2022 Medica Product Training
Cover Arizona Assistor Training
10/19/2021
About Medica

We've got you covered
Nearly 1 million people trusted us to safeguard their health through a global health crisis.

- **MISSION**
  To be the trusted health plan of choice for customers, members, partners, and our employees.

- **VISION**
  To be trusted in the community for our unwavering commitment to high-quality, affordable health care.

- **VALUES**
  Customer focus
  Excellence
  Stewardship
  Integrity
  Diversity

2020 MEMBERS BY COVERAGE TYPE

- 157,000 Medicare + Medicaid
- 182,000 Individual + Family
- 594,000 Employer-Based
About Medica

Company snapshot

**QUALITY SCORE**
The National Committee for Quality Assurance renewed our accreditation and gave us a perfect score on its difficult new population health measures.

**INSULIN BENEFIT**
We extended our $25 out-of-pocket limit for insulin to all individual and fully insured group members across our nine-state service area.

**COMMUNITY SUPPORT**
We doubled our paid volunteer time off benefit to 32 hours so our employees could provide more help in their communities during 2020.

Our social impact

We established the Medica Foundation in 1992 to invest in community-led initiatives that expand access to care, improve health, and advance equity in the communities we serve.

In 2020, the Foundation awarded 206 grants to nonprofits in Minnesota, Nebraska, Iowa, North Dakota, South Dakota, and Wisconsin. We concentrated our giving for strategic impact in the following areas:

- **$315,000** Rural health
- **$355,000** General health improvement
- **$735,000** Early childhood health
- **$1,950,000** Crisis relief
- **$895,000** Behavioral health

$4,250,000

206 grants totaling $4.25 million
About Medica

Who we are

• **46 years in business** – serving our communities since 1975
• **Nearly 2,000** employees and contractors
• **5 offices** across our service area
• **Not-for-profit** community focus and investing to make a difference
IFB Provider Partnerships

ACO Partnership Model

Over 100,000 Medica IFB ACO Members
Arizona Plans

2022 Individual and family plans
Individual and family plans

Hello Phoenix
Medica is proud to expand our service area to serve Maricopa county

Pinnacle network
Access to Arizona Care Network, Phoenix Children’s Care Network and Dignity Health doctors and clinics plus others in the Phoenix area.
• 4,400+ Primary and specialty care doctors
• 12+ Hospitals

Featured care systems
• Arizona Care Network
• Dignity Health
• Phoenix Children’s Care network
• Valleywise Health
$0 virtual care

Details

• Available on all plan designs with Medica Pinnacle
• Members can receive services for non-urgent common illnesses from their home or office from a provider through email, telephone or webcam.
  • Mental Health visits and prescriptions will be covered according to plan’s mental health office visit and prescription drug coverage benefit
• Not all email, telephone, or webcam visits are considered part of the members $0 virtual care benefit. Members receiving services for ongoing treatment with their primary or specialty care doctor could be charged a copay or applicable deductible/coinsurance depending on their plan type.

Common illnesses include but not limited to:
• Acne
• Allergies
• Bronchitis
• Common Cold
• Cough
• Fever
• Flu
• Headaches
• Rashes
• Sinus Infection
• Sore Throat
Advocacy Services

Services include:

• Help finding the right doctors
• Assistance facilitating appointments with providers
• Help resolving insurance claims, bills & payment arrangements
• Assist with eldercare & related healthcare issues facing parents and parent-in-laws
• Getting cost estimates for procedures
• Working with health care companies to obtain approvals for necessary services
• Assistance in the transfer of medical records
• Locating & researching the newest treatments
• Answer questions about test results, treatments, & medications

... and much more!

NurseLine™

24/7 Access to a Nurse

• Answer questions about symptoms, medications
• Explain a health condition
• Offer simple, self-care tips for non-urgent concerns
• Direct you to the appropriate care for immediate attention, such as the emergency room, urgent care center or your doctor

Help with Non-Urgent Concerns Too

• Baby’s fever in the middle of the night
• If symptoms mean you have the flu
• How to ease common problems, such as a sore shoulder
• Side effects of medications
• Health and wellness vendor; ActiveHealth
  - Online programs to motivate and support members in making healthy changes
  - Guided programs feature tools like workout videos and healthy recipes
  - Participate on your desktop or through the ActiveHealth® mobile app
  - Members earn hearts that can be entered into reward drawings via the mobile app
2022 plan designs

Plan types

• **Copay plans:** Copay plans include first dollar (deductible does not apply) benefit for office visits and prescription drugs

• **Share plans:** Share plans offer first dollar (deductible does not apply) copayments for prescription drugs with all other services subject to the overall plan deductible

• **Value plans:** similar to an HSA plan, but generally with a higher deductible and out-of-pocket max (not HSA compliant). Most services subject to the overall plan deductible.

Benefits

• Deductibles range from $0-$8000

• $0 annual check-ups and vaccines

• Prescription drug coverage with mail order programs

• Unlimited copays on all of our copay plans for primary and specialty care office visits

• No out of network benefits

• No separate deductibles for pharmacy coverage

Wellness programs + benefits

• Complex Case Management Support

• Online health programs with reward opportunities.

• Your own personal Health Advocate to help navigate your health care, 24/7
## Bronze Metal Level Plans

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Bronze Share Plus</th>
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<td>Coinsurance</td>
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## Silver Metal Level Plans

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<tr>
<th>Benefits</th>
<th>Silver Copay</th>
<th>Silver Copay 73</th>
<th>Silver Copay 87</th>
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<tr>
<td>Preferred Brand Drugs</td>
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<tr>
<td>Non Preferred Brand Drugs</td>
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<tr>
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# Silver Metal Level Plans

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<th>Benefits</th>
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<th>Silver Share 73</th>
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<tr>
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<td>Non Preferred Brand Drugs</td>
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<td>50%</td>
</tr>
<tr>
<td>Coinsurance</td>
<td>30%</td>
<td>35%</td>
</tr>
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</table>
Member Onboarding + Operations

2022 Individual and family plans
What to expect after enrolling

1. **Reviewing application + setting up policy**
   - We’ll contact the member if we need more info.

2. **Make first premium payment**
   - Required to activate coverage.

3. **Creating ID card**
   - Card received 7-10 business days after payment processed.

4. **Building Welcome Guide**
   - Guide received 7-10 business days after payment processed.

5. **Register for member website**
   - Need ID card (member ID) to register.
Onboarding touchpoints

Welcome guide
• Mailed communication helps members get started using their plan

ID card
• Mailed plastic card
• Card is available to download on member website
• Members need it to access care

Digital onboarding
• Email series sent to plan subscriber
• Help members get started using their plan with focused, digestible communication
Secure member website + app

With our member website + app, members can:

• Access member ID card
• Find in-network providers
• Review benefit and coverage details
• Check on the status of submitted claims
• Get a detailed look at charges, including what’s been paid and what’s owed
• Pay and manage monthly premium

Get the app
Just search for *My Medica* in the app store
### ID Card Sample

**Medica**

**Payer ID:** 12422  
**ID:** 1234567891  
**Group/Policy:** IFB

<table>
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<th>Dependents</th>
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<tbody>
<tr>
<td>JOHN Q IFBAZ1/STD/IFB</td>
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<tr>
<td>JANE Q Samplemember</td>
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<tr>
<td>JOE Q Samplemember</td>
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<tr>
<td>JULIE Q Samplemember</td>
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<tr>
<td>JAKE Q Samplemember</td>
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<tr>
<td>JOSHUA Q Samplemember</td>
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**Care Type:** [Care Type Text From data]  
**SVC Type:** Medical

**RX BIN:** 003858  
**RX PCN:** A4  
**RX GROUP:** 6MEDICA

**Members - Medica.com/SignIn**

- **Medical Claims:**  
  - Medica Individual and Family Business  
    - PO Box 21051, Eagan, MN 55121-0051

- **Medica Behavioral Health Claims:**  
  - Payer ID: 87726  
    - PO Box 30757, Salt Lake City, UT 84130

- **Optum Chiropractic Claims:**  
  - Payer ID: 41161  
    - PO Box 212, Minneapolis, MN 55440-0212

- **Medica Behavioral Health Services:**  
  - 1 (800) 848-8327

- **Medica Member Services:**  
  - 1 (877) 347-0267  
    - (TTY: 711)

- **Pharmacists:**  
  - 1 (800) 922-1557

- **Providers:**  
  - 1 (800) 458-5512 or Medica.com

- **Health Advocate NurseLine:**  
  - 1 (866) 668-6548

**AZDOI (877) 347-0267**

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Marketing and Sales Support

2022 Individual + family plans
Support

Marketing hub - sales collateral
COMMITMENT TO SERVICE AND SUPPORT

Medica

Broker Experience Team

952-992-2280
1-866-752-0945

BrokerExperience@medica.com

Eric Lahren
Sales Relationship Manager II
Office Number: 952-992-8923
Email: Eric.Lahren@medica.com