

Frequently Asked Questions



Where can I find information about my plan?

Visit weatrust.com/Dane or countyofdane.com/insurance.

What is a PPO plan?

A PPO, or Preferred Provider Option, lets you choose from a network of providers (doctors, hospitals, specialists). With a PPO plan, you will receive the most reimbursement when you use providers in the Network.

Are my providers in the Trust's Network?

You can go to weatrust.com/Dane and click on "Find a Doctor" to check. Dane County providers in our Network include Dean, UW Health, and Meriter.

Are there providers outside of Dane County in the Trust's Network?

Yes. You and your family have access to our statewide Network. To find out who is in the state Network, visit weatrust.com/Dane and click on "Find a Doctor." We've also listed major Network providers on the state map in this packet.

What happens if I am traveling out of state and I need to see a doctor?

As a Trust member, you still have coverage outside of Wisconsin. When you see a doctor outside of Wisconsin, you will be reimbursed at a non-network benefit level and may be subject to additional out-of-pocket costs. To minimize your out-of-pocket costs, see one of our participating out-of-state providers. To find a participating out-of-state provider, visit weatrust.com/Dane and click on "Find an Out-of-State Doctor." Your dependents also have access to these providers; if you have a son or daughter away at college, they can see a doctor.

What are my benefits?

Overall, your benefits are comparable or better than what you currently have. A brief overview of your benefits is available on the back of this sheet, and a more complete listing is available at weatrust.com/Dane.

How will the transition work?

We will work with Physicians Plus to transfer all the important information, such as preauthorizations, drugs that require step therapy, and upcoming medical procedures.

When will I receive my new ID cards?

You'll receive your cards by December 1. It is also important that you show your new card when you receive services starting December 1.

What do I do if I need to receive services before December 1?

You'll continue to use Physicians Plus until December 1.

How will my prescription drug coverage work?

Generic drugs will still be available for a \$10 copay and preferred brand name drugs will still require a \$20 copay. You will also have access to an increased number of "value drugs" which will be available to you at no cost. Finally, in case you need a drug that is not in our preferred list, we will still provide it to you for a \$40 copay.

What will the copay be for drugs I am taking?

You can go to weatrust.com/Dane and click on "Drug Plan" to find out. In general, what you currently pay for your prescription drugs shouldn't increase. You can also use our mail order service to receive a 90-day supply of a qualifying medication for two copayments instead of three.

Will I still receive my wellness reward?

Yes. Your reward will be comparable to what you had with Physicians Plus.

If you need further assistance, please call customer service at 1.800.279.4000 or visit weatrust.com/Dane.