

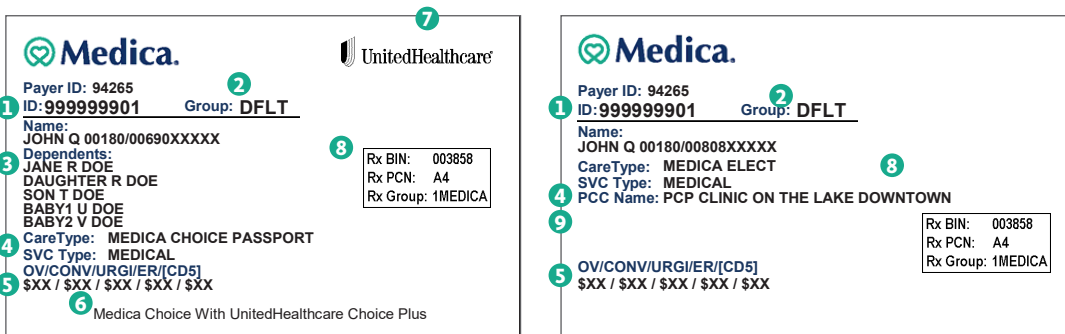
# Your Medica ID card



## All about your ID card

When you become a Medica member, you'll get an ID card in the mail. The card is a must-have when you need care. Remember to carry it with you at all times. Many clinics, hospitals, and pharmacies will ask to see it when you get care, including emergency care. You'll also need it when you call Customer Service.

### SAMPLE ID CARDS – FRONT OF CARD



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

- Member ID number:** We assign you with this nine-digit ID number. It's unique to you.
- Group/policy number:** This number helps identify your specific Medica plan.
- Covered members:** Each family member covered under the plan is listed under the subscriber's name. The subscriber is the person with primary responsibility for the coverage. If you have more than six members on your plan, you'll get an extra card listing those dependents.
- Care type:** The name of your Medica plan and network where you get the highest level of benefits. You can find a physician or facility by going to [Medica.com/FindADoctor](https://www.Medica.com/FindADoctor) and choosing your network.
- Copays/coinsurance:** The fixed-dollar amounts (copay) or percentage of charges (coinsurance) you pay when you get care from a network provider.  
Copay/coinsurance amounts may be shown for:  

OV – office visit	CONV – convenience care
URGI – urgent care	ER – emergency room
- Network type:** (Medica Choice® Passport members only) The name of your network. You can find a physician or facility by going to [Medica.com/FindADoctor](https://www.Medica.com/FindADoctor) and choosing your network.
- UnitedHealthcare logo:** This logo may appear on the front or back of your card. For Passport members, the logo tells providers you have access to a nationwide network. For all other members, it tells providers you have access to in-network coverage when you're traveling outside the Medica service area\* and see a provider in the Travel Program Network.
- Pharmacy information:** Your pharmacy will use this information to submit your claims.
- PCC name:** (Medica Elect®/Medica Essential<sup>SM</sup> members only) Your primary care clinic will be listed on your ID card, and each family member will get their own ID card.

\*The Medica service area includes Minnesota, North Dakota, South Dakota, and western Wisconsin.

## SAMPLE ID CARD – BACK OF CARD

**Members – [www.mymedica.com](http://www.mymedica.com)**  
Claims: Medica PO Box 30990, Salt Lake City, UT 84130  
Customer Service: 952-945-8000 or 800-952-3455  
Hearing Impaired: 711  
Pharmacists: 800-922-1557  
Providers: 800-458-5512 or [www.medica.com](http://www.medica.com)  
Medica Behavioral Health: 800-848-8327  
Medica CallLink Nurse Line: 800-962-9497  
EAP: 800-626-7944  
Call your Primary Care Clinic to access your health care services.

**UnitedHealthcare**  
UnitedHealthcare Options PPO

Shared Savings  
**MultiPlan**

Minnesota Department of Commerce Appeals: 651-539-1600 or 800-657-3602

**Note:** Your ID card may look different than the one above.

- 10. Customer Service phone number:** Call this number when you have questions about your plan.
- 11. Phone number for pharmacists:** Your pharmacy can call this number for help with your prescriptions.
- 12. Provider Service Center:** Your providers can call this number if they need help with your plan.

## Keep in mind

- Have your ID card handy when you call Customer Service.
- Need extra ID cards? Sign in to **Medica.com/SignIn** to order additional cards or print a temporary ID card.
- If you renew your coverage with Medica and your plan changes, you'll get a new ID card.



### Have a question?

Call Customer Service at the number on the back of your Medica ID card. (TTY: 711).