

Nursing Facility Chart Coverage Guide for Medica DUAL Solution® (MSHO)

Member name:	Member ID:
Care Coordinator name:	Care Coordinator phone:

This member is enrolled in Medica DUAL Solution with Medica. All Medicare, Medical Assistance (MA) and Elderly Waiver services are administered through this program. **The three (3) day hospital stay is waived for this Medica product. MA guidelines are followed for Bed Hold days.** There are no referrals needed for Medica contracted services or providers who are in network. Please refer to the following grid for further information. **Alert Medica to all admissions, skilled and non-skilled, by email to NFCommunications@medica.com or fax to 952-992-2299.**

Service	Referral Needed	Contact Information
Behavioral health	N	Referral not needed if in-network with Medica Behavioral Health: 800-848-8327
Chiropractic	N	Referral not needed if in-network with Optum Physical Health: 800-873-4575
Discharge planning/change of condition	N	Notify Care Coordinator
DME/medical supplies	N	Referral not needed if in-network. Prior authorization may be required for certain DME items. Refer to DHS Medical Supply Coverage guide. Call Care Coordinator for assistance.
Dental	N	Contact Delta Dental to access care: 800-459-8574
Emergency/acute	N	As directed by Primary Care Provider
Hearing	N	Referral not needed if in-network
Hospital admits	N	Notify Care Coordinator
Non-contracted providers	Y	If in-network care is not available, refer provider to www.medica.com/providers
Pharmacy	N	Utilize Medica formulary. Call customer service for assistance 888-347-3630
Podiatry	N	Referral not needed if in-network
Primary care	N	Referral not needed if in-network
Nursing facility (SNF stays and NF liability/Medical Assistance)	Y	Contact Medica using DHS 4461 by email to NFCommunications@medica.com or fax to 952-992-2299
Specialists	N	Referral not needed if in-network
Therapies	N	Notify using DHS 4461 by email to NFCommunications@medica.com or fax to 952-992-2299
Transportation	N	Provide-A-Ride: 888-347-3630
Vision	N	Referral not needed if in-network