

# THE COMPLEX SPECIALTY CARE PROGRAM WITH COMPLEX CARE AT MAYO CLINIC

ENROLLED IN INDIVIDUAL & FAMILY PLANS



## WE'RE COMMITTED TO BRIDGING THE GAP BETWEEN QUALITY COVERAGE AND OUTSTANDING MEDICAL CARE

That's why we've created the Complex Specialty Care program with Complex Care at Mayo Clinic. The program allows members to receive care for certain transplants, rare cancers and other complex specialty care at Mayo Clinic. You may receive care at one of the following locations:

- » Jacksonville, Florida
- » Phoenix, Arizona
- » Rochester, Minnesota

Medica and Mayo Clinic will help you find the best location for your service.

### What You'll Receive with the Program

If patient is traveling more than 50 miles, an allowance for the patient and one caregiver is available for the following travel expenses:

- » Transportation including automobile mileage, taxi fares (tip excluded), train or bus. Airfare also available if patient is traveling more than 200 miles
- » Lodging
- » Parking, tolls and other incidental expenses

Travel expenses are covered up to a lifetime maximum of \$10,000. If the patient is under age 18, an additional caregiver can be included.

## YOUR CARE MUST BE APPROVED IN ADVANCE

You must receive approval (prior authorization) before receiving care through the program. Without prior authorization, your care and travel expenses may not be covered by Medica. This means you could be responsible for the full cost of your care and travel.

### Requesting Approval for Care

To request approval (prior authorization), you or your provider must call Customer Service at the number on the back of your Medica ID card.



## 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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