

UNDERSTANDING YOUR ID CARD

FOR MEDICA ADVANTAGE SOLUTION® (HMO-POS, PPO) & MEDICA ADVANTAGE SOLUTION® WITH CHI HEALTH (HMO) MEMBERS



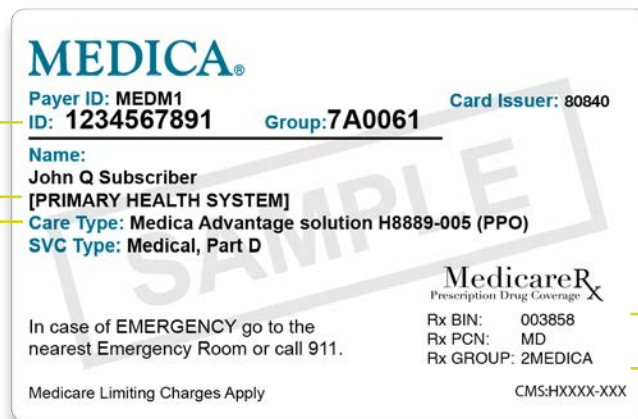
YOUR ID CARD CONTAINS IMPORTANT INFORMATION

Doctors, pharmacists and other providers need this information to serve you and correctly bill Medica for services you receive. Be sure to carry it with you at all times because you'll need it when you:

- Visit a clinic, hospital or pharmacy
- Require emergency care
- Need to call Customer Service or 24 hour HealthAdvocateSM NurseLine

ID number.
This ID number, assigned by Medica, is unique to your policy.

Primary Health System (PHS).
Your PHS aims to help you achieve your health goals. You can still get care from other in-network care providers and you don't need a referral for covered services. Refer to your Evidence of Coverage for information about your PHS.



Pharmacy information.
Your pharmacy will use this information to submit your claims.

The Front of Your Card

Care type.
The name of your Medica plan.

Claims.
Use these addresses to submit paper claims (addresses are used mostly by providers).



Customer Service phone number.
Call this number when you have questions about your plan or need to request reimbursement forms.

Nurseline phone number.
Call this number for 24 hour advice from a registered nurse.

EPIC[®] Hearing.
Call this number to find a hearing aid and exam provider near you and to schedule an appointment.

The Back of Your Card

Note: Your actual ID card may look different than the card shown above.

USE YOUR ID CARD TO REGISTER FOR YOUR SECURE MEMBER SITE

MedicaMember.com is your secure member portal where you can access your personal member website for a one-stop, online resource that puts your health plan benefits and drug coverage activity at your fingertips.

MedicaMember.com gives you access to the personalized information that you need to understand your health plan benefits and get important questions answered. There are a variety of useful self-service tools that let you access your Medica plan information 24/7, 365 days a year. Registering is easy and only takes a few minutes. Once you're registered, you can:

- Track your medical and pharmacy claims.
- Find a network provider, facility or pharmacy near you.
- Check prescription drug prices and find out if they are covered.

Follow the easy registration process to get started:

1. Go to **MedicaMember.com**
2. New user? Click on the *Register Now* button
3. Enter your member information, create a username and password and select security questions.
4. Have your new Medica ID card handy when you enter your information.



Have a question?

Call Customer Service at **1-866-269-6804** (TTY: **711**) for MN Medica Advantage Solution (HMO-POS) and (PPO) members or **1-866-398-7374** (TTY: **711**) for IA and NE Medica Advantage Solution with CHI Health (HMO) and Medica Advantage Solution H3632-001 (PPO) Members

Medica complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

If you want free help translating this document, call 1-800-952-3455.

Si desea recibir asistencia gratuita para la traducción de este documento, llame al 1-800-952-3455.

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