

# TRAVEL PROGRAM

ENROLLED IN INDIVIDUAL & FAMILY PLANS



## USING YOUR BENEFITS ON THE ROAD

Traveling and need care? No problem. Medica's Travel Program makes it easy for you to use your health plan benefits on the road\*. Whether you're taking a family vacation to Florida or going on a business trip to Boston, you can receive network-level coverage nationwide when you travel outside your plan's service area.

### You'll Receive:

- » Access to thousands of hospitals, other care facilities and health care professionals nationwide.
- » Negotiated rates that allow you to save on care when you travel.
- » Access to providers nationwide who meet high-quality standards.

## HOW IT WORKS

Receiving care from a Travel Program provider is just like getting care within your plan's service area.

- » On your visit, show your Medica member ID card. Be sure the provider sees the "Medica" and "PHCS" logo on the card.
- » If you have a deductible, copay or coinsurance, it will apply.
- » Travel Program providers will file claims for you, so you won't have any additional paperwork.

## YOUR OPTIONS FOR FINDING TRAVEL PROGRAM CARE

There are two easy ways to find Travel Program providers:



### Online Search Tool

Log into your secure member site on [medica.com/IndividualLogin](https://medica.com/IndividualLogin). Then, select *Find Care* and start your search. Make sure you select to search for providers in the Travel Program and that the provider you plan to visit is outside your plan's service area.



### Customer Service

Call Customer Service at the number on the back of your Medica ID card and ask for assistance or a list of Travel Program providers in your area.



### KEEP IN MIND

- » You'll need to follow any pre-authorization procedures required by your health plan.
- » Emergency care is always covered at your network-level benefit regardless of the provider and doesn't require pre-authorization.
- » The program is not intended to be used for primary care. We encourage you to work with your network primary doctor to ensure you're receiving appropriate care.
- » You must travel outside your plan's service area to use the program and receive network-level benefits.

Please confirm that providers are in the Travel Program network before each visit.



## Have a question?

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

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\* Travel program is not available to Select by Medica<sup>SM</sup> members.

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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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