

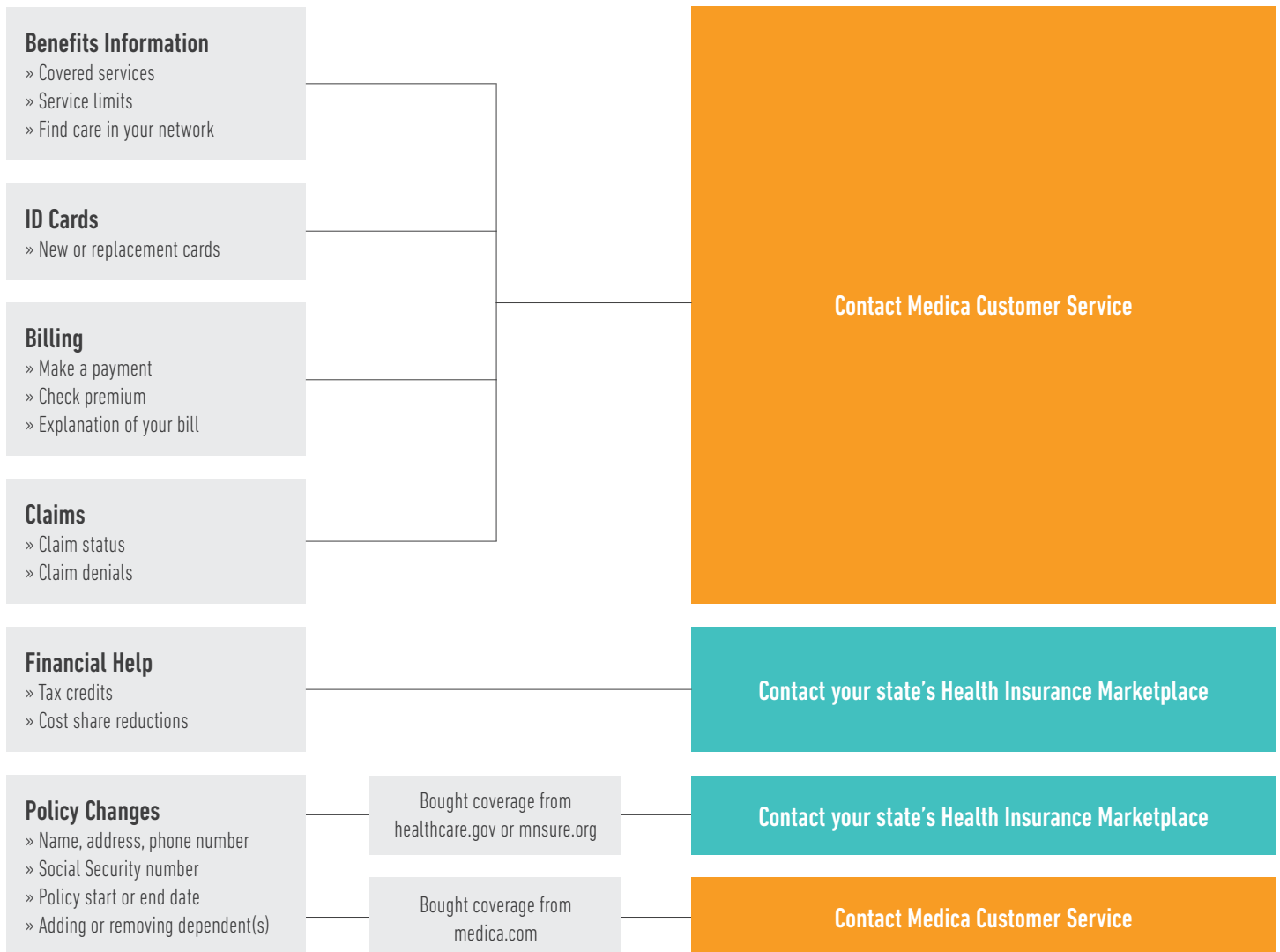
# FINDING ANSWERS TO YOUR QUESTIONS

ENROLLED IN INDIVIDUAL & FAMILY PLANS



## WHO TO CONTACT WHEN YOU HAVE QUESTIONS ABOUT YOUR POLICY

We understand that health insurance can be complicated and knowing who to contact can be unclear. For your convenience, we've created this chart to help you understand who to contact when you have questions about your Medica policy.



# THE ANSWER TO YOUR QUESTION MAY BE ONLINE

Your secure member site on **MedicaMember.com** is your one-stop resource for the information you need to manage your health plan benefits and help improve your health. Register and you can:

- » View your ID card
- » See what's covered by your plan, including important plan documents
- » Track your plan balances, such as your deductible and out-of-pocket maximum
- » Track your claims and explanations of benefits (EOBs)
- » Look up prices for prescriptions
- » Wellness tools and support
- » Check to see if a doctor or health care provider is in your plan's network
- » Pay your premium

You'll also have access to tip sheets and videos explaining how your plan works, how to understand your policy, how and when to get care and more.

## WHEN YOU CAN'T FIND AN ANSWER ONLINE, CALL US

Below you'll find the contact information for Medica and your state's Health Insurance Marketplace.

	Medica	HealthCare.gov Health Insurance Marketplace	MNsure Health Insurance Marketplace
<b>State Your Coverage Was Purchased</b>	Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, Oklahoma or Wisconsin	Iowa, Kansas, Missouri, Nebraska, North Dakota, Oklahoma or Wisconsin	Minnesota
<b>Phone Number and Hours of Operation</b>	Call the number on the back of your ID card 8 a.m. – 6 p.m. Central, Monday – Friday <i>Closed 8 – 9 a.m. Thursday</i>	Call <b>1-800-318-2596</b> Available 24 hours a day, 7 days a week (except holidays)	Call <b>1-855-366-7873</b> 8 a.m. to 6 p.m. Central, Monday-Friday 10 a.m. to 2 p.m. Central, Saturday



### Have a question?

Call Customer Service at the number on the back of your Medica ID card.

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**If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.**

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

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