



ACCOUNTABLE CARE ORGANIZATION PLAN DETAILS

Medica CompleteHealthSM

(featuring care at Mayo Clinic)



About Medica CompleteHealth

Medica provides you and your employees with more choices, giving you more control over your health care budget, and your employees more control over their own care. They can choose from Medica Choice® Passport, which offers the largest network of providers or Medica CompleteHealth, an accountable care organization (ACO) featuring care at Mayo Clinic.

In an ACO plan, Medica partners with a group of doctors, hospitals, and other health care providers to give members high-quality care at a lower cost. Together, these groups can help members from having costly tests or therapies they don't need.



Medica CompleteHealth

(featuring care at Mayo Clinic)

- Join an ACO plan featuring care at Mayo Clinic
- Choose from nearly 20 hospitals and 60 clinics in southern Minnesota and western Wisconsin
- Providers include Mayo Clinic Health System locations in Minnesota and Wisconsin, Mayo Clinic Primary Care in Rochester and Kasson, Northfield Hospital & Clinics, and Winona Health Services

Travel Program Network

When traveling outside of the Medica service area (Minnesota, North Dakota, South Dakota, and western Wisconsin), members are covered by the Travel Program Network, one of the country's largest travel networks. If members have children attending college outside the service area, they can use this network, too. Emergency care services for students seeking care outside the ACO service area but within Medica's service area will be covered at the in-network benefit level. For other health care services, they will need to access care from an ACO network provider for in-network benefits to apply.

The Medica CompleteHealth experience

Our approach is simple: We deliver quality care while lowering the cost for members — all while providing exceptional customer service and support.

A team-based approach to care

Members can get customized care from a team of experts based on individualized needs.

Right care, right time

Members can explore a wide range of care options, from basic to complex care.

Talk to a nurse, 24/7

The nurse and advisor line is available any time, day or night, for help deciding how to treat symptoms.

Direct access to specialists

Members may see any provider in the Medica CompleteHealth network without a referral. All providers have direct access to Mayo Clinic resources and expertise locally. If a provider determines that specialty care is needed at Mayo Clinic in Rochester, they will make the arrangements for care.

Coordinated care

Members can get help setting up a follow-up appointment after a hospital stay or an emergency room visit.

Primary Care On Demand app

Wisconsin patients have access to new symptom assessment tools and virtual care options with the Primary Care On Demand app.

Mayo Clinic patient portal

With patient portal access online or through the Mayo Clinic app, members can manage their care and get secure and convenient access to their health information. They can:

- Get common symptoms evaluated with the Check Symptoms tool and receive a care recommendation 24/7/365
- Request and schedule appointments
- Participate in video appointments from the comfort of home
- Review test results and provider notes
- Refill medications and more

Health promotion

Learn about health topics like diets and exercise to promote healthy lifestyles in our communities.

Medication therapy management

A specialized pharmacist will help make sure medications are best for a condition, lifestyle, and budget. The pharmacist will review prescriptions, over-the-counter medicines, and other supplements.



When it comes to health care, everyone wants choices

If Medica CompleteHealth is not the right fit for an employee, they have the option to choose Medica Choice® Passport, which is an open access plan that offers a large network of providers nationwide. Regardless of their choice, employees have access to quality care, and they can pick a plan that gives them the care, ease of use, and cost savings that they want.



Choose Medica CompleteHealth

Hospitals

Minnesota

- **Mayo Clinic Health System** – Albert Lea
- **Mayo Clinic Health System** – Austin
- **Mayo Clinic Health System** – Cannon Falls
- **Mayo Clinic Health System** – Fairmont
- **Mayo Clinic Health System** – Lake City
- **Mayo Clinic Health System** – Mankato
- **Mayo Clinic Health System** – New Prague
- **Mayo Clinic Health System** – Red Wing
- **Mayo Clinic Health System** – Saint James
- **Mayo Clinic Health System** – Waseca
- **Northfield Hospital** – Northfield
- **Owatonna Hospital** – Owatonna
- **United Hospital District** – Blue Earth
- **Winona Health Services** – Winona

Wisconsin

- **Mayo Clinic Health System** – Barron
- **Mayo Clinic Health System** – Bloomer
- **Mayo Clinic Health System** – Eau Claire
- **Mayo Clinic Health System** – La Crosse
- **Mayo Clinic Health System** – Menomonie
- **Mayo Clinic Health System** – Osseo
- **Mayo Clinic Health System** – Sparta

Visit [Medica.com/CompleteHealthForEmployers](https://www.Medica.com/CompleteHealthForEmployers) to see a current and complete listing of providers and hospitals.



Have questions? We're here to help.

To learn more, contact your broker or Medica Sales at **1 (800) 371-1613** (TTY: **711**).

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