

## Medica CompleteHealth (featuring care at Mayo Clinic)



### Overview

Medica CompleteHealth<sup>SM</sup> is an accountable care system product offered in 4 counties in western Wisconsin and in 18 counties in southern Minnesota. Medica CompleteHealth includes care at Mayo Clinic Health System sites in southern Minnesota and western Wisconsin and at Employee and Community Health at Mayo Clinic in Rochester and Kasson. Members also have access to Northfield Hospital & Clinics, Winona Health and Winneshiek Medical Center. Members may see any provider in the Medica CompleteHealth network without a referral.



All providers have direct access to Mayo Clinic’s resources and expertise locally. If care at Mayo Clinic is necessary, Medica CompleteHealth providers can make arrangements for their patients. Members can also access non-network providers but may have higher deductibles and out-of-pocket expenses than for in-network providers. To verify which providers are included in this product’s network, [use the online provider search on medica.com](https://www.medica.com).

NOTE: Sample cards do not reflect the format of the production Group number, which is a 5-digit number.

### ID Card Example for 2022-2023 (MN)

		<i>Featuring Care at Mayo Clinic</i>													
<b>Payer ID: 94265</b> <b>ID: 999999901</b> <b>Group: DELT</b>															
<b>Name:</b> <b>JOHN Q 00180/01364XXXXX</b>															
<b>Dependents:</b> <b>JANE R DOE</b> <b>DAUGHTER R DOE</b> <b>SON T DOE</b> <b>BABY1 U DOE</b> <b>BABY2 V DOE</b>		<b>Rx BIN: 003858</b> <b>Rx PCN: A4</b> <b>Rx Group: 1MEDICA</b>													
<b>CareType: Medica CompleteHealth</b> <b>SVC Type: MEDICAL</b>															
<table border="0"> <tr> <td></td> <td><b>Ded IND/FAM</b></td> <td><b>OOPM IND/FAM</b></td> <td><b>RX OOPM IND/FAM</b></td> </tr> <tr> <td>In Network:</td> <td>\$555/\$1,555</td> <td>\$3,333/\$6,666</td> <td>\$1,111/\$22,222</td> </tr> <tr> <td>Out of Network:</td> <td>\$3,333/\$9,999</td> <td>NA/NA</td> <td></td> </tr> </table>			<b>Ded IND/FAM</b>	<b>OOPM IND/FAM</b>	<b>RX OOPM IND/FAM</b>	In Network:	\$555/\$1,555	\$3,333/\$6,666	\$1,111/\$22,222	Out of Network:	\$3,333/\$9,999	NA/NA			
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For best benefits, use the Medica CompleteHealth Network		<b>Members – Medica.com/SignIn</b> Claims: Medica PO Box 30990, Salt Lake City, UT 84130 Medica & Mayo Clinic Health System Customer Service: 1 (877) 252-5564 Hearing Impaired: 711 Pharmacists: 1 (800) 922-1557 Providers: 1 (800) 458-5512 or <a href="https://www.medica.com">www.medica.com</a> Medica Behavioral Health: 1 (800) 848-8327 Medica CallLink Nurse Line: 1 (800) 962-9497 EAP: 1 (800) 626-7944  <b>UnitedHealthcare</b> UnitedHealthcare Options PPO													
		 Minnesota Department of Commerce Appeals: 651-296-2488 or 800-657-3602													

### ID Card Example (WI)

		<i>Featuring Care at Mayo Clinic</i>													
<b>Payer ID: 94265</b> <b>ID: 999999901</b> <b>Group: DELT</b>															
<b>Name:</b> <b>JOHN Q 01335/01368XXXXX</b>															
<b>Dependents:</b> <b>JANE R DOE</b> <b>DAUGHTER R DOE</b> <b>SON T DOE</b> <b>BABY1 U DOE</b> <b>BABY2 V DOE</b>		<b>Rx BIN: 003858</b> <b>Rx PCN: A4</b> <b>Rx Group: 1MEDICA</b>													
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		 Office of the Commissioner of Insurance: 608-266-3585 or 800-236-8517													

**Availability:**

Commercial large and small groups in the following counties:

**Minnesota counties:**

- Blue Earth
- Dodge
- Faribault
- Fillmore
- Freeborn
- Goodhue
- Houston
- Le Sueur
- Martin
- Mower
- Nicollet
- Olmstead
- Rice
- Steele
- Wabasha
- Waseca
- Watonwan
- Winona

**Western Wisconsin Counties:**

- Barron
- Chippewa
- Dunn
- Eau Claire

**Network Hospitals**

- Mayo Clinic Health System hospital locations in Minnesota and Wisconsin
- Northfield Hospital & Clinics
- Winona Health
- Winneshiek Medical Center

**Specialty Networks**

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

**Member Benefits**

- Comprehensive coverage for preventive and other care needs

- Care is supported by a team of health care providers, based on the member's unique needs. Most teams include physicians, nurses, nurse practitioners - all focused on providing the right care whenever it is needed.
- The Medica travel benefit applies outside Minnesota, Wisconsin, South Dakota and North Dakota.

**Claim Submission**

Claims should be submitted to:

- Payer ID: 94265

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