

Balance by Medica

Overview




Balance by Medica is an accountable care system product being offered in the individual and family business (IFB) market in Missouri and Oklahoma. The network features care at Mercy plus many other providers. No referral is needed to see in-network specialists. Balance by Medica members in Missouri do not have out-of-network coverage. Balance by Medica members in Oklahoma can access out-of-network providers but may have higher deductibles and co-insurances than for in-network providers.

To verify which providers are included in this product's network, [see the provider directory on medicacom.com](http://www.medicacom.com/provider-directory).

2021 ID Card Example (MO)

 <p>Payer ID: 12422 ID: 1234567891 Group/Policy: IFB</p> <p>Name: John IFB/IFBMO3/ 00</p> <p>Dependents:</p> <table border="0"> <tr><td>Jane Samplemember</td><td>01</td></tr> <tr><td>Joe Samplemember</td><td>02</td></tr> <tr><td>Julie Samplemember</td><td>03</td></tr> <tr><td>Jake Samplemember</td><td>04</td></tr> <tr><td>Joshua Samplemember</td><td>05</td></tr> </table> <p>Care Type: [Care Type Text From data] SVC Type: Medical</p> <p style="text-align: center;">For benefits, use a Balance network provider</p>	Jane Samplemember	01	Joe Samplemember	02	Julie Samplemember	03	Jake Samplemember	04	Joshua Samplemember	05	 <p>Members - MedicaMember.com</p> <p>Medical Claims: Medica Individual and Family Business PO Box 21051, Eagan, MN 55121-0051</p> <p>Medica Behavioral Health Claims: Payer ID: 87726 PO Box 30757, Salt Lake City, UT 84130 Medica Behavioral Health Services: (800) 848-8327</p> <p>Medica Customer Service: (877) 329-8310 TTY: 711 Pharmacists: (800) 922-1557 Providers: (800) 458-5512 or medicacom Health Advocate NurseLine: (866) 668-6548</p> 
Jane Samplemember	01										
Joe Samplemember	02										
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2021 ID Card Example (OK)

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Availability

- For individual and family business (IFB) members
- Service area includes 20 counties in Missouri (Barry, Cedar, Dade, Dallas, Christian, Greene, Hickory, Howell, Jasper, Laclede, Lawrence, McDonald, Newton, Polk, Saint Clair, Stone, Texas, Vernon, Webster, and Wright) and 3 counties in Oklahoma (Canadian, Logan, Oklahoma)

Network

- Mercy
- Cedar County Memorial Hospital
- Citizens Memorial Hospital
- Girard Medical Center
- Landmark Hospital of Joplin

- Ozarks Medical Center
- Oklahoma Heart Hospital
- OU Medicine
- Select Specialty Hospital -Springfield
- Texas County Memorial Hospital

Specialty Networks

- Chiropractic: Direct Contracts through Medica
- Behavioral Health: Optum,
- Transplants: Optum
- Pharmacy: Express Scripts
- Specialty Pharmacy: Accredo

Member Benefits

- Comprehensive coverage for preventive and other care needs
- All essential health benefits covered
- Complex Specialty Care program allows patients to receive care at Mayo Clinic for transplants, certain rare cancers and complex medical conditions

Claim Submission

Medical claims:

- Payer ID: 12422

Medica behavioral health claims:

- Payer ID: 87726

[See details on claim submission and product guidelines](#)