

## CONTACT US

For more information contact your care coordinator.

Medica DUAL Solution and Medica AccessAbility Solution Enhanced are health plans that contract with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in Medica DUAL Solution and Medica AccessAbility Solution Enhanced depends on contract renewal.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information call Medica Member Services or read the Member Handbook/Evidence of Coverage.

American Indians can continue to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older, this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

Discrimination is against the law. Medica does not discriminate because of race, color, national origin, creed, religion, sexual orientation, public assistance status, marital status, age, disability or sex.

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TTY: 711

[medica.com/contactmedicaid](https://www.medicahp.com/contactmedicaid)

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**Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.**

**Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.**

H2458\_MSHO\_0100 Approved  
Y0088\_ISNBC\_0101\_C  
SPP53873-101218A



# WHEN AND WHERE TO GET CARE

**MEDICA®**



## CLINIC

Your clinic has your health history and medical records.

### For sick and well visits like:

- Regular exams, including Child and Teen Checkups
- Minor illnesses: strep, ear and sinus infections, cold and flu-like symptoms, sore throat, bladder infection
- School and sport exams
- Medication management
- Seasonal allergies
- Follow-up care to an illness or injury
- Shots (immunizations)
- Any conditions listed in Convenience Care and Urgent Care sections



## URGENT CARE

Has "Urgent Care" in name. No appointment necessary. Open after regular clinic hours, weekends and/or holidays.

### Non-emergencies that require prompt care like:

- Minor illnesses: strep, ear and sinus infections, cold and flu-like symptoms, sore throat, bladder infection
- Headaches and migraines
- Skin treatments: rash and skin infections, cuts
- Injuries: strains, sprains and minor broken bones
- Dental pain



## CONVENIENCE CARE

These clinics are in pharmacies, retail stores and grocery stores such as CVS, Target, Walmart.

### Walk-in and retail clinics treat uncomplicated illnesses like:

- Minor illnesses: strep, ear and sinus infections, cold and flu-like symptoms, sore throat, bladder infection
- Skin treatments: rash and minor skin infections
- Blood pressure checks
- Minor injuries: burns, bruises and blisters



## EMERGENCY ROOM

Emergency Rooms (ERs) are for conditions that need treatment right away and without immediate care, it could cause: serious physical or mental harm, continuing severe pain, serious damage to your body or bodily functions or death. **In an emergency that needs treatment right away, either call 911 or go to the nearest emergency room.**

### Some examples of an emergency are:

- Heavy bleeding
- Large open wounds
- Signs of stroke (sudden change in vision, sudden dizziness, sudden weakness or numbness, and/or trouble talking or understanding speech)
- Chest pain
- Major burns
- Severe head injury
- Trouble breathing
- You want to hurt other people or kill yourself