

Visiting a doctor when you're away from home

Using your traveler benefit with Medica Advantage Solution® (PPO, HMO-POS) and Medica AdvantageSM (PPO) Plans



Traveler benefits

Your health plan offers many great benefits, including the option to visit any Medicare participating provider in the United States and its territories for covered services. However, your provider may not be familiar with us, so here is some important information you both may find useful.

Information *you* need to know

- **Find a doctor that accepts Medicare**
We can help you find a doctor or provider near you that participates in Medicare. Just call the Member Services phone number on the back of your Medica ID card, we'll be happy to assist.
- **Show your Medica member ID card when you visit a doctor**
Your card has information your provider needs to submit claims to Medica so that your care is covered.
- **We're here if you have questions**
On the back of your ID card are phone numbers you may call with questions regarding your benefits or claims.

TIP:

Cut off the bottom portion of this flier and bring it with you to your next visit to make it easier for your provider to file claims.



Information *your provider* needs to know

Doctors and providers may submit claims to Medica electronically or by mail. For questions about coverage or claims, providers may call Medica's Provider Service Center at **1 (800) 458-5512**. Additional information may be found at [Medica.com/ClaimGuide](https://www.Medica.com/ClaimGuide).

To submit electronic claims

Please have your care provider submit claims to the following electronic payer IDs:

- MEDM1 for medical claims
- 41161 for chiropractic claims
- 87726 for behavioral health claims

To submit paper claims

Mail Part C (Medical) claims to:
Medica Government Programs
P.O. Box 21342
Eagan, MN 55121-0342

Mail chiropractic claims to:
Optum Chiropractic for Medicare Advantage
P.O. Box 212
Minneapolis, MN 55440-0212

Mail behavioral health claims to:
Medica Behavioral Health
P.O. Box 30757
Salt Lake City, UT 84130

Discrimination is Against the Law

Medica complies with applicable Federal civil rights laws and will not discriminate against any person based on his or her race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law. Medica:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: TTY communication and written information in other formats such as large print, audio, and braille.
- Provides free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, contact the number on the back of your identification card. If you believe that Medica has failed to provide these services or discriminated in another way on the basis of your race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law, you can file a grievance with: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422, TTY: 711, civilrightscoordinator@medica.com.

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201 800-368-1019, TTY: 800-537-7697. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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