

Medica CompleteHealthSM

(featuring care at Mayo Clinic)



ADVANCED CARE THAT'S BUILT AROUND YOU.

Medica CompleteHealth connects you with thousands of the world's leading medical experts to meet your health care needs. No matter what kind of care you or your family need, you'll have direct access to the resources and specialists at Mayo Clinic. We work with those providers and specialists to make finding care as easy as possible for you.

An experience you'll love

- **Direct access to specialists** in the Medica CompleteHealth network without a referral. If your primary care provider determines you need specialty care at Mayo Clinic Health System, or access to more complex services at Mayo Clinic in Rochester, they'll make all the arrangements for you.
- **Wellness programs and services** focused on family, diet, and exercise at [MayoClinicHealthSystem.org/Wellness-Hub](https://www.mayoclinic.org/Wellness-Hub).
- **Coordinated care** and tailored support after a hospital stay or emergency room visit.
- **A patient portal** to help you manage your care and give you secure and convenient access to all your health information. To create a Mayo Clinic patient portal account go to [MayoClinicHealthSystem.org/Patient-Online-Services](https://www.mayoclinic.org/Patient-Online-Services) or download the Mayo Clinic app from Google Play or the App Store. With portal access online or with the Mayo Clinic app you can:
 - Get common symptoms evaluated and receive a care recommendation 24/7/365
 - Request and schedule appointments
 - Participate in video appointments from the comfort of your home
 - Review test results and your provider's notes
 - Refill medications
- **Access to new symptom assessment tools** and virtual care options with the Primary Care On Demand app for Wisconsin patients.

Get the care you need — when and where you need it

- **Direct access** to nearly 20 hospitals and 60 clinics, including Mayo Clinic Health System locations in southern Minnesota and western Wisconsin, Mayo Clinic Primary Care in Rochester and Kasson, Northfield Hospital & Clinics, and Winona Health Services.
- **Nurse advisors** you can reach 24/7/365. Just call the phone number on the back of your Medica ID card.
- **A Travel Program Network** you can use when outside the service area (Minnesota, North Dakota, South Dakota, and western Wisconsin). The program's network is one

of the largest in the country. And if you're a parent, even better: It covers your children when they're away at school. Emergency care services for students seeking care outside the ACO service area but within Medica's service area will be covered at the in-network benefit level. For other health care services, they will need to access care from a Medica CompleteHealth network provider for in-network benefits to apply.

Built-in accountability to deliver better health + better care

Medica CompleteHealth is an accountable care organization (ACO). What that means is simple: We collaborate with a group of doctors, hospitals, and other health care providers to give you high-quality care at a lower cost. When you receive services through your ACO, you can be confident that your team of providers will proactively help you get the care you need, at the right place, and at the right time.

Get the most value by staying in-network

Remember to see providers in the Medica CompleteHealth network. If you get care outside the network, your costs will be much higher. You can find network providers here: [Medica.com/FindCare](https://www.Medica.com/FindCare) and select *Medica CompleteHealth*.

Need to change your clinic?

If you need to change to a clinic in the Medica CompleteHealth network, these steps can help make the move easier.

1. **Choose a primary care provider.** This is a doctor, nurse practitioner, or physician's assistant who will manage your total care. Primary care providers know your health history and can direct you to specialists, hospitals, and other health care providers if needed.
2. **Transfer your medical records from your previous clinic.** Doing so helps your new providers know about your previous health conditions and treatments.
3. **Manage your prescriptions.** You may need to see your new provider before you can refill your prescriptions. To check on remaining refills, call your pharmacy. The pharmacist can contact your prescribing provider about the refill.
4. **Create a Mayo Clinic patient portal account.** Safely manage your health information and appointments: Go to [MayoClinicHealthSystem.org/Patient-Online-Services](https://www.MayoClinicHealthSystem.org/Patient-Online-Services) or download the Mayo Clinic App from Google Play or the App Store.



Scan the code above with your phone's camera to find care options in your network.



Have questions? We're here to help.

Want to know more about your benefits? Have another question? Call **1 (877) 252-5564** (TTY: **711**). You can reach us Monday - Friday, 7 a.m. - 8 p.m. CT (closed 8 a.m. - 9 a.m., Thursdays), and Saturday, 9 a.m. - 3 p.m. CT. To get information about your benefits or care online, go to [Medica.com/FindCare](https://www.Medica.com/FindCare) and select *Medica CompleteHealth*.

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