Medica Dual Solution Fact Sheet

Overview
Medica offers Medica DUAL Solution® for Minnesota Health Care Programs (MHCP) enrollees in the Minnesota Senior Health Options (MSHO) program. This product is for members who are enrolled in both Medicare Parts A and B and Medical Assistance and are 65 years of age and older. Medica assigns each member to a care system that is based on the member’s selection of a primary care clinic during enrollment. Additionally, members are able to change their primary care clinic on a monthly basis. Each member is also assigned a Care Coordinator, typically a registered nurse or independently licensed social worker, who conducts a person-centered assessment upon enrollment and again at least annually, arranges for services, and assists the member in navigating the healthcare system.

ID Card Example (2019)

<table>
<thead>
<tr>
<th>MEDICA®</th>
<th>Card Issuer: 80840 MHCP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payer ID: 94265</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>ID: 999999901 Group: 07800</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>Name: JOHN Q SUBSCRIBER</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>PCP: PCP CLINIC ON THE LAKE DOWNTOWN</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>PCP Phone: (123) 456-7890</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>Care Type: Medica DUAL Solution</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>SVC Type: Medical, Dental/Part D</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>In case of EMERGENCY go to the nearest Emergency Room or call 911.</td>
<td>Card Issuer: 80840 MHCP</td>
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ID Card Example (2020)

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<tr>
<td>Payer ID: 94265</td>
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<tr>
<td>ID: 999999901 Group: 07864</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>Name: JOHN Q 00057/00439/07864</td>
<td>Card Issuer: 80840 MHCP</td>
</tr>
<tr>
<td>PCP: PCP CLINIC ON THE LAKE DOWNTOWN</td>
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Group Numbers
- 07XXX

Provider Networks
- Medica DUAL Solution utilizes the Medica Choice® network for specialty care
- OptumHealth℠ Care Solutions, Physical Health (Chiropractic care)
- CVS Caremark (pharmacy network) through 12/31/19; Express Scripts® effective 1/1/20
- Minnesota Select Dental, through Delta Dental® (Dental Network)
- Medica Behavioral Health (Behavioral Health Network)
Program Features

- Integrates both Original Medicare (Parts A&B) and Medicare Part D benefits with services covered under Medical Assistance for Minnesota Health Care Program (MHCP) Enrollees
- Voluntary enrollment allows members to elect their preferred primary care clinic; Medica groups all network providers into one of three care systems designed to improve care delivery across the product
- Every member is assigned a Care Coordinator who is either a Medica employee or delegate and is the member’s primary point of contact for all health and wellness coordination
- The member’s Medica Care Coordinator also coordinates with the member’s county agency for services that are not covered by Medica but may be covered by another source (e.g. waiver programs)

Care Systems

- A Care System consists of a system of providers that span the continuum of care including doctors, nurses, clinics, hospitals, nursing homes and social workers:
  - Bluestone Physician Services
  - Essentia Health - East (formerly Essentia Health- Duluth)
  - Essentia Health West (formerly St. Mary’s Innovis Health – SMIH)
  - Fairview Partners (Fairview and HealthEast)
  - Genevive (formerly Geriatric Services of Minnesota (GSM and Allina))
  - Medica Care System (MCS)
  - University of MN Physicians (UMP)
  - Optage (aka Optage Primary Care)

County Partners

- Medica has contracted to partner with several of the participating MSHO counties. These counties are part of the Medica Care System. Care Coordinators act on behalf of Medica for Medica’s MSHO members. For a current list, see the "County, Care System, and Agency Contact Information" document on medica.com

Membership Criteria

- Qualify for Medicaid
- Have Medicare Parts A and B benefits
- Be at least 65 years of age
- Live in current Medica Dual Solution service area
- Voluntarily complete a Medica Dual Solution enrollment form

Referral Process

- Medica requires authorization in order to pay for some services; Care Coordinators complete a referral request form to initiate a service authorization for any of the following covered services:
  - Customized Living
  - Foster Care
  - Home Modifications
  - Generic Supplies and Equipment
  - Nursing Home Stays- Medicare A stays or skilled stays
  - Personal Care Assistance (PCA)
  - Adult Day Care
  - Adult Day Care Bath
- Home Health Aide
- Homemaker
- Independent Living Skills (ILS)
- Home Care Nursing (formerly known as Private Duty Nursing)

**Claim Submission**

Claims should be submitted to:
- Medica
  - PO Box 30990
  - Salt Lake City, UT 84130

Electronic payer ID: 94265