



2023 Member Plan Guide

**Medica Choice CareSM MSC+
Minnesota Senior Care Plus (MSC+)**



Have questions? We're here to help.



Medica Member Services

1 (888) 347-3630

(TTY: **711**), this call is free

8 a.m.-6 p.m. CT, Monday-Friday

Medica.com/MSC

Do you have Medical Assistance (Medicaid) and Medicare?

You may be eligible for a \$0 plan with more benefits, like:

- Up to \$1,200 per year for (OTC) items
- \$0 gym membership + daily rides to the gym + online fitness classes
- \$150 per month for healthy foods + \$100 for utility bills*
- Two dental crowns a year

Find out if you qualify today. Call

1 (866) 488-2388 (TTY: **711**)

8 a.m. to 8 p.m. CT, daily.

*The benefits mentioned are a part of a special supplemental program for chronically ill. Not all members qualify.

Medica member website

Sign into your secure Medica member website at Medica.com/SignIn. You can review your plan resources, including information to:

- Find care
- View wellness programs
- Contact Medica

The Medica member website allows 24/7 access to view and make the most of your health plan benefits. New users can follow the registration steps in this guide. Already have an account on our secure Medica member website? Your user identification (ID) and password stay the same.



Using QR codes

This guide includes QR codes (like the one above) to quickly get you to our online information and resources. To use QR codes, follow these three steps:

- 1 Hover your smartphone's camera over the QR code
- 2 Tap on the link that appears at the top of your screen
- 3 Read the online information

AT A GLANCE

Medica Choice CareSM MSC+

You're enrolled in a Minnesota Senior Care Plus (MSC+) health plan with Medica. Your plan, Medica Choice Care MSC+, provides health care at low or no cost when you use network providers and benefits.

Your plan features

- Unlimited, support from a Medica Care Coordinator
- Access to a large network of providers for care
- \$0 eVisits through virtuwell®
- \$0 transportation to and from health care visits
- Dental care coverage through Delta Dental® of Minnesota and its Minnesota Select Dental network
- Extensive list of covered drugs
- Mental health and substance use disorder services
- \$0 eyeglasses from Eye-Kraft®



Review your plan documents

Review your plan documents at **Medica.com/PlanDocs**. You'll find your Provider or Pharmacy Directory, List of Covered Drugs, and Member Handbook there. To get a mailed copy of your plan documents, visit **Medica.com/OrderMedicaid** or call **1 (888) 347-3630 (TTY: 711)**. This call and mailed copies of your plan documents are free.

Get personalized support + assistance

Get help from Senior LinkAge Line

The Senior LinkAge Line is a free statewide service for any Minnesotans who need help reducing prescription drug costs or planning for long-term care. This Minnesota Board on Aging service in all 87 state counties. Senior LinkAge Line specialists provide one-to-one guidance, to help you understand their long-term care and health options, as well as you support and services to help stay independent.

1 (800) 333-2433 (TTY: 711), this call is free 8 a.m.-4:30 p.m. CT, Monday-Friday

Senior.Linkage@State.MN.US

SeniorLinkageLine.org

Get help from an interpreter

We provide interpreter services in more than 200 languages. The services are covered for you and your family members.

We'll set up foreign or sign language interpreter services for medical, dental, mental health, and for substance use disorder visits, and picking up prescriptions. Call Member Services at the number on page 2 of this guide at least 2-5 business days before your appointment. Give your Medica member ID number and provider's full name and address.

Rights to services as an older Minnesotan

Important information about your right to services as an older Minnesotan is available online. You can view the booklet online, at **Medica.com/MSC**. Find the Resources section and choose "Older Minnesotans-Know Your Rights." To get a printed copy, call Member Services at **1 (888) 347-3630 (TTY: 711)**, this call is free.

Connect with your Care Coordinator

Your Care Coordinator will help you with your medical, social, and everyday needs. A Care Coordinator is a registered nurse or social worker who'll work with you to create a plan to stay safe and healthy.

My Care Coordinator: _____

Phone: _____ **Email:** _____

Your Care Coordinator should have reached out to you to introduce themselves. If you have not heard from your Care Coordinator, give us a call and we will put you in touch.

1 (888) 347-3630 (TTY: 711), this call is free.

When to call them

- When you need help finding a doctor, therapist, dentist, or clinic
- If you need help scheduling an appointment
- If you need transportation to an appointment
- When changes happen with your health
- When you have a scheduled procedure or surgery, including outpatient procedures performed in a hospital or clinic
- If you're unexpectedly hospitalized
- If you're struggling with food, housing, or other resources
- If you're having trouble with household tasks such as shopping, cleaning, or cooking
- If you need help to feel safe with bathing or dressing
- If you have a fall or are worried about falling
- If you move to a new home

How they can help you

- Help you find a doctor, therapist or clinic, make appointments, and arrange for no-cost transportation to see health care providers
- Help you arrange dental services
- Work with your health care team to help you with ongoing or new health conditions
- Help you if you've been or plan to be in the hospital by helping you arrange transportation and care
- Give you information about low-income resources available in your community, including food and housing support
- Call you to see how you're doing
- Visit you in your home once a year — and more often if your health changes
- Help improve your safety and arrange services to help you in your home
- Explain the benefits and covered services of your Medica health insurance
- Learn about health conditions and topics such as nutrition, exercise, and fall prevention

Understanding your care + network

Network providers are your best option

You can use any doctor, clinic, or hospital that's currently part of the extensive Medica network. You don't need a referral. Providers in our network can change at any time, so check to make sure your provider, clinic, or hospital is still in the network before your appointment.



Visit **Medica.com/MSCdoctors** to access our online, searchable provider directory. You may also work with your Care Coordinator or call Member Services at **1 (888) 347-3630 (TTY: 711)** for help, this call is free.



Stay healthy with preventive care

Preventive care, including vaccines and screenings, is the best way to stop health concerns from becoming big problems.

Vaccines against flu, COVID-19, and others help keep you, your family and your community healthy.

Regular screenings can catch health issues early, when they're easier to treat.

Find recommended preventive care for you by visiting **Medica.com/Prevention**.

Guide available

Medica's How to Get the Care You Need guide provides information about how you can get the most out of your health plan, including:

- Connecting to the care you need
- Understanding what Medica does for you
- Important phone numbers and resources

To view the guide online, go to **Medica.com/HowToGuide**. To ask for a printed copy, call the Member Services number on page 2 of this guide.

CARE WHEN YOU NEED IT



Health AdvocateSM + NurseLineTM

NurseLine gives you access to highly trained nurses who are available 24/7 at no additional cost to you. They can answer your questions about symptoms, medications and health conditions, and other self-care tips for non-urgent medical issues.*

Have questions about your plan coverage? Our personal health advocates will help you with health- and insurance-related questions. Services are strictly confidential and part of your Medica plan.

1 (866) 715-0915 (TTY: 711), this call is free

24 hours a day, seven days a week

Answers@HealthAdvocate.com

HealthAdvocate.com/Medicaid



Urgent care

Walk-in clinics that treat common non-emergency medical conditions and more, such as strains, sprains, and minor broken bones, that need care right away. No appointment needed. To find an urgent care clinic, visit Medica.com/MSCdoctors.



Virtual care with virtuwell

Online care using your computer, smartphone, or tablet offers care from anywhere for 50+ common, minor medical conditions. Nurse practitioners are available 24/7.

virtuwell.com



Convenience care

Walk-in clinics that treat a limited number of common medical conditions like strep throat, ear infections, or rashes that require care right away. Clinics are available in pharmacies, grocery, and retail stores. No appointment needed. To find a clinic, visit Medica.com/MSCFind.

*The information offered by the NurseLine is not meant to provide a medical diagnosis or treatment. In an emergency, call 911 or go to the nearest emergency room.

GETTING CARE FROM SPECIALISTS



Vision + eyewear

Your plan covers regular vision care from a network vision provider and one pair of new glasses when medically necessary from Eye-Kraft. Details about eye care coverage are in the eye care section of your Member Handbook.

Search the list of network vision providers at Medica.com/MSCdoctors or view the catalog of available Eye-Kraft frames at Medica.com/PlanDocs.



Dental services

You have dental care coverage through Delta Dental of Minnesota and its Minnesota Select Dental network. You can talk with trained staff about what dental services are covered, help with billing issues, provide information about oral health, and help you find a dental provider. You can also find a network dental provider at Medica.com/MSCdoctors.

1 (800) 459-8574 (TTY: 711), this call is free
7 a.m.-7 p.m. CT, Monday-Friday

Need another kind of specialist?

You can search by specialty at Medica.com/MSCdoctors or call
Medica Member Services.

Transplant services provided with care

To ensure you get the highest quality of care, the Centers of Excellence networks through OptumHealth are available to deliver cost-effective, quality health care.

Transplant access program

The Optum Transplant Centers of Excellence network is one of the largest networks, managing more than 14,300 transplant referrals annually.

You have access to the Optum Transplant Centers of Excellence network for transplant services.

Clinically superior care

By choosing an Optum Centers of Excellence network medical center, you'll be more likely to get:

- More accurate diagnoses
- Higher survival rates
- Health care that's planned, coordinated, and provided by a team of experts who specialize in your condition
- Appropriate therapy
- Fewer complications
- Shorter length of stay

It's important and necessary to work with us for any transplant service. Transplant services, including pre-transplant evaluation(s), require prior authorization.

1 (866) 905-7430 (TTY: 711),
this call is free

MyOptumHealthComplexMedical.com

Health support when you need it

At Medica, you're not just covered, you're cared for.
We offer resources to support your health.



Behavioral health services

Learn about substance use disorder resources and see a mental health provider in our network, either in person or virtually. The Medica Behavioral Health (MBH)* Crisis Line will help you find the care you need.

1 (800) 848-8327 (TTY: 711), this call is free

24 hours a day, 7 days a week

LiveAndWorkWell.com

Choose “browse as a guest with a company access code,” then enter guest access code: “Medica”.

What to do in a mental health emergency

If you’re facing an emergency crisis involving mental health, alcohol or drugs and need immediate help, call the 988 Suicide & Crisis Lifeline right away.

988 (TTY: 711), this call is free

24 hours a day, 7 days a week

In an emergency that needs treatment right away, call 911 or go to the nearest emergency room.

*United Behavioral Health manages the Medica Behavioral Health program.



Understanding your prescription drug benefits

Your medical and prescription drug coverage is all in one plan with the convenience of one ID card and one number to call for member service.



Prescription and pharmacy information on-the-go

Find a network pharmacy, order refills, and more while on-the-go using the Express Scripts® mobile app. Download the app for free from your mobile device's app store. Or visit our pharmacy network online at Medica.com/MSCdoctors. You can also call Member Services at **1 (888) 347-3630** (TTY: 711), this call is free.



Retail pharmacy network

Our pharmacy network includes more than 1,500 pharmacies, including national chains and independent pharmacies. Fill your prescriptions at a network pharmacy for the best prescription prices (copays may apply). Always bring your Medica ID card with when picking up a prescription.

If you can't get to a pharmacy, ask the pharmacy if it can mail your prescriptions to you free of charge, or if it offers free home prescription delivery.



Get your diabetic supplies at the pharmacy

Did you know you can get your diabetic test strips and other supplies from your pharmacy? Save time and pick up your supplies when you pick up your prescriptions. Talk to your prescriber and pharmacist for more information.

FORMULARY (LIST OF COVERED DRUGS)



Ask your health care provider to make sure the drug they prescribe is on the Medica List of Covered Drugs. Visit Medica.com/2023DrugList to find and download the most current List of Covered Drugs, or call Member Services at **1 (888) 347-3630 (TTY: 711)**, this call is free. Note: We may make changes annually and throughout the benefit year.

Track your medications

It's important to take the right medications at the right time. Here are three easy tips to help you get and stay organized:

- Keep all of your medications together in one place
- Use a pill organizer to help you sort your medications by day. Use more than one if you need to organize morning, lunch, dinner, or bedtime medications
- Set your alarm or post a note on your phone, refrigerator, TV, or computer to alert you



Money-saving extras



Healthy Savings® program

Save money at the grocery store when you buy healthy foods. Your Healthy Savings discount gives you instant discounts at participating retailers. Just buy the promoted products and scan the bar code on your Healthy Savings card or from the Healthy Savings mobile app at checkout. You'll get your Healthy Savings card in a separate mailing.

Medica.com/HealthySavings



Tobacco cessation

When you're ready to quit tobacco, we're here to help with confidential sessions with a specially trained health coach. You can count on your coach to help you:

- Tap into your motivation
- Set goals and solve problems
- Cheer you on your journey to becoming tobacco-free

If it's medically appropriate, you'll get over-the-counter nicotine replacement therapy (NRT) in the form of patches, gum, or lozenges delivered to your home at no additional cost. Your coach may refer to you a prescription NRT if the over-the-counter versions aren't working for you.

1 (866) 905-7430 (TTY: 711), this call is free
8 a.m.-5 p.m. CT, Monday-Friday

Medica.com/Wellness/Medicaid-Tobacco-Cessation



Your health plan gives you extra support



Complex care management support

Are you living with a serious or chronic health condition? You're not alone.

Case managers can partner with you and your providers to help manage health conditions and create a personalized care plan based on your health goals. Then your case manager will provide ongoing coordination and support as you're working toward your health goals. To get started, call **1 (866) 905-7430 (TTY: 711)** 8 a.m. - 5 p.m. CT, Monday - Friday. This call is free.



Chronic care management

Get support with chronic conditions such as asthma, diabetes, and high blood pressure. A registered nurse will review any chronic conditions, help you create health goals, and give you ongoing support to reach your goals.

1 (866) 905-7430 (TTY: 711) 8 a.m. - 5 p.m. CT, Monday - Friday. This call is free.



Get a no-cost ride with Provide-A-RideSM

Get round-trip rides to medical, pharmacy, dental, mental health, substance use disorder, and durable medical equipment visits.

All rides must be scheduled. Have your Medica member identification (ID) number, date of birth and name and address of where you are going.

Rides when Medica office is closed

For urgently needed rides, call the NurseLine by Health Advocate at **1 (866) 715-0915** (TTY: **711**) available 24/7. This call is free. An after-hours ride is not guaranteed. In a life-threatening situation, call 911 for help.

MINNEAPOLIS/ST. PAUL METRO AREA

Schedule your ride **at least one business day** before your visit.

OUTSIDE THE METRO AREA

Schedule your ride **at least five business days** before your visit.

WAYS TO SCHEDULE



Phone

Call Medica Member Services at the number on page 2 of this guide to reach Provide-A-Ride services.



Care Coordinator

Contact your Care Coordinator to set up transportation.



Online

Visit **Medica.com/RIDE** and register to use the online Provide-A-Ride portal. You can view future rides here.

NEW USERS

Create an account on your secure member website

Your secure Medica member website offers information to help you manage your medical plan benefits. At **Medica.com/SignIn**, you can sign in to an existing account, or register a new account after choosing “I’m insured through Medicaid.” Your member website allows you to:

- Access your member ID card
- Find providers
- Review benefit and coverage details
- Check on the status of submitted claims
- Get a detailed look at charges

To register an account at **Medica.com/SignIn**, you’ll be asked type in your name, date of birth, member ID, and Group/Policy Number found on your Medica ID card. Then create your user name and password.

For technical questions:

1 (877) 844-4999 (TTY: 711),
this call is free
7 a.m.-9 p.m. CT, Monday-Friday



We’re listening

Aiming for excellence — your feedback helps

During the year, you may be asked to fill out surveys about your satisfaction with Medica, or about your physical and mental health. Your feedback helps us improve your experience. Responses are confidential and won’t affect your Medica membership.



You're not just covered,
you're cared for.



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