


Medica DUAL Solution® | Minnesota Senior Health Options (MSHO) Fact Sheet


Overview

Medica offers Medica DUAL Solution® for Minnesota Health Care Programs (MHCP) enrollees in the Minnesota Senior Health Options (MSHO) program. This product is for members who are enrolled in both Medicare Parts A and B and Medical Assistance and are 65 years of age and older. Medica assigns each member to a care system that is based on the member's selection of a primary care clinic during enrollment. Additionally, members are able to change their primary care clinic on a monthly basis. Each member is also assigned a Care Coordinator, typically a registered nurse or independently licensed social worker, who conducts a person-centered assessment upon enrollment and again at least annually, arranges for services, and assists the member in navigating the healthcare system.

ID Card Example (2020)

<p>MEDICA®</p> <p>Payer ID: 94265 <u>ID: 999999901 Group 07885</u></p> <p>Name: JOHN Q 00057/00203/07885 PCP: PCP CLINIC ON THE LAKE DOWNTOWN PCP Phone: (123) 456-7890</p> <p>Care Type: Medica DUAL Solution SVC Type: Medical, Dental/Part D</p> <p>In case of EMERGENCY go to the nearest Emergency Room or call 911.</p> <div style="text-align: right;">  <table border="1" style="font-size: small;"> <tr><td>Rx BIN:</td><td>610014</td></tr> <tr><td>Rx PCN:</td><td>MNDE</td></tr> <tr><td>Rx Group:</td><td>4MEDICA</td></tr> </table> </div> <p style="text-align: right; font-size: x-small;">CMS: Hxxxx-xxx</p>	Rx BIN:	610014	Rx PCN:	MNDE	Rx Group:	4MEDICA	<p>medica.com/dual Card Issued: 10/28/19</p> <p>Member Services (TTY 711): 1-888-347-3630 NurseLine™ by HealthAdvocate™: 1-866-715-0915 Medica Behavioral Health: 1-800-848-8327 Delta Dental Questions: 1-800-459-8574 Pharmacies call ESI: 1-800-922-1557 Providers call: 1-800-458-5512</p> <p>Medical claims to: Medica, PO Box 30990, Salt Lake City, UT 84130-0990 Dental Claims: Delta Dental®, PO Box 9120, Farmington Hills, MI 48333-9120 RX Claims: Express Scripts, Attn: Medicare Part D, PO Box 14718, Lexington, KY 40512-4718</p> <p>Appeals and Grievances: Medica: 1-888-347-3630 or Fax: 952-992-3016 (TTY 711) State of MN - DHS Appeals Unit, PO Box 64941, St Paul, MN 55164-0941 Managed Care Ombudsman - 1-651-431-2660 or 1-800-667-3729 (TTY: 711)</p>
Rx BIN:	610014						
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ID Card Example (2021)

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Group Numbers

- 07XXX

Provider Networks

- Medica DUAL Solution utilizes the Medica Choice® network for specialty care
- OptumHealthSM Care Solutions, Physical Health (Chiropractic care)
- Express Scripts® is the Pharmacy Benefits Manager (PBM)

- Minnesota's Select Dental™ network, administered by Delta Dental® of Minnesota
- Medica Behavioral Health (Behavioral Health and Substance Use Disorder Treatment network)
- Access to inpatient services and certain outpatient services is restricted to facilities that participate with these products. Services (unless emergency/urgent care) outside the network require prior notification, except if the member has primary insurance coverage through a commercial plan or Medicare. Medica would not require prior notification if the primary insurance deemed the service as covered

Program Features

- Members elect their preferred primary care clinic; Medica groups all network providers into care systems designed to improve care delivery across the product
- Integrates both Original Medicare (Parts A&B) and Medicare Part D benefits with services covered under Medical Assistance for Minnesota Health Care Program (MHCP) Enrollees
- Voluntary enrollment allows members to elect their preferred primary care clinic; Medica groups all network providers into one of three care systems designed to improve care delivery across the product
- Every member is assigned a Care Coordinator who is either a Medica employee or delegate and is the member's primary point of contact for all health and wellness coordination
- The member's Medica Care Coordinator also coordinates with the member's county agency for services that are not covered by Medica but may be covered by another source (e.g. waiver programs)

Care Systems

A Care System consists of a system of providers that span the continuum of care including doctors, nurses, clinics, hospitals, nursing homes and social workers. For a current list of care systems, see the [Medica Care Coordinated Products Group Numbers](#) document on medica.com.

County Partners

- Medica has contracted to partner with several of the participating MSHO counties. These counties are part of the Medica Care System. Care Coordinators act on behalf of Medica for Medica's MSHO members. For a current list, see the [County, Care System, and Agency Contact Information](#) document on medica.com

Membership Criteria

- Qualify for Medicaid
- Have Medicare Parts A and B benefits
- Be at least 65 years of age
- Live in current Medica DUAL Solution service area
- Voluntarily complete a Medica DUAL Solution enrollment form

Referral Process/ Elderly Waiver Services

Medica requires authorization in order to pay for some services; Care Coordinators complete a referral request form to initiate a service authorization for any of the following covered services:

- Customized Living
- Foster Care
- Home Modifications
- Generic Supplies and Equipment

- Nursing Home Stays- Medicare A stays or skilled stays
- Personal Care Assistance (PCA)
- Adult Day Care
- Adult Day Care Bath
- Home Health Aide
- Homemaker
- Independent Living Skills (ILS)
- Home Care Nursing (formerly known as Private Duty Nursing)

Claim Submission

Claims should be submitted to:

Medica
PO Box 30990
Salt Lake City, UT 84130

Electronic payer ID: 94265