click Free Lyft Rides.</p>

