

Engage by MedicaSM Fact Sheet



Overview

Mayo Clinic and Medica have worked together to make care more affordable and accessible in southern Minnesota and western Wisconsin. Engage by MedicaSM is a localized health insurance product featuring Mayo Clinic care in Rochester and throughout southern Minnesota as well as western Wisconsin. It is available to Medica individual and family business (IFB) members.



Members may see any provider in the network without a referral. All network providers have direct access to Mayo Clinic resources and expertise locally. If the provider determines that more specialized care is needed, they will make the appropriate arrangements for that care in the location most convenient for the patient. In-network providers should follow normal referral processes as a necessary component of care protocols, as well to ensure appropriate reimbursement. Lack of a referral (within the network) will not impact the member benefit. Members do not have benefits for out-of-network providers.

To verify which providers are included in the Engage by Medica provider network, [see the provider directory on medica.com.](#)

ID Card Example for 2022-2023 (WI)

 <p><i>With care provided by</i> Mayo Clinic and Mayo Clinic Health System</p> <p>Payer ID: 12422 ID: 1234567891 Group/Policy: IFB</p> <p>Name: JOHN Q IFBW14/STD/IFB 00</p> <p>Dependents: JANE Q Samplemember 01 JOE Q Samplemember 02 JULIE Q Samplemember 03 JAKE Q Samplemember 04 JOSHUA Q Samplemember 05</p> <p>Care Type: [Care Type Text From data] SVC Type: Medical</p> <p>For benefits, use an Engage network provider</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Rx BIN: 003858 Rx PCN: A4 Rx GROUP: 6MEDICA</p> </div>	<p>Members - Medica.com/SignIn</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</p> <p>Optum Chiropractic Claims: Payer ID: 41161 PO Box 212, Minneapolis, MN 55440-0212</p> <p>Medica Behavioral Health Services: 1 (800) 848-8327</p> <p>Medica Member Services: 1 (866) 510-7425 (TTY: 711)</p> <p>Pharmacists: 1 (800) 922-1557</p> <p>Providers: 1 (800) 458-5512 or Medica.com</p> <p>Health Advocate NurseLine: 1 (866) 668-6548</p> 
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ID Card Example for 2022-2023 (MN)

 <p><i>With care provided by</i> Mayo Clinic and Mayo Clinic Health System</p> <p>Payer ID: 12422 ID: 1234567891 Group/Policy: IFB</p> <p>Name: JOHN Q IFBMN9/STD/IFB 00</p> <p>Dependents: JANE Q Samplemember 01 JOE Q Samplemember 02 JULIE Q Samplemember 03 JAKE Q Samplemember 04 JOSHUA Q Samplemember 05</p> <p>Care Type: [Care Type Text From data] SVC Type: Medical</p> <p>For benefits, use an Engage network provider</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Rx BIN: 003858 Rx PCN: A4 Rx GROUP: 6MEDICA</p> </div>	<p>Members - Medica.com/SignIn</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</p> <p>Optum Chiropractic Claims: Payer ID: 41161 PO Box 212, Minneapolis, MN 55440-0212</p> <p>Medica Behavioral Health Services: 1 (800) 848-8327</p> <p>Medica Member Services: 1 (866) 510-7425 (TTY: 711)</p> <p>Pharmacists: 1 (800) 922-1557</p> <p>Providers: 1 (800) 458-5512 or Medica.com</p> <p>Health Advocate NurseLine: 1 (866) 668-6548</p>  <p>Minnesota Department of Commerce Appeals 1 (651) 539-1600 or 1 (800) 657-3602</p>
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Availability

- For individual and family business (IFB) members
- Minnesota service area is 19 southeastern counties (Blue Earth, Brown, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Houston, Le Sueur, Martin, Mower, Nicollet, Olmsted, Rice, Steele, Wabasha, Waseca, Watonwan and Winona)
- Wisconsin service area is 14 western counties (Barron, Buffalo, Chippewa, Crawford, Dunn, Eau Claire, Jackson, La Crosse, Monroe, Pepin, Pierce, Saint Croix, Trempealeau and Vernon)

Network

- Mayo Clinic Health System
- Mayo Clinic
- Black River Memorial Hospital
- Crossing Rivers Health
- Northfield Hospital
- Owatonna Hospital
- Sleepy Eye Medical Center
- Tomah Memorial Hospital
- United Hospital District
- Winneshiek Medical Center
- Winona Health Services

Specialty Networks

- Chiropractic: Optum Physical Health
- Behavioral Health: Medica Behavioral Health (MBH), administered by Optum
- Transplants: Optum Transplant
- Pharmacy: Express Scripts
- Specialty Pharmacy: Accredo

Member Benefits

- Comprehensive coverage for preventive and other care needs
- All essential health benefits are covered
- This product does not have a national travel network

Claim Submission

Medical claims:

- Payer ID: 12422

Optum chiropractic claims:

- Payer ID: 41161

Medica behavioral health claims:

- Payer ID: 87726

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