

# 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.

	WHERE DID YOU BUY YOUR COVERAGE?	
	Health Insurance Marketplace (healthcare.gov or mnsure.org)	Medica (medica.com)
<b>Benefits Information</b> » Covered services » Service limits » Find care in your network	Contact Medica Customer Service	
<b>ID Cards</b> » New or replacement cards		
<b>Billing</b> » Make a payment » Check premium » Explanation of your bill		
<b>Claims</b> » Claim status » Claim denials		
<b>Financial Help</b> » Tax credits » Cost share reductions	Contact your state's Health Insurance Marketplace Customer Service	Contact your state's Health Insurance Marketplace Customer Service
<b>Policy Changes</b> » Name, address, phone number » Social Security number » Policy start or end date » Adding or removing dependent(s)	Contact your state's Health Insurance Marketplace Customer Service	Contact Medica Customer Service



### PERSONAL HEALTH ADVOCACY SERVICES

Access a Personal Health Advocate from HealthAdvocate™ who can help you navigate the health care system in a number of ways. This service is available at no cost to you.

- » Resolve health care claim issues
- » Assistance with negotiating billing and payment
- » Access 24/7 to registered nurses for advice and information
- » Estimate costs of medical procedures and services
- » Obtain unbiased health information to help you make informed decisions
- » And more!

Call **1-866-668-6548** to talk with your Advocate.

# THE ANSWER TO YOUR QUESTION MAY BE ONLINE

Your secure member site on [medica.com/IndividualLogin](https://medica.com/IndividualLogin) 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.

## MEDICA®

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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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