



2024 Member Plan Guide

Medica Choice CareSM MSC+
Minnesota Senior Care Plus (MSC+)

Questions? We're here to help.



Medica Member Services

1 (877) 379-7540 (TTY: **711**), this call is free

8 a.m. - 6 p.m. CT, Monday - Friday

Medica.com/MSC

Do you have Medical Assistance (Medicaid) + Medicare?

You may be eligible for a \$0 plan with more benefits, like:

- Up to \$800 per year for over-the-counter (OTC) items
- \$0 gym membership, rides to the gym, and online fitness classes
- \$150 per month for healthy foods and \$100 per month for utility bills
- One dental crown a year beyond Medical Assistance coverage

Find out if you qualify today.

Call **1 (866) 488-2388** (TTY: **711**)

8 a.m. - 8 p.m. CT, daily, this call is free

Your member account

Visit your secure Medica member account at **Medica.com/MyAccount** to manage your plan benefits.



New users can follow the registration steps in this guide.

Using QR codes

This guide includes QR codes (like the one above) to quickly get you to our online information and resources.

Here's how to use a QR code:

- 1 Hover your smartphone or tablet's camera over the QR code
- 2 Tap on the link that appears on your screen
- 3 Read the online information

Personalized support + assistance

Get help from Senior LinkAge Line

The Senior LinkAge Line is a free statewide service for any Minnesotan who needs help reducing prescription drug costs or planning for long-term care. Specialists provide one-on-one guidance to help you understand long-term care options, health options, and support services to help you stay independent.

1 (800) 333-2433 (TTY: **711**), this call is free
8 a.m. - 4:30 p.m. CT, Monday - Friday

Senior.Linkage@State.MN.US

SeniorLinkageLine.org

Get help from an interpreter

We provide interpreter services in more than 200 languages. They're covered for you and your family members.

We'll set up foreign or sign language interpreter services for medical, dental, mental health, and substance use disorder visits, and for picking up prescriptions. Call Member Services at the number on page 2 of this guide at least 2-5 business days before your appointment. Give them your Medica member ID number and your provider's full name and address.



Rights to services as an older Minnesotan

Important information about your right to services as an older Minnesotan is available online. You can view the booklet online, at Medica.com/MSC. Find the Resources section and choose "Older Minnesotans-Know Your Rights." To get a printed copy, call Member Services at **1 (877) 379-7540** (TTY: **711**), this call is free.

Understanding your care + network



Network providers are your best option

You can use any doctor, clinic, or hospital that's currently part of our extensive network. You don't need a referral. Providers in our network can change at any time, so check to make sure your provider, clinic, or hospital is still in the network before your appointment.

Visit [Medica.com/MSCDoctors](https://www.Medica.com/MSCDoctors) to use our searchable provider directory. You can also work with your Care Coordinator or call Member Services at **1 (877) 379-7540** (TTY: **711**) for help, this call is free.



Stay healthy with preventive care

Preventive care, including vaccines and screenings, is the best way to help avoid major health problems.

Vaccines against flu, COVID-19, and others help keep you, your family and your community healthy. Regular screenings can catch health issues early, when they are easier to treat.

Find recommended preventive care at [Medica.com/Prevention](https://www.Medica.com/Prevention).

Get your care guide

Our “How to Get the Care You Need” guide gives you information about how to get the most out of your plan, including:

- Connecting to the care you need
- Understanding what we do for you
- Important phone numbers and resources

You can download the guide at [Medica.com/HowToGuide](https://www.Medica.com/HowToGuide). Want a printed copy? Call the Member Services number on page 2 of this guide.

Getting care from specialists

Vision + eyewear

Your plan covers regular vision care from a network vision provider and one pair of new glasses when medically necessary from Eye-Kraft. You'll find details about this coverage in the eye care section of your Member Handbook.

Find vision providers at [Medica.com/MSCDoctors](https://www.Medica.com/MSCDoctors) or view the catalog of available Eye-Kraft frames at [Medica.com/PlanDocs](https://www.Medica.com/PlanDocs).

Dental services

Your dental coverage is provided through Delta Dental of Minnesota. Their staff can help answer questions about your dental benefits, billing issues, and finding a dentist.

Find a dentist at [Medica.com/MSCDoctors](https://www.Medica.com/MSCDoctors) or call Delta Dental for help at **1 (800) 459-8574** (TTY: **711**)
7 a.m. - 7p.m. CT, Monday - Friday, this call is free.

High-quality transplant services

The Centers of Excellence networks through OptumHealth help ensure you get cost-effective, quality care.

Transplant access program

The Optum Transplant Centers of Excellence network manages 14,300+ transplant referrals every year.

An Optum Centers of Excellence network medical center will help you get:

- More accurate diagnoses
- Higher survival rates
- Care that's planned, coordinated, and provided by a team of experts who specialize in your condition
- Appropriate therapy
- Fewer complications
- Shorter stays

You'll need to work with us for any transplant service. Transplant services, including pretransplant evaluation(s), require prior authorization.

1 (866) 905-7430 (TTY: **711**), this call is free.

Need another kind of specialist?

Find them at [Medica.com/MSCDoctors](https://www.Medica.com/MSCDoctors) or call Member Services.

Understanding your Medical Assistance prescription drug benefits



Prescription and pharmacy information on-the-go

Find a network pharmacy, order refills, and more with the Express Scripts® mobile app. Download the app for free from your mobile device's app store. Or visit our pharmacy network online at [Medica.com/MSCDoctors](https://www.Medica.com/MSCDoctors). You can also call Member Services at **1 (877) 379-7540** (TTY: **711**), this call is free.



Retail pharmacy network

Our pharmacy network has more than 1,500 pharmacies, including national chains and independent pharmacies. Fill your prescriptions at a network pharmacy (copays may apply). Always bring your Medica ID card with you when you pick up a prescription.

If you can't get to a pharmacy, ask if they can mail your prescriptions to you free of charge, or if they offer no-cost home prescription delivery.



Get your diabetic supplies at the pharmacy

Did you know you can get your diabetic test strips and other supplies from your pharmacy? Talk to your prescriber and pharmacist for more information.

If you have Medicare, you'll get your prescriptions through your Medicare plan — not through your Medical Assistance (Medicaid) plan.

Money-saving extras



Healthy Savings® program

Save money at the grocery store when you buy healthy foods. Get instant discounts at participating retailers. Just buy the promoted products and scan the bar code on your Healthy Savings card or from the Healthy Savings mobile app at checkout. You'll get your Healthy Savings card in a separate mailing.

[Medica.com/HealthySavings](https://www.Medica.com/HealthySavings)



Tobacco cessation

Ready to quit tobacco? We're here to help with confidential sessions with a specially trained health coach. Your coach can help you:

- Get and stay motivated
- Set goals and solve problems
- Cheer you on your journey to becoming tobacco-free

If it's medically appropriate, you'll get OTC nicotine replacement therapy (NRT) in the form of patches, gum, or lozenges delivered to your home at no cost. Your coach may refer to you a prescription NRT if the OTC versions aren't working for you.

1 (866) 905-7430 (TTY: 711)

8 a.m. - 5 p.m. CT, Monday - Friday. This call is free.

[Medica.com/QuitTobacco](https://www.Medica.com/QuitTobacco)

Get no-cost rides with Provide-A-RideSM

Get round-trip rides to medical, pharmacy, dental, mental health, substance use disorder, and durable medical equipment visits.

All rides must be scheduled. Have your Medica member identification (ID) number, date of birth, and the name and address of where you're going.

Rides when Medica office is closed

For urgent rides, call the NurseLine by Health Advocate at **1 (866) 715-0915** (TTY: **711**) available 24/7. This call is free. After-hours rides aren't guaranteed. In a life-threatening situation, call **911** for help.

Why a ride request may be turned down:

- The ride was to a place or service your health plan doesn't cover
- You don't know the provider's name and/or address
- You need a referral for the appointment, but you don't have one
- Your coverage with Medica isn't active on the date of the visit
- You didn't call early enough to schedule the ride
- Your appointment's location is more than the state's distance limit for a ride*
- You have access to a working vehicle
- Abusive behavior (including the use of profanity)
- Not showing up for your ride and other misuses of transportation may result in a warning and change in the ride options available to you

*State distance limits don't require us to provide transportation to primary care more than 30 miles or specialty care more than 60 miles from your home.

Ways to schedule



Phone

Call Medica Member Services at the number on page 2 of this guide.



Care Coordinator

Contact your Care Coordinator.



Online

Visit [Medica.com/RIDE](https://www.Medica.com/RIDE) and register to use the online Provide-A-Ride portal. You can view future rides here.

Minneapolis/St. Paul metro area

Schedule your ride **at least one business day** before your visit.

Outside the metro area

Schedule your ride **at least five business days** before your visit.

Types of transportation

We'll provide public transit for members who live on a transit line. Call Member Services or your Care Coordinator **at least five business days** before your appointment. Monthly passes are available. We'll also provide taxi or volunteer driver program rides for members who don't live on a transit line.



**You're not just covered,
you're cared for.**



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