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2024 Medica Member Resources Reference Guide for Providers


Medica offers a wide range of programs and services to improve the overall health of our communities and support providers caring for individuals enrolled in Medica benefit plans (referred to as “members”). We encourage providers to be familiar with resources listed in this reference guide and promote them to their patients, when appropriate. This is not intended to be an exhaustive list. Please refer to our websites for the most up-to-date information.

Reference Guide Quick Links



Nurse Advice Line	Medica Medicare Advantage	Health & Wellness	Preventive Care
Behavioral Health	Document Library	Living Healthy Rewards	Transportation
Case Management	Genetic Testing	Member Care Packages	
Continuity of Care	Healthy Extras	Member Newsletter	


Program/Service & Link	Description
Medica Member Websites	<p>Medica has designated websites for members based on their benefit plan or residency:</p> <ul style="list-style-type: none"> • For <i>all</i> individuals enrolled in a Medica Medicare Advantage Plan – visit Missouri + Illinois Medicare plans – Medica • For <i>Illinois residents</i> enrolled in a Medica IFB plan – visit Individual and family members – Medica • For <i>Missouri residents</i> enrolled in a Medica IFB plan, visit Individual and family members – Medica • For employees enrolled in the SSM Health Employee Health Plan, visit mo-central.medica.com/employees.
24/7 Nurse Line For IL IFBIFB& All MA -	<p>Applicable to: Individuals enrolled in Medica benefit plans. Overview: Available 24 hours a day, 365 days a year for members to speak with experienced registered nurses about general health care questions and concerns.</p>

Rewards and programs may vary by plan. Member coverage is subject to the limitations and exclusions outlined in the member’s benefit certificate or policy and subject to state and/or federal laws. Please contact the Customer Care Center number on the members ID card with questions.

Program/Service & Link	Description
<p>24 Hour Nurse Advice Line</p> <p>For MO IFBIFB - Nurse Advice Line</p> 	<ul style="list-style-type: none"> • All Medica benefit plans- 833-925-0398
<p>Behavioral Health</p> <p>For IL IFB - Behavioral Health</p> <p>For MO IFB - Behavioral Health</p>	<p>Applicable to: Individuals enrolled in a Medica benefit plan.</p> <p>Overview: Medica offers many mental health and substance use supports, services, and treatment options.</p> <ul style="list-style-type: none"> • National Suicide Prevention Hotline – 800-273-8255. • Suicide & Crisis Lifeline – 9-8-8. • Brighter Days Newsletter – Information about depression, available treatment options, and tools for self-management. • Mothers and Babies – Emotional support for pregnant and postpartum women • Care Management – Non-emergency education and resource coordination for mental health and/or substance use conditions. <p>Other resources linked from our website for members (and providers):</p> <ul style="list-style-type: none"> • National Alliance on Mental Illness • Substance Abuse and Mental Health Services Administration • Depression Bipolar Support Alliance • Trauma Survivors Network
<p>Case Management</p> <p>For IL IFB - Case Management</p> <p>For MO IFB - Case Management</p> <p><i>Some programs allow members to enroll online. Enrollment is voluntary. Once a member enrolls, a member of our Care Management team will contact them.</i></p>	<p>Applicable to: Individuals enrolled in Medica benefit plans. Members are encouraged to verify offerings specific to their plan.</p> <p>Overview: Dean Health Plan by Medica Case Management supports members in complex or acute situations by coordinating care across the health care continuum. Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for resources to meet individuals and family’s comprehensive health needs. Each program is administered by uniquely trained case managers, many of whom have certifications in case management and other specialties, with a goal of supporting members in self-management and achieving health goals. The care team also may assist members to navigate the health care system and connect with appropriate resources.</p> <ul style="list-style-type: none"> • Pregnancy Program - The Pregnancy program is a family-centered model that supports the health of pregnant women and their babies in partnership with the health care provider. Support is provided on a continuum through pregnancy and the post-partum period. • Complex Case Management and Care Coordination – Case Managers are available to support adult and pediatric members living with serious or complex health conditions. Case Managers partner with members and their providers to help manage their conditions with the goal of influencing illness trajectory, promoting adherence to the prescribed plan of care, and improving health outcomes. Case Managers create a personalized care plan based on the

Program/Service & Link	Description
	<p>member’s health goals and provide ongoing management and support as they work toward their goals.</p> <ul style="list-style-type: none"> • Transplant Case Management - Specially trained nurses provide a seamless experience for members going through transplant. They guide each member through the evaluation and listing process, helping them maintain transplant readiness while awaiting organ transplant, and continue to provide ongoing management and support post-transplant. • Advance Care Planning Program - Social worker support for members over the age of 18 to navigate the advance care planning process of thinking about what matters most to them at the end of life and documenting those wishes in legal documents called advance directives. <ul style="list-style-type: none"> • Providers and Clinic Case Managers may refer patients via: <ul style="list-style-type: none"> ○ Email : caresupport@medica.com ○ Phone : 866-905-7430 ○ Fax : 952-992-3589 <p>Members can self-refer online at https://deancare.com/wellness/care-management/care-management-enrollment-form or by the Customer Care Center number on the back of their member ID card.t</p>
<p>Continuity of Care For IL IFB & All MA - Continuity of Care</p> <p>For MO IFB - Continuity of Care</p>	<p>Applicable to: In specific instances, individuals enrolled in a Medica benefit plan whose care may be affected when a provider leaves the network.</p> <p>Overview: Medica follows continuity of care rules according to state and federal laws. When a provider leaves the network under certain situations, members may be able to continue care with that provider at in-network coverage for a set period of time.</p>
<p>Medica Advantage Members</p>	<p>Applicable to: Individuals enrolled in Medica Medicare Advantage plans.</p> <p>Overview: Medica offers “all-in-one” Medicare-approved replacement products that include Medicare Part A and Part B benefits plus value-added coverage and supplemental benefits bundled into a single, convenient plan.</p>
<p>Document Library For IL IFB & All MA - Document Library</p> <p>For MO IFB - Document Library</p> <p><i>Search Tip:</i> In the By Audience dropdown, select Member.</p>	<p>Applicable to: Individuals enrolled in Medica Benefit Plans.</p> <p>Overview: Medica offers documents, forms, and other materials for members in the Document Library such as Foreign Claims Form, Health Info Release Form and Diabetes Standards of Care.</p>

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<p data-bbox="107 103 296 131">Genetic Testing</p> 	<p data-bbox="709 103 1919 167">Applicable to: Individuals enrolled in Medica IFB. Medica Medicare Advantage does not have genetic testing authorization requirements.</p> <p data-bbox="709 175 1969 394">Overview: Medica contracts with Concert Genetics, an industry-leader in genetic testing technology assessment and policy development. As genetic testing has increasingly become the standard of care, the Health Plan is committed to the access and quality of these services for our members. General approach to genetic testing is that a prior authorization will not be processed and will be cancelled if submitted. An appropriate diagnosis code must appear on the claim. If a claim is submitted without a diagnosis code considered Medically Necessary, the claim will deny unless coverage is mandated by state/federal laws.</p>
<p data-bbox="107 418 285 446">Healthy Extras</p> <p data-bbox="107 461 436 488">For All Medicare Advantage</p>	<p data-bbox="709 412 1843 475">Applicable to: Individuals enrolled in a Medica Medicare Advantage benefit plan. Members are encouraged to check reward offerings specific to their plan.</p> <p data-bbox="709 483 1976 618">Overview: Through WebMD, members may take a self-assessment, join a challenge, and explore other interactive tools. The Health Plan offers health challenges throughout the year to create new health habits ranging from being active to being more mindful. Examples of activities include tracking daily habits and mental health podcasts with topics ranging from financial wellness to mental health.</p>
<p data-bbox="107 641 336 669">Health & Wellness</p> <p data-bbox="107 683 352 711">For IL IFB - Wellness</p> <p data-bbox="107 725 375 753">For MO IFB - Wellness</p> 	<p data-bbox="709 634 1423 662">Applicable to: Individuals enrolled in a Medica benefit plan.</p> <p data-bbox="709 670 1961 734">Overview: Medica offers a variety of member programs focusing on the whole person, including, but not limited to:</p> <ul data-bbox="709 742 1961 1063" style="list-style-type: none"> <li data-bbox="709 742 1961 805">• Video titled “The 8 Dimensions of Wellness: An Overview of Personal Well-Being” with Dr. Heather Schmidt. <li data-bbox="709 813 1961 919">• Upcoming Wellness Events - a variety of member wellness programs and events scheduled throughout the year. Examples of events include book clubs, crafts for kids (open to all, regardless of insurance), Alzheimer’s education, and living healthy assistance. <li data-bbox="709 927 1961 990">• Nicotine Cessation - we offer two nicotine cessation programs- Freedom From Smoking (all are welcome) and Quit for Life (Health Plan members only). <li data-bbox="709 998 1961 1062">• Partner Perks - we partner with certain businesses to offer membership, service, and product discounts related to overall well-being.
<p data-bbox="107 1079 216 1107">Rewards</p> <p data-bbox="107 1122 630 1185"><u>Individual Family Business (IFB) Rewards via Virgin Pulse wellness platform.</u></p> <p data-bbox="107 1200 686 1227">https://join.virginpulse.com/myhealthrewardsIFB</p>	<p data-bbox="709 1073 1619 1101">Applicable to: Individuals (18 and older) enrolled in Medica IFB benefit plan.</p> <ul data-bbox="709 1109 1940 1279" style="list-style-type: none"> <li data-bbox="709 1109 1940 1279">• Overview: Members need to register their Virgin Pulse account and complete an annual preventive exam in order to earn the \$50 pulse cash that can be redeemed for a gift card of the member's choosing. The Virgin Pulse wellness platform includes a personalized wellbeing experience, Health Check Survey to better understand your health, self-guided courses to build healthy habits, healthy trackers and more.
<p data-bbox="107 1334 399 1362">Wellness Care Packages</p> <p data-bbox="107 1377 436 1404">For all Medicare Advantage</p>	<p data-bbox="709 1328 1413 1356">Applicable to: Individuals enrolled in Medica benefit plans.</p> <p data-bbox="709 1364 1797 1391">Overview: A monthly brochure highlighting programs, education and national observances.</p>

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<p>Member Newsletters</p> <p>For All MA – Golden Notables newsletter - Medica</p> <p>For IL IFB – Notables Member Newsletter - Medica</p> <p>For MO IFB – Notables Member Newsletter - Medica</p>	<p>Applicable to: Individuals enrolled in a Medica benefit plan.</p> <p>Overview: Twice a year magazine featuring articles about living a healthy and active life, wellness, benefit updates, and more.</p>
<p>Preventive Care</p> <p>For IL IFB - Preventive Care</p> <p>For MO IFB - Preventive Care</p> 	<p>Applicable to: Individuals enrolled in a Medica benefit plan.</p> <p>Overview: Detect, treat or prevent illnesses or diseases early, before they become major concerns. A wide range of preventive services are covered at \$0 costs to members when rendered by an in-network provider. Examples of available preventive care are annual visits with a primary care provider, vaccinations, and certain routine tests and screenings.</p>
<p>Transportation</p> <p>See information for Medicare Advantage in this document.</p> <p>For IL IFB - Transportation</p> <p>For MO IFB - Transportation</p>	<p>Applicable to: Individuals enrolled in Medica IFB or Medicare Advantage benefit plans.</p> <p>Overview: Services provided by Lyft for members to use to travel to medical appointments or local pharmacies. Providers may direct members to the Customer Care Center to schedule a ride or members may call:</p> <ul style="list-style-type: none"> • Medicare Advantage members - 1-877-301-3326 (TTY: 711) • IFB Individual members - 1-866-514-4194 (TTY: 711)

See our [Medica Medicare Advantage Members web page](#) for more details.

[2024 Medicare Advantage Member Supplemental Benefits](#)

Benefit	Benefit Description
Dental	<ul style="list-style-type: none"> Offered through Delta Dental. Covers preventive and comprehensive dental services with preventive and diagnostic services at \$0 copay. See the Dental Certificate of Coverage for a full list of covered dental procedures.
Gym & Fitness	<ul style="list-style-type: none"> Through the One Pass program members have access to fitness center memberships, home fitness kit, and online access to Brain HQ Medica Advantage members can register at One Pass.
Hearing	<ul style="list-style-type: none"> Includes yearly \$0 hearing exam and \$750 hearing aid allowance (for both ears combined) per calendar year at in-network hearing aid providers. Find an in-network hearing aid provider at central.medica.com/Find-A-Location. <p><i>Search Tip:</i> In the directory, change the specialty to “hearing aid.”</p>
	<ul style="list-style-type: none">
Living Healthy Rewards	<ul style="list-style-type: none"> Members are eligible for \$150 rewards per calendar year for completion health activities like going to the dentist, tracking your sleep and getting an annual physical. Check out our Medicare Advantage Wellness webpage for more information.
Patient Transportation	<ul style="list-style-type: none"> Members are allotted 24 one-way rides per year to medical appointments or local pharmacies. Providers may direct members to the Customer Care Center at 877-301-3326 to request a ride in advance of their appointment.
Post-Discharge Meals	<ul style="list-style-type: none"> Meals provided by Mom’s Meals. Members are allotted 14 meals post inpatient, observation, or skilled nursing facility stay. Discharge planner, health plan’s Care Management team, or member engages Mom’s Meals for services. Providers may direct members to the Customer Care Center at 877-301-3326 to coordinate meal benefits. Mom’s Meals phones the member directly to screen for dietary needs and meal preferences and confirms delivery details.

<u>Over-the-Counter Allowance</u>	<ul style="list-style-type: none"> • Up to \$65.00 allowance per quarter to purchase over-the-counter items such as pain relievers, pill cutters, etc. Unused dollars will not carry forward to the next quarter. • Can be used in-store, online, or through a catalog for purchase of designated items from designated retailers such as Walgreens, CVS, Kroger, Dollar General, and Walmart. •
<u>Routine footcare</u>	<ul style="list-style-type: none"> • Includes 10 routine footcare visits every calendar year. This includes treatment of the foot which is generally considered preventive such as cutting or removal of corns, warts, calluses or nails. • Members pay their plan’s specialist copay for routine foot care services.
<u>Routine chiropractic</u>	<ul style="list-style-type: none"> • Includes 12 routine chiropractic visits every calendar year.
<u>Vision</u>	<ul style="list-style-type: none"> • Includes yearly \$0 vision exam • Up to \$250 every 2 years at free-standing eyewear providers. • Find an in-network eye glass provider at central.medica.com/Find-A-Location. <p><i>Search Tip: In the directory, change the specialty to “Eyeglasses- Medicare Advantage.”</i></p>