



Medica EssentialSM

COORDINATED CARE — ALL IN ONE PLACE.

Medica Essential offers a member experience that's makes health care easy for you. You'll get the care you need, whenever you need it. Plus you can get that care from providers and systems you know and trust.

Features you'll love

- Choose your own primary care clinic (PCC) – each family member on your plan can select their own too.
- Access your PCC's affiliated care system of clinics, hospitals, and specialists. Members can change their PCC monthly if needed.
- Get coordinated care directly from your primary care clinic for all non-emergency needs.
- Bypass the need for referrals when you see specialists in your care system.

Care where you need it

Twin Cities Metro

All Metro

- Children's Health Network
- M Health Fairview and Fairview Physician Associates

Greater Minnesota

Duluth

- St. Luke's Care System

Northern Minnesota

- Essential Health West

North Dakota

Eastern North Dakota

- Altru Health System
- Essentia Health West

Wisconsin

Northwestern Wisconsin

- Integrity Health Network
- St. Luke's Care System

Our online search tool makes it easy to find a provider. Go to [Medica.com/FindCare](https://www.medicawest.com/FindCare) and select *Medica Essential*.

Referrals

When care is not available within your care system, your PCC can make a referral for a doctor in the Medica Essential network but outside your care system. They can also make referrals for providers outside the Medica Essential Network, with pre-approval (prior authorization) from Medica.

Changing your PCC

Need to see a different provider? You can change your PCC (and the affiliated care system that comes with it) as often as once a month. Changes made by the 20th of the month go into effect the first day of the month after you make your request.

How to change or enroll

Start by finding your clinic's PCC ID with our online search tool. Go to **Medica.com/FindCare** and select *Medica Essential*. Then:

1. Choose *Physicians and facilities* and select *See your choices*.
2. Choose *Facilities and Services*, then *Clinic - Primary Care*.
3. Narrow your results by entering your ZIP code or choosing a care system, specialty or other criteria.
4. In your results, look for the clinic's Care System listing. That's where you'll find the clinic's PCC ID, which looks like this: **PCCID: 000000123**. If no PCC ID comes up, you can't choose the clinic as a primary care clinic.
5. Use the Primary clinic change request form to change or enroll in your PCC. You can find the form at **Medica.com/FindCare** and select *Medica Essential*.



Need help? We're here.

Want to know more about your benefits? Have another question? Call Customer Service at the number on the back of your Medica ID card (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/Members** and select *Medica Essential*.