Medica CompleteHealth (featuring care at Mayo Clinic) Fact Sheet
(Accountable Care System Product)

Overview
Medica CompleteHealth is an accountable care system product offered in 4 counties in western Wisconsin and as of July 1, 2015, also offered in 18 counties in southern Minnesota. This partnership between Mayo Clinic Health System and Medica is founded on the strengths of two organizations known for their collaboration and leadership in the healthcare industry. Medica CompleteHealth gives more consumers the opportunity to directly experience the benefits of the collaboration of two organizations who share a commitment to delivering care that is efficient and more affordable.

Medica CompleteHealth includes care at Mayo Clinic Health System sites in southern Minnesota and western Wisconsin and at Employee and Community Health at Mayo Clinic in Rochester and Kasson. Members also have access to Northfield Hospital & Clinics, Winona Health and Winneshiek Medical Center. Members may see any provider in the Medica CompleteHealth network without a referral.

All providers have direct access to Mayo Clinic’s resources and expertise locally. If care at Mayo Clinic is necessary, Medica CompleteHealth providers can make arrangements for their patients. Members can also access non-network providers but may have higher deductibles and out-of-pocket expenses than for in-network providers. To verify which providers are included in this product’s network, use the online provider search on medica.com.

2019 ID Card Example

2020 ID Card Example (MN)

Members – www.mymedica.com
Claims: Medica PO Box 30990, Salt Lake City, UT 84130
Medica CompleteHealth Customer Service: 877-252-5564
Hearing Impaired: 711
Pharmacies: 800-384-8331
Providers: 800-498-5512 or www.medica.com
Medica Behavioral Health: 800-846-8327
Medica CallLink Nurse Line: 800-962-9497

UnitedHealthcare

For best benefits, use the Medica CompleteHealth Network

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Rev 12/11/19
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### 2020 ID Card Example (WI)

<table>
<thead>
<tr>
<th>Name:</th>
<th>JOHN Q 00357/01344XXXXX</th>
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</thead>
<tbody>
<tr>
<td>Dependent:</td>
<td>JANE R DOE</td>
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<tr>
<td></td>
<td>DAUGHTER R DOE</td>
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<td></td>
<td>SON T DOE</td>
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<td>BABY1 V DOE</td>
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<td>BABY2 V DOE</td>
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**CareType:** Medica CompleteHealth  
**SVC Type:** MEDICAL  
**OV/CONV/URG/ER/CDS:** $XX/$XX/$XX/$XX/$XX

For best benefits, use the Medica CompleteHealth Network

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### Available to:
Commercial large and small groups in the following counties:

#### Minnesota counties:
- Blue Earth
- Dodge
- Faribault
- Fillmore
- Freeborn
- Goodhue
- Houston
- Le Sueur
- Martin
- Mower
- Nicollet
- Olmstead
- Rice
- Steele
- Wabasha
- Waseca
- Watonwan
- Winona

#### Western Wisconsin counties:
- Barron
- Chippewa
- Dunn
- Eau Claire

### Network Hospitals:
- Mayo Clinic Health System hospital locations in MN and WI
- Northfield Hospital & Clinics
- Winona Health
- Winneshiek Medical Center
Specialty Networks
- OptumHealthSM Care Solutions, Physical Health (chiropractic network)
- OptumHealthSM Complex Care Solution (for transplants)
- CVS Caremark (pharmacy network) through 12/31/19; Express Scripts® effective 1/1/20
- Medica Behavioral HealthSM providers (includes Mayo Clinic Health System behavioral health providers)

Member Benefits
- Comprehensive coverage for preventive and other care needs
- Care is supported by a team of health care providers, based on the member’s unique needs. Most teams include physicians, nurses, nurse practitioners - all focused on providing the right care whenever it is needed.
- Unique feature:
  - Complimentary Mayo Clinic Diet program
    - Program includes classes and access to online tools
- The Medica travel benefit does apply outside the Medica service area (i.e., outside MN, WI, SD, ND)

Claim Submission
Claims should be submitted to:

Medica
PO Box 30990
Salt Lake City, UT 84130

Electronic payer ID: 94265