Overview
Medica with CHI Health Direct Primary Care (DPC) is an innovative collaboration between CHI Health and Medica that is pioneering new ways of delivering care that will provide better experiences for members. Delivering high-quality care with a coordinated approach between insurance coverage and patient care delivery simplifies the health care process and lowers costs for consumers. This product will be effective beginning with January 1, 2020, dates of service.

Medica with CHI Health Direct Primary Care combines a DPC model with coverage for specialists and hospitalizations. Members must use their DPC provider for primary care services, which are covered at no cost to the member. They have open access for specialty care and hospital services. Members will have no coverage for non-preventive primary care services outside of their DPC provider, and higher deductibles and out-of-pocket expenses for non-network specialty and hospital providers. To verify which providers are included in this product’s network, see the provider directory on medica.com.

ID Card Example (CHI employer group)

Availability
This product is available to CHI employees effective January 1, 2020, and will be available to other commercial large and small group customers effective January 1, 2021, in the following areas:

Iowa
- Pottawattamie

Nebraska
- Douglas
- Lancaster
- Sarpy
- Washington

Network Hospitals
- CHI Health Lakeside (Omaha, NE)
- CHI Health Immanuel (Omaha, NE)
- Nebraska Spine Hospital (Omaha, NE)
- Children’s Hospital & Medical Center (Omaha, NE)
- Boys Town National Research Hospital West (Boys Town, NE)
- Boys Town National Research Hospital East (Omaha, NE)
- Memorial Community Hospital (Blair, NE)
- CHI Health Midlands (Papillion, NE)
- CHI Health Mercy Council Bluffs (Council Bluffs, IA)
- CHI Health Missouri Valley (Missouri Valley IA)
- Saunders Medical Center (Wahoo, NE)
- St Elizabeth Regional Medical Center (Lincoln, NE)
- St Francis Memorial Hospital (West Point, NE)
- Lincoln Surgical Hospital (Lincoln, NE)
- CHI Health Schuyler (Schuyler, NE)
- CHI Health Nebraska Heart (Lincoln, NE)
- St Mary’s Community Hospital (Nebraska City, NE)
- CHI Health Mercy Corning (Corning, IA)
- Pawnee County Memorial Hospital (Pawnee City, NE)
- Fillmore County Hospital (Geneva, NE)

Specialty Networks
- OptumHealthSM Care Solutions, Physical Health (chiropractic network)
- Medica Behavioral HealthSM
- OptumHealthSM Complex Care Solution (for transplants)
- OptumRx® (pharmacy network)

Member Benefits
- **Direct Primary Care.** Enhanced access to a CHI Health Clinic doctor, nurse practitioner and dedicated medical team for primary care services. **No deductible, copay or coinsurance when member sees a Medica with CHI Health DPC network provider.**
  - Non-preventive primary care services from any general practitioner, family practitioner, internal medicine, or pediatrician who is not part of the DPC are not covered.
- **Affordable prescription options.** Several no-cost or low-cost generic medications are available when members fill at a CHI Health Retail Pharmacy.
- **Direct access to specialists.** Members can see any specialty care provider in the Medica with CHI Health network without a referral.
- **Single phone number.** This one-stop approach makes it easy for members to ask questions about health plan benefits, billing, care and coverage. Call 877-398-7411.
- **24/7 access to a nurse or advisor.** Members can call the nurse and advisor line any time, day or night, for answers to health-related questions, including symptoms and treatment options. This phone number is on the back of the Medica ID card.
- **Quick Care option.** Members can visit a Quick Care location (inside area Hy-Vee stores) for minor medical care in a walk-in setting with no appointment needed. Services focus on diagnosis and treatment of simple, common conditions.
- **Online care available.** Members connect with a network provider online, by phone or using video chat.
**Claim Submission**
Medical claims should be submitted to:

Medica  
PO Box 211435  
Eagan, MN 55121

Electronic payer ID: 71890

Chiropractic claims should be submitted to:

Medica  
PO Box 212  
Minneapolis, MN 55440-0212

Electronic payer ID: 41161

Behavioral health claims should be submitted to:

Medica  
PO Box 30757  
Salt Lake City, UT 84130

Electronic payer ID: 87726