



## Where to Go When You Need Care

When it comes to your medical care, you have options. From an office visit or virtual care visit to urgent care or even the emergency room (ER), it can be confusing to know which option is best when you or a loved one is sick or hurt. Most of the time, it's best to start with your primary care doctor, but we know that's not always possible. Getting the care you need at the right place can save you time and money.

To better understand your treatment options, see the “[When and where to get care](#)” tip sheet. Or, call the Medica CallLink® nurse line\* at **800-962-9497** to get answers to your health care questions—24 hours a day, seven days a week. If you're having symptoms of a heart attack or stroke, or think you're having a life-threatening emergency, call 9-1-1 or your local emergency services immediately.

To see how your plan covers different types of care, check your coverage document on [mymedica.com](http://mymedica.com).

\*If your plan covers nurse line, you'll see the phone number on the back of your Medica ID Card.

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## Check Your Drug Costs

Looking for an easy way to manage your prescription benefits? Check out the “Check Drug Cost” tool on [mymedica.com](https://www.mymedica.com). Just go to the Pharmacies & Prescriptions tab, then choose “See what drugs are covered and compare prices at local pharmacies.” The tool, powered by CVS Caremark™, helps you:

- Search for a drug by name at any preferred pharmacy
- Learn if that drug is covered, how much you’ll pay and what your plan will pay
- Learn if you need prior approval or if there are any other special requirements for that drug

Want to manage your prescription benefits on the go? Download the free CVS Caremark™ mobile app from the Apple Store or Google Play. (Learn more in this [PDF](#).)

If you have questions about your benefits, call Customer Service at the number on the back of your Medica ID card.

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## Make Sure Your Back-to-School List Includes Immunizations

It’s time to start planning for back-to-school, including checking to make sure your children (including preteens and teens) are up-to-date with their immunizations. Staying current with your child’s immunizations helps ensure their long-term health and the health of their classmates, families and our community. Talk with your child’s doctor to see which vaccines your child needs.

**Vaccines** protect us from diseases like whooping cough (pertussis), chickenpox, measles and many others. It’s important to get vaccines on schedule to protect everyone from dangerous and sometimes deadly diseases that are 90-100% preventable. These diseases are still around and can be life-threatening. Vaccination is safe and effective, and it’s better to prevent a disease than to treat it.

Learn more about the importance of vaccines on the Centers for Disease Control and Prevention [website](#).

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## Did You Know?

Our online provider search tool recently got an upgrade. You’ll notice a slightly different look, making it easier and quicker to find providers in your plan’s network. Check out the updated tool at [medica.com/findadoctor](https://www.medica.com/findadoctor). For tips on using the tool, see the “[How to Find a Network Doctor or Other Provider](#)” user guide. Remember, you receive the highest level of benefits when you see providers in your plan’s network.

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The information presented in 4members is not medical advice and is not specific to your plan. Please contact your healthcare provider with questions related to your health. For questions about your benefits and coverage, see your coverage document on [mymedica.com](https://www.mymedica.com). If the information in 4members conflicts with your plan document, your plan document is always correct.

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