

Medica EssentialSM



COORDINATED CARE — ALL IN ONE PLACE.

Medica Essential offers a member experience that's makes health care easy for you. You'll get the care you need, whenever you need it. Plus you can get that care from providers and systems you know and trust.

An experience you'll love

- Choose your own primary care clinic (PCC) — each family member on your plan can select their own, too.
- Access your PCC's affiliated care system of clinics, hospitals, and specialists, with flexibility to change your PCC monthly, if needed.
- Get coordinated care directly from your primary care clinic for all non-emergency needs.
- Bypass the need for referrals when you see specialists in your care system.
- Access to virtual and behavioral health care options, and wellness extras to help you stay healthy and feel better.

Care where you need it

Our online search tool makes it easy to find a provider. Go to [Medica.com/FindCare](https://www.Medica.com/FindCare) and select *Medica Essential*.

Twin Cities Metro

All Metro

- Children's Health Network
- M Health Fairview and Fairview Physician Associates

Greater Minnesota

Duluth

- St. Luke's Care System

Northern Minnesota

- Essential Health West

North Dakota

Eastern North Dakota

- Altru Health System
- Essentia Health West

Wisconsin

Northwestern Wisconsin

- Integrity Health Network
- St. Luke's Care System

Referrals

When care is not available within your care system, your PCC can make a referral for a doctor in the Medica Essential network but outside your care system. They can also make referrals for providers outside the Medica Essential network, with pre-approval (prior authorization) from Medica.

For more details about how to get care outside of your care system through a referral, go to [Medica.com/Referrals](https://www.medicacare.com/Referrals). Or scan the code below to learn more.



Changing your PCC

Need to see a different provider? You can change your PCC (and the affiliated care system that comes with it) as often as once a month. Changes made by the 20th of the month go into effect the first day of the month after you make your request.

How to change or enroll

Start by finding your clinic's PCC ID with our online search tool at [Medica.com/FindCare](https://www.medicacare.com/FindCare). Select *Medica Essential* and then:

1. Choose "See your choices" in the "Providers and facilities" tile.
2. Set your location area in the upper right corner, then select either the "Facilities by type" or "Facilities by name" tile.
3. Select the search spyglass icon but don't enter anything in the search bar.
4. From the results, select "Filters" and check "Yes" in the "Eligible Primary Care Clinic (PCC)" section. Each provider result will include the 11-digit PCC number and care system affiliation.

Remember each family member can choose their own primary care clinic. For example, your child's PCC may be a pediatric clinic, and yours might be a family practice clinic.

You can access the PCC change request form at [Medica.com/FindCare](https://www.medicacare.com/FindCare) and select *Medica Essential*.



Have questions? We're here to help.

Want to know more about your benefits? Have another question? Call Member Services at the number on the back of your Medica ID card (TTY: **711**). You can reach us Monday - Friday, 7 a.m. - 8 p.m. CT (closed 8 - 9 a.m., Thursdays), and Saturday, 9 a.m. - 3 p.m. CT. You can also learn more at [Medica.com/FindCare](https://www.medicacare.com/FindCare) and select *Medica Essential*.