

Medica CompleteHealth (featuring care at Mayo Clinic) Fact Sheet (Accountable Care System Product)

Overview

Medica CompleteHealthSM is an accountable care system product offered in 4 counties in western Wisconsin and as of July 1, 2015, also offered in 18 counties in southern Minnesota. This partnership between Mayo Clinic Health System and Medica is founded on the strengths of two organizations known for their collaboration and leadership in the healthcare industry. Medica CompleteHealth gives more consumers the opportunity to directly experience the benefits of the collaboration of two organizations who share a commitment to delivering care that is efficient and more affordable.

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.

2021 ID Card Example (MN)

<p>MEDICA®</p> <p style="text-align: right;"><i>Featuring Care at Mayo Clinic</i></p> <p>Payer ID: 94265 ID: 999999901 Group: DFLT</p> <p>Name: JOHN Q 00180/01364XXXXX</p> <p>Dependents: JANE R DOE DAUGHTER R DOE SON T DOE BABY1 U DOE BABY2 V DOE</p> <p>CareType: Medica CompleteHealth SVC Type: MEDICAL OV/CONV/URGI/ER/(CD5) \$XX / \$XX / \$XX / \$XX</p> <p style="text-align: center;">For best benefits, use the Medica CompleteHealth Network</p>	<p>Members – www.mymedica.com</p> <p>Claims: Medica PO Box 30990, Salt Lake City, UT 84130 Medica & Mayo Clinic Health System Customer Service: 877-252-5564 Hearing Impaired: 711</p> <p>Pharmacists: 800-922-1557</p> <p>Providers: 800-458-5512 or www.medica.com</p> <p>Medica Behavioral Health: 800-848-8327 Medica CallLink Nurse Line: 800-962-9497 EAP: 800-626-7944</p> <p>UnitedHealthcare® <small>UnitedHealthcare Options PPO</small></p> <p style="text-align: right;"><small>Shared Savings</small> MultiPlan</p> <p style="text-align: right;">Minnesota Department of Commerce Appeals: 651-296-2488 or 800-657-3602</p>
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2021 ID Card Example (WI)

<p>MEDICA®</p> <p style="text-align: right;"><i>Featuring Care at Mayo Clinic</i></p> <p>Payer ID: 94265 ID: 999999901 Group: DFLT</p> <p>Name: JOHN Q 00367/01344XXXXX</p> <p>Dependents: JANE R DOE DAUGHTER R DOE SON T DOE BABY1 U DOE BABY2 V DOE</p> <p>CareType: Medica CompleteHealth SVC Type: MEDICAL OV/CONV/URGI/ER/(CD5) \$XX / \$XX / \$XX / \$XX</p> <p style="text-align: center;">For best benefits, use the Medica CompleteHealth Network</p>	<p>Members – www.mymedica.com</p> <p>Claims: Medica PO Box 30990, Salt Lake City, UT 84130 Medica & Mayo Clinic Health System Customer Service: 877-252-5564 Hearing Impaired: 711</p> <p>Pharmacists: 800-922-1557</p> <p>Providers: 800-458-5512 or www.medica.com</p> <p>Medica Behavioral Health: 800-848-8327 Medica CallLink Nurse Line: 800-962-9497 EAP: 800-626-7944</p> <p>UnitedHealthcare® <small>UnitedHealthcare Options PPO</small></p> <p style="text-align: right;"><small>Shared Savings</small> MultiPlan</p> <p style="text-align: right;">Office of the Commissioner of Insurance: 608-266-3585 or 800-236-8517</p>
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Available to

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 MN and WI
- Northfield Hospital & Clinics
- Winona Health
- Winneshiek Medical Center

Specialty Networks

- Chiropractic: OptumHealthSM Care Solutions, Physical Health
- Behavioral Health: Medica Behavioral HealthSM providers (includes Mayo Clinic Health System behavioral health providers)
- Transplants: OptumHealthSM Complex Care Solution
- Pharmacy: Express Scripts (ESI)

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 *does* apply outside the Medica service area (i.e., outside MN, WI, SD, ND)

Claim Submission

Claims should be submitted to:

- Payer ID: 94265

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

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