



Tips for visiting your Medicare participating provider

Useful info for your Medica Group Advantage SolutionSM (PPO) plan

Your Medica Group Advantage SolutionSM (PPO) plan offers many great benefits, including the option to visit any Medicare participating provider in the U.S. and its territories for covered services. But, your provider may not be familiar with us, so here's some important information you both may find useful.

Information you need to know

Share your Medica ID card

The next time you visit your provider, share your Medica ID card with them. Your card includes information your provider needs to submit claims to Medica on your behalf. The back of the card has phone numbers you can call with benefit or claim questions.

Find a Medicare participating provider

Need help finding a Medicare participating provider near you? Just call the Member Services number on the back of your Medica ID card.

Information your provider needs to know

Providers can submit claims to us electronically or by mail. You'll find details for both submission options below. For questions about coverage or claims, providers can call our Provider Service Center at 1 (800) 458-5512. They can also find more information at [Medica.com/ClaimGuide](https://www.Medica.com/ClaimGuide).

Submit electronic claims

Please have your provider submit claims to the following electronic payer IDs:

- **MEDM1** for medical claims
- **41161** for chiropractic claims
- **87726** for behavioral health claims

Submit paper claims

Mail Part C (Medical) Claims to:

Medica Government Programs, P.O. Box 21342, Eagan, MN 55121-0342

Mail Chiropractic Claims to:

Optum Chiropractic for Medicare Advantage, P.O. Box 212, Minneapolis, MN 55440-0212

Mail Behavioral Health Claims to:

Medica Behavioral Health, P.O. Box 30757, Salt Lake City, UT 84130

Discrimination is Against the Law

Medica complies with applicable Federal civil rights laws and will not discriminate against any person based on his or her race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law. Medica:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: TTY communication and written information in other formats such as large print, audio, and braille.
- Provides free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, contact the number on the back of your identification card. If you believe that Medica has failed to provide these services or discriminated in another way on the basis of your race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law, you can file a grievance with: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422, TTY: 711, civilrightscoordinator@medica.com.

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201 800-368-1019, TTY: 800-537-7697. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.