

## Engage by Medica


### Overview

Mayo Clinic and Medica have worked together to make care more affordable and accessible in southern Minnesota. Engage by Medica<sup>SM</sup> 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](#).


### 2021 ID Card Example (WI)

<p><b>MEDICA</b>® <i>With care provided by</i> Mayo Clinic and Mayo Clinic Health System</p> <p><b>Payer ID:</b> 12422 <b>ID:</b> 1234567891 <b>Group/Policy:</b> IFB</p> <p><b>Name:</b> John IFB/IFBW1/ 00</p> <p><b>Dependents:</b></p> <table border="0"> <tr><td>Jane Samplmember</td><td>01</td></tr> <tr><td>Joe Samplmember</td><td>02</td></tr> <tr><td>Julie Samplmember</td><td>03</td></tr> <tr><td>Jake Samplmember</td><td>04</td></tr> <tr><td>Joshua Samplmember</td><td>05</td></tr> </table> <p><b>Care Type:</b> [Care Type Text From data] <b>SVC Type:</b> Medical</p> <p>For benefits, use an Engage network provider</p>	Jane Samplmember	01	Joe Samplmember	02	Julie Samplmember	03	Jake Samplmember	04	Joshua Samplmember	05	<p><b>Members - MedicaMember.com</b></p> <p><b>Medical Claims:</b> Medica Individual and Family Business PO Box 21051, Eagan, MN 55121-0051</p> <p><b>Medica Behavioral Health Claims:</b> Payer ID: 87726 PO Box 30757, Salt Lake City, UT 84130</p> <p><b>Medica Behavioral Health Services:</b> (800) 848-8327</p> <p><b>Medica Customer Service:</b> (866) 510-7425 TTY: 711</p> <p><b>Pharmacists:</b> (800) 922-1557</p> <p><b>Providers:</b> (800) 458-5512 or medica.com</p> <p><b>Health Advocate NurseLine:</b> (866) 668-6548</p> <p style="text-align: right;"> For emergency and other authorized services</p>
Jane Samplmember	01										
Joe Samplmember	02										
Julie Samplmember	03										
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Jane Samplmember	01										
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## 2020 ID Card Example (WI)

<b>MEDICA®</b> <i>With care provided by</i> Mayo Clinic and Mayo Clinic Health System		<b>Members -</b> <a href="http://medica.com/IndividualLogin">medica.com/IndividualLogin</a> <b>Benefits Effective:</b> 01/01/20
<b>Payer ID:</b> 12422 <b>ID:</b> <u>1234567891</u> <b>Group/Policy:</b> <u>IFB</u>		<b>Claims:</b> <b>Medica</b> P.O. Box 981647 El Paso, TX 79998-1647
<b>Name:</b> John IFB/IFBW14/      00		<b>Medica Customer Service:</b> 866-510-7425 TTY: 711
<b>Dependents:</b> Jane Samplemember      01 Joe Samplemember      02 Julie Samplemember      03 Jake Samplemember      04 Joshua Samplemember      05		<b>Pharmacists:</b> 800-922-1557 <b>Providers:</b> 800-458-5512 or <a href="http://medica.com">medica.com</a> <b>Health Advocate NurseLine:</b> 866-668-6548
Rx BIN: 003858 Rx PCN: A4 Rx GROUP 6MEDICA		
<b>CareType:</b> [Care Type Text From data] <b>SVC Type:</b> Medical  For benefits, use an Engage network provider		

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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
- Chippewa Valley 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 SelectCare
- Behavioral Health: 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 no longer has a national travel network beginning 1/1/2021

## Claim Submission

Medical claims:

- Payer ID: 12422

Medica behavioral health claims:

- Payer ID: 87726

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