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. Additionally, each member is 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.

Identification Card Example

<table>
<thead>
<tr>
<th>MEDICA®</th>
<th>Card Issuer: 80840 MHCP</th>
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</thead>
<tbody>
<tr>
<td>Payer ID: 94265</td>
<td></td>
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<tr>
<td>ID: 9999999901</td>
<td></td>
</tr>
<tr>
<td>Group: 07800</td>
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</tr>
<tr>
<td>Name: JOHN Q SUBSCRIBER</td>
<td></td>
</tr>
<tr>
<td>PCP: PCP CLINIC ON THE LAKE DOWNTOWN</td>
<td></td>
</tr>
<tr>
<td>PCP Phone: (123) 456-7890</td>
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<tr>
<td>Care Type: Medica DUAL Solution</td>
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<tr>
<td>SVC Type: Medical, Dental/Part D</td>
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<tr>
<td>In case of EMERGENCY go to the nearest Emergency Room or call 911.</td>
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<thead>
<tr>
<th>MedicareRx Prescription Drug Coverage</th>
<th>medica.com/dual</th>
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<tbody>
<tr>
<td>Rx: PK: MEDICA/MHCN</td>
<td>Nurseline® by HealthAdvocate®: 1-866-715-0915</td>
</tr>
<tr>
<td>Rx: Group:RX6823</td>
<td>Medica Behavioral Health: 1-800-848-5327</td>
</tr>
<tr>
<td>CMS: Hxxxxx-xxx</td>
<td>Delta Dental Questions: 1-800-459-8574</td>
</tr>
<tr>
<td></td>
<td>Pharmacies call CVS: 1-866-693-4620</td>
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<td></td>
<td>Providers call: 1-800-458-5512</td>
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<tr>
<td></td>
<td>Medical Claims: Medica, PO Box 30990, Salt Lake City, UT 84130-0990</td>
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<tr>
<td></td>
<td>Dental Claims: Delta Dental®, PO Box 1328, Minneapolis, MN 55440-1328</td>
</tr>
<tr>
<td></td>
<td>Rx Claims: CVS Caremark, PO Box 52096, Phoenix, AZ 85072-2966</td>
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<td>For assistance with a complaint or appeal call or write: MN DHS Ombudsman at 1-800-457-3725 (TTY: 711). Ombudsman for Public Managed Health Care Programs, PO Box 64249, St. Paul, MN 55164-0249</td>
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</tbody>
</table>

Group Numbers

- 07XXX

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” on Medica.com

Provider Networks
- Medica DUAL Solution utilizes the Medica Choice® network for specialty care
- Medica DUAL Solution utilizes the following complementary networks:
  - Dental – Minnesota Select Dental (through Delta Dental®)
  - Mental Health – Medica Behavioral Health℠
  - Chiropractic Care – OptumHealth℠ Care Solutions, Physical Health
  - CVS Caremark - (pharmacy network)

MSHO 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