

PREVENTIVE CARE

FOR MEDICA ADVANTAGE SOLUTION® (HMO), (HMO-POS) & (PPO) MEMBERS



KEEPING YOU HEALTHY

Preventive care can help keep you from having health problems or catch a possible problem early. It is important to receive an annual checkup or physical exam each year. When you visit a network provider, your plan covers preventive services at 100 percent. On the other hand, for most non-preventive services, you'll pay a share of the costs.

Preventive vs. Non-Preventive

What's the difference between preventive care and non-preventive care (office visits)? The table below shows the difference between these two types of services.

	Preventive Services	Non-Preventive Services
What is it?	<p>Preventive care services generally:</p> <ul style="list-style-type: none"> » Can help keep you healthy » Screen for certain types of cancer » Immunize you against disease » Are covered once per year, or as recommended by your doctor 	<p>Non-preventive care services generally:</p> <ul style="list-style-type: none"> » Monitor existing conditions » Diagnose and treat a new condition » Address any health concerns you bring up during your visit
Examples	<ul style="list-style-type: none"> » Most immunizations » Nutrition counseling for those at high risk for chronic disease » Cancer screenings, such as breast (mammogram), and colon (colonoscopy) » Screenings for other health concerns, such as blood pressure, cholesterol, sexually transmitted infections (STI), type 2 diabetes and depression 	<ul style="list-style-type: none"> » Earache » Sore throat » X-rays » Cough » Broken bones » Medication consultations » Wart removal » Monitoring ongoing conditions, such as headaches, trouble sleeping, high blood pressure, diabetes and heart conditions » Earwax removal

You do have additional services available to you through *virtuwell*® and *HealthAdvocate*™ NurseLine for some of these non-preventive services that could save you money. Be sure to check your *2019 Quick Member Reference Guide* to see what online and phone services are available to you.



See what kind of preventive care is recommended for you based on age and sex on medica.com/Prevention.

If You Receive Preventive and Non-Preventive Services During One Visit

The preventive services will be covered at 100 percent when using an in-network provider; however, in most cases you will pay for a portion of the non-preventive services. These costs may be in the form of a copay or coinsurance. To see what your share of the costs may be for non-preventive services, check your *Evidence of Coverage*. You can view your *Evidence of Coverage* and other plan documents on medica.com/members, selecting your Medica Advantage Solution plan, and clicking on *Plan documents and forms*.

If you receive preventive services from out-of-network providers, the preventive services will be covered; however, in most cases you will pay coinsurance. To see what your share of the costs may be for preventive services received out-of-network, check your *Evidence of Coverage*. You can view your *Evidence of Coverage* and other plan documents at the link described above. To see your coverage for out-of-network services, go to medica.com/members, select your Medica Advantage Solution plan, and click on *Physicians and Facilities*. From Physicians and Care Providers, select *Learn more about how your out-of-network benefit works*.

YOUR OPTIONS FOR FINDING CARE

When you're looking for a doctor or other health care provider, there's a lot to consider. Is the doctor in my network? Is the location close to home or work? Medica offers assistance from Personal Health Advocates at no extra cost through HealthAdvocateSM. A Personal Health Advocate is available 24 hours a day, seven days a week toll free at **1-866-668-6548 (TTY: 711)**. They can help you understand recommended preventive health services, find a primary care provider and help you schedule an appointment with a primary care provider.

You can also find network providers with these two easy options:



Online Search Tool

Go to medica.com/AdvantageSolutionProviders.



Customer Service

Call Customer Service at the number on the back of your Medica ID card and ask for assistance or a printed list of providers in your area. Remember, when you visit a network provider your plan covers preventive services at 100 percent.



Have a question?

Call Customer Service at **1-866-269-6804 (TTY: 711)** for MN Medica Advantage Solution members or **1-866-398-7374 (TTY: 711)** for IA and NE Medica Advantage Solution with CHI Health members.

October 1–March 31: 8 a.m. to 8 p.m. Central, seven days a week

April 1–September 30: 8 a.m. to 8 p.m. Central, Monday-Friday

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If you want free help translating this document, call 1-800-952-3455.

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