

Minnesota



2024 Medica AccessAbility Solution[®] Enhanced (HMO D-SNP)

Special Needs BasicCare (SNBC)
Dual-Eligible Special Needs Plan (D-SNP)

AT A GLANCE

Coverage that works for you

Combine your Medicaid (Medical Assistance) and Medicare benefits into one plan designed for adults with certified mental health, physical, and developmental disabilities.



\$0 premiums, deductibles and medical copays
\$0 Part D Rx copays
\$0 medical and hospital costs
\$0 to enroll
Plus extra rewards: \$25 - \$50 gift card rewards* for taking care of your health



1 member identification (ID) card
1 Medica Member Services phone number
1 Personal Care Coordinator



\$0 rides to appointments for: medical, dental, mental health, pharmacy, medical equipment and substance use disorder
\$0 rides to gyms

EXTRA BENEFITS, NO EXTRA COST



\$0 gym membership



Expanded dental services



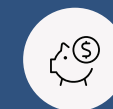
Eyewear upgrade



\$20 monthly allowance
on healthy foods



\$0 Part D Rx copays



Savings on groceries



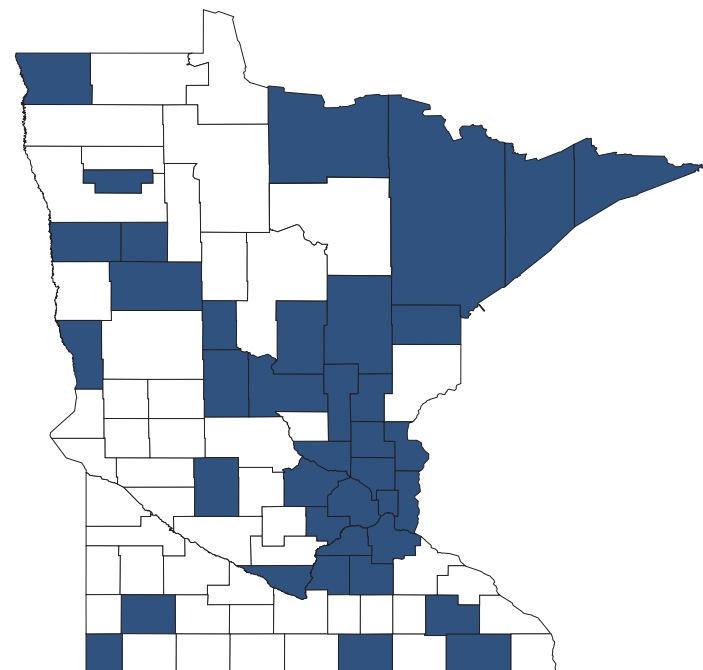
*Restrictions and conditions apply.

What you need to know

Eligibility

You're eligible to enroll in Medica AccessAbility Solution Enhanced if:

- You're 18-64 years old
- You have a certified disability
- You have Medicare Part A and Part B
- You're eligible for Medicaid (Medical Assistance)
- You live in our 38-county service area:
 - Aitkin
 - Anoka
 - Becker
 - Carlton
 - Carver
 - Chisago
 - Cook
 - Crow Wing
 - Dakota
 - Fillmore
 - Freeborn
 - Hennepin
 - Isanti
 - Kanabec
 - Kandiyohi
 - Kittson
 - Koochiching
 - Lake
 - Le Sueur
 - Mahnomon
 - Mille Lacs
 - Morrison
 - Murray
 - Nicollet
 - Norman
 - Olmsted
 - Ramsey
 - Red Lake



- Rice
- Rock
- Scott
- Sherburne
- St. Louis
- Todd
- Wadena
- Washington
- Wilkin
- Wright

Doctors, clinics, and hospitals

No referrals needed.

Our large network gives you your choice of high-quality health, dental, mental health, and specialty care providers.

Want to know if your doctor, clinic, or hospital is in the Medica AccessAbility Solution Enhanced network or if your medications are covered? Get answers at [Medica.com/2024DSNP](https://www.medicamn.com/2024DSNP) or call us at 1 (888) 222-0949 (TTY: 711).

Support that makes a difference



Healthy Savings® program

- Save on healthy foods at participating grocery stores
- The statewide network includes Cub, Coborn's, Festival, Hy-Vee, and more



Pregnancy support

- Support throughout pregnancy with app tools that include:
- One-on-one coaching
 - Menstrual cycle tracker
 - Pregnancy calendar and daily baby updates
 - Child development checklist
 - And much more

CARE YOU CAN COUNT ON

Your personal care coordinator can:

- Visit you in your home or choice of location
- Make appointments and schedule rides
- Explain plan benefits and covered services
- Help you with health care paperwork
- Find helpful community resources
- Help you create, follow, and update your personal care plan



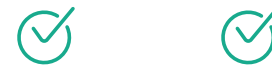
Plan Comparison

AccessAbility Solution Enhanced gives you more at no cost to you. Compare it to Medica AccessAbility Solution, our Special Needs BasicCare (SNBC) plan without Medicare.

Questions + coaching

Personal Care Coordinator who's a registered nurse or social worker – committed to helping you achieve your health goals

	AccessAbility Solution Enhanced	AccessAbility Solution
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24/7 NurseLine to get guidance on appropriate treatment options, support for non-urgent illnesses, and simple, self-care tips for non-urgent concerns



24/7 Personal Health Advocate to answer health insurance questions, find a doctor, schedule appointments, and resolve health insurance issues



Physical + mental fitness

Online services for convenient, accessible mental health, and substance use disorder care from our mental health network providers



\$0 gym membership that includes 20,000+ fitness locations, on-demand and live streaming fitness classes and home kits



Money-saving extras

	AccessAbility Solution Enhanced	AccessAbility Solution
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\$20 monthly allowance with our Healthy Food benefit on, fresh fruits, vegetables, milk, eggs, bread, nutritional drinks, coffee, breakfast foods, pasta, and more.



Instant weekly savings on healthy food through our Healthy Savings program.



\$0 rides to medical, dental, pharmacy, medical equipment, mental health, and substance use disorder services



\$0 rides to in-network gyms and fitness centers



\$25 - \$50 gift card rewards for completing preventive care visits and screenings*



Health care extras

	AccessAbility Solution Enhanced	AccessAbility Solution
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24/7 Virtuwell® online care for treatment of dozens of common conditions



Extra support on pregnancy and parenting through an app health and menstrual cycle tracker, pregnancy calendar and daily baby updates, child development checklist, one-on-one coaching, and more



Extra dental benefits to support healthy habits and address issues. Get help making dental appointments, oral health education, and additional preventive and endodontic care.



Prescription drugs through Express Scripts® and from the broadest list of our Part D-covered medications that can be filled nationwide



Eyewear upgrade with anti-glare coating on one new pair of glasses from our eyewear vendor, Eye Kraft®



*Restrictions and conditions apply.

Civil Rights Notice

Discrimination is against the law. Medica does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Medica. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Medica Civil Rights Coordinator
 P.O. Box 9310, Mail Route CP250, Minneapolis, MN 55443-9310
 Toll Free: 1 (888) 347-3630
 TTY: 711
 Fax: 952-992-3422
 Email: civilrightscoordinator@medica.com

Auxiliary Aids and Services: Medica provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** Medica at 1 (888) 347-3630 (toll free), TTY: 711 or at medica.com/contactmedicaid.

Language Assistance Services: Medica provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** Medica at 1 (888) 347-3630 (toll free), TTY: 711 or at medica.com/contactmedicaid.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Medica. You may also contact any of the following agencies directly to file a discrimination complaint

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the **OCR** directly to file a complaint:

Office for Civil Rights, U.S. Department of Health and Human Services
 Midwest Region
 233 N. Michigan Avenue, Suite 240 Chicago, IL 60601
 Customer Response Center: 800-368-1019, TTY: 800-537-7697
 Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
 540 Fairview Avenue North, Suite 201, St. Paul, MN 55104
 651-539-1100 (voice), 800-657-3704 (toll-free), 711 or 800-627-3529 (MN Relay), 651-296-9042 (fax)
Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation’s outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator
 Minnesota Department of Human Services
 Equal Opportunity and Access Division
 P.O. Box 64997
 St. Paul, MN 55164-0997
 651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.



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

Connect with us

Call us at **1 (888) 222-0949** (TTY: **711**) Oct. 1-March 31 from 8 a.m.-8 p.m. CT, 7 days a week, and April 1-Sept. 30 from 8 a.m.-8 p.m. CT, Monday-Friday.

Email us at **MedicaCCPSales@Medica.com**.

Visit us on the web at **Medica.com/2024DSNP**.

Follow us on social media with the handle **@Medica4Me**.



Medica AccessAbility Solution Enhanced is an HMO D-SNP that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in Medica AccessAbility Solution Enhanced depends on contract renewal.

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