

Welcome to Medica





3,000 team members

Not-for-profit

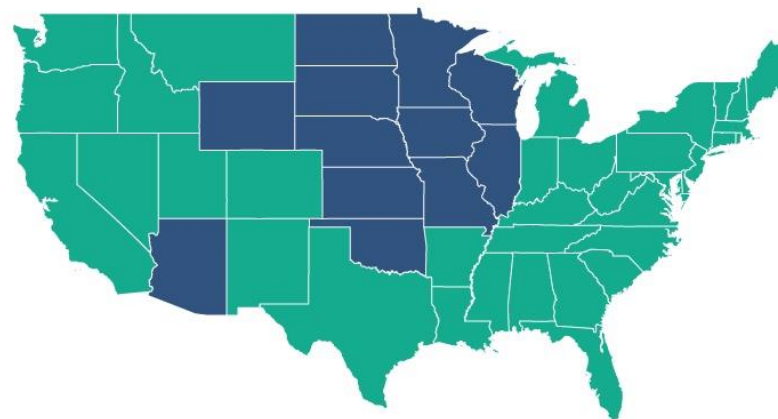
Our focus is on the communities we serve

\$6.5 billion

Annual revenue

**Medica
Foundation**

Support for customers and
the greater community



**12
states**

**24
Accountable
Care
Organizations
(ACOs)**

Nearly **1.5 million** members

185k

Individual and Families

250k

Medicare/Medicaid

1M

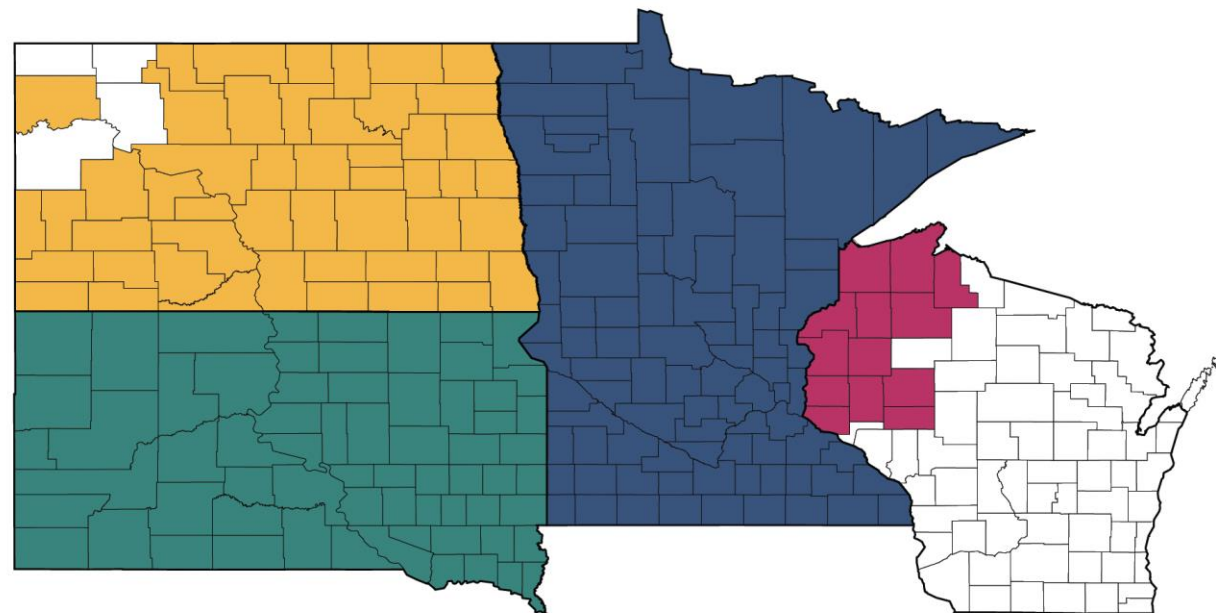
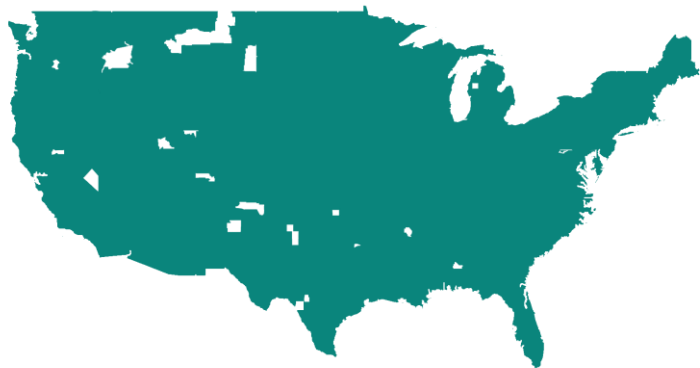
Commercial

Your network options

Medica Choice[®] Passport

Access to a large, national network and the freedom to see any provider at any time. A plan that's easy to use — no matter where you live.

- Quick and easy access to nationwide benefits
- One dedicated call center for all members no matter where you live
- Direct access to any primary or specialty care provider the Medica Choice Plus network without a referral
- Nationwide network coverage when you travel



- Minnesota MIC + MHP
- Wisconsin MIC
- South Dakota MIC
- North Dakota MIC + MHP

Medica Choice[®] Passport

- | | | |
|---|--|---|
| <ul style="list-style-type: none">• 1 million+ providers and nearly 7,300+ hospitals• 1,500,000+ doctors | <ul style="list-style-type: none">• More than 64,000 pharmacies including 24-hour pharmacies | <ul style="list-style-type: none">• Convenience and urgent care |
|---|--|---|

Park Nicollet and HealthPartners Medical Group First with Medica

Quick facts

- Direct access to more than 55 medical and surgical specialties, 50 neighborhood clinics, 18 specialty care centers, 20 urgent care locations, and 6 hospitals
- Medica's standard networks for chiropractic, behavioral health, pharmacy

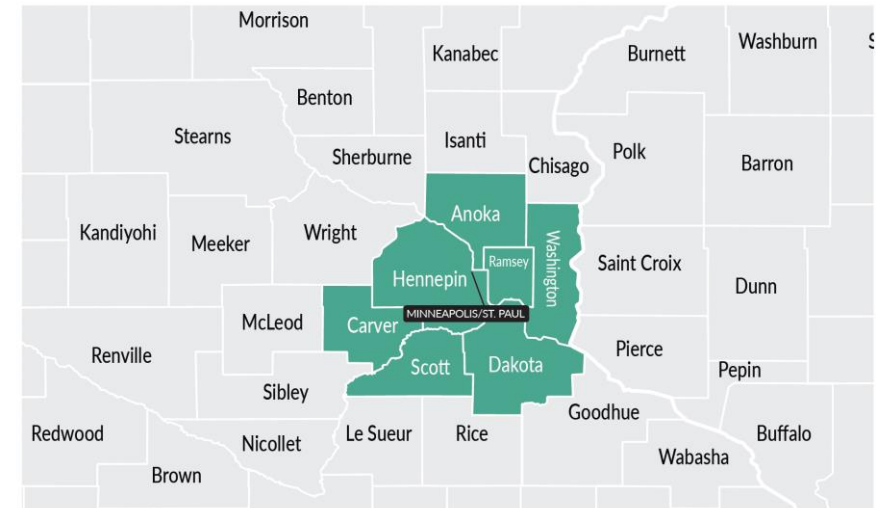
Features

- Nurse advisors you can reach 24/7/365
- 24/7 online care for diagnosis and treatment of 60 common health conditions at **Virtuwell.com**
- SmartCareSM for time-saving care when and where you need it — at the clinic, on your phone, or online Appointment-guide text service
- -Urgent care for issues that aren't life threatening but need attention right away; open late seven days a week; check wait times at **HealthPartners.com**



HealthPartners[®]
Park Nicollet[®]

■ Park Nicollet and HealthPartners Medical Group First with Medica



Primary service area:

Minnesota Metro

VantagePlus with Medica

Quick facts

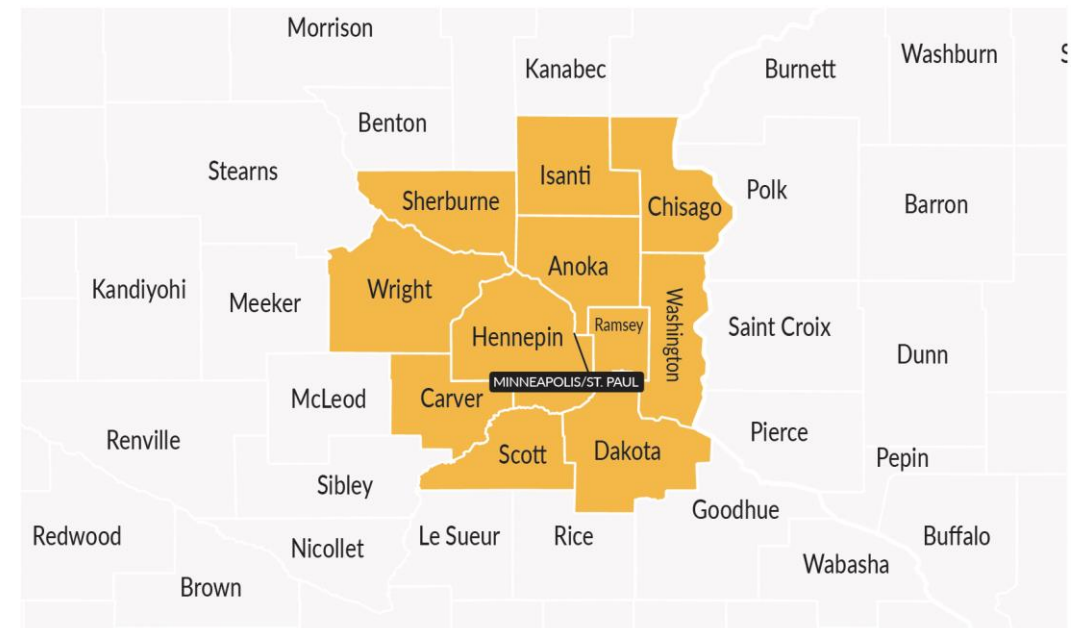
- More than 4,800 primary and specialty providers, including in-network access to academic medicine and providers at the University of Minnesota, as well as high-level trauma care from providers at North Memorial Health
- 650 clinic locations
- 11 leading hospitals
- Medica's standard networks for chiropractic, behavioral health, pharmacy

Features

- Nurse advisors available 24/7/365
- Same-day and virtual appointments with primary care providers. Many clinics offer walk-in care, along with early-morning, evening and weekend hours.
- 24/7/365 eVisits for many common health conditions; virtual care options are available for medical and mental health services; schedule a phone or video visit with your primary or specialty care provider
- New member phone calls to help get you off to a good start



■ VantagePlus with Medica



Primary service area:

Minnesota metro

Pharmacy benefits

Pharmacy solutions

Our pharmacy partners

- Access to over 64,000 retail pharmacies
- Same low negotiated rates at all network pharmacies
- Home Delivery available
- Express Scripts mobile app
 - Check drug costs
 - Locate a pharmacy
 - View prescription drug history
 - Print forms and ID cards
 - Access drug information
 - Receive medication-related alerts
- Specialty medications: self-injectable, oral, high-tech, or high cost for treatment of diseases requiring complex therapies
- May require special handling
- Most often prescribed by specialists
- 24/7 access to specialty-trained pharmacists and nurses

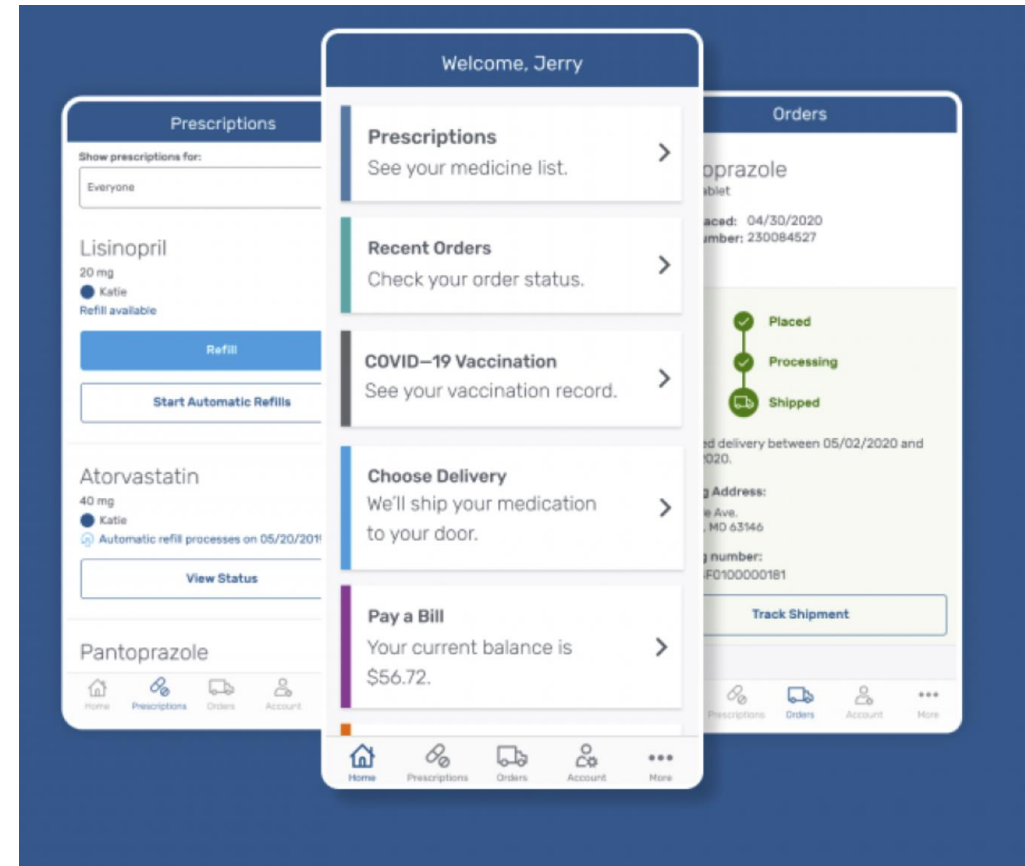


Pharmacy solutions

Manage your prescriptions - Resources “on-the-go”

Manage your prescription through **Medica.com/Signin** or download the Express Scripts app from Google Play or iOS app store

- Check drug costs
- Locate a pharmacy
- View prescription drug history
- Order refills
- Reminders and drug interaction checker
- Submit mail order
- Enroll in automatic refills



Specialty drugs

Accredo

Specialty Drugs are used to treat certain complicated health problems. These drugs may be very expensive and often need special handling or monitoring.

View Medica’s specialty drug list at:

[Medica.com/find-care/select-employer-provided-plan/pharmacy-benefits](https://medica.com/find-care/select-employer-provided-plan/pharmacy-benefits)

SPECIALTY MEDICATIONS	SPECIALTY DRUG VENDOR
<ul style="list-style-type: none">Defined as self-injectable, oral, high-tech, or high costFor treatment of diseases requiring complex therapiesMay require special handlingMost often prescribed by specialists	<ul style="list-style-type: none">Accredo specialty pharmacy <div></div>

After your first fill, you can create an account on Accredo’s Patient Portal to view and manage your refills.

Specialty drugs

Who is Accredo?

- Individualized counseling and education
- Proactive monitoring and clinical support to drive better outcomes
- Coordination with Medica and prescribing physicians
- Experienced clinicians specializing in complex disease states
- Broadest access to exclusive and limited distribution drugs
- Digital tools including mobile, web, and text improve member experience



Member resources

My Health Rewards

Overall goal

- Earn points and get rewards with My Health Rewards, an online tool that helps you take small steps to reach your health goals.

Eligibility

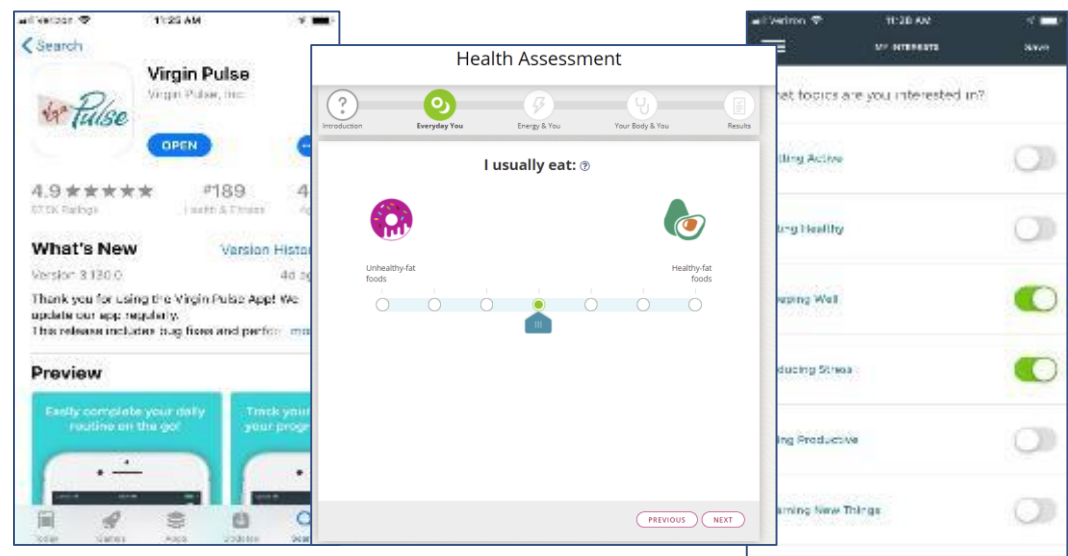
- Medica members 18 years and older

Getting started is easy!

Download the App

Take the health
assessment

Save your interests



Rewards

Get rewarded for using the tools and programs that work for you.

- Tracking physical activities and daily steps
- Completing Healthy Habits activities
- Completing self-guided courses, called Journeys
- Daily Learning Cards
- Tracking sleep
- Plus more ways to earn rewards
- Completing self-guided courses, called Journeys

WAYS TO EARN	POINTS	PULSECASH REWARD AMOUNT	REWARD TYPE
EARN PROGRAM POINTS	2,000	\$10	E-gift card or other options
	10,000	\$20	E-gift card or other options
	25,000	\$50	E-gift card or other options
	40,000	\$80	E-gift card or other options
\$160 per year			
20-DAY TRIPLE TRACKER	Track* any combination of the following activities on 20 or more days in a calendar month to earn a bonus reward: <ul style="list-style-type: none">7,000 steps a day and/or;15 active minutes a day and/or;15 workout minutes a day.	\$5 per month	E-gift card or other options
\$60 per year			
Point-based rewards + 20-day triple tracker rewards =		\$220 in rewards potential per year	E-gift card or other options

Fit ChoicesSM by Medica



\$20	8,000+
Credit toward monthly dues	Health clubs to choose from

Medica® Optum® Employee Assistance Program (EAP)

Offering help with life events

FOR 24/7/365 ASSISTANCE: 1-800-626-7944

Starting A new job	Getting married or divorced	Buying A new home	Work stress	Having children
Moving or relocation	Financial stress	Returning to work	Childcare or eldercare issues	Retirement issues

Core services and benefits

- Specialists available 24/7/365 to talk about personal, financial or, legal worries
- Five counseling sessions per issue/per year covered at 100%
- A robust collection of interactive resources, webinars, screeners, and information on **LiveAndWorkWell.com**
- 30-minute legal consultation at no cost (in person or over the phone)
- Management support and consultation

Medica Behavioral Health*

Connecting members to top quality care

24/7/365 resources to help you find a behavioral health provider to meet your needs

Medica's Behavioral Health network includes 81,000+ practitioners nationwide. When you need to find a behavioral health provider:

- **Call Medica Behavioral Health at 1-800-848-8327**

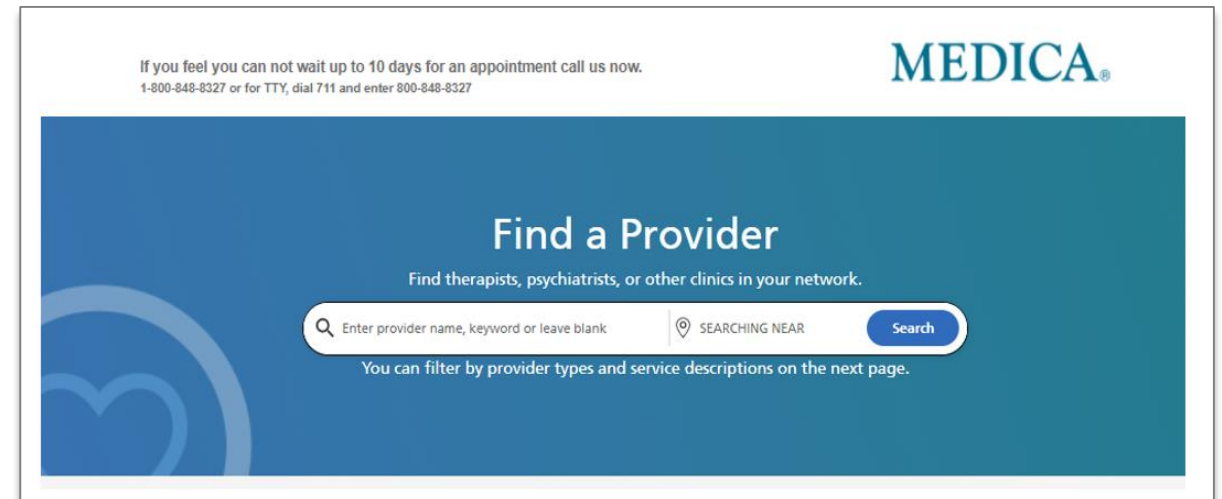
- **Use the Online Directory**

Visit **Medica.com/Findcare**

"Start here" in the Behavioral health tile

- **Liveandworkwell.com:** Access code **MEDICA**

24/7 access to professional care, self-help programs, and a variety of useful information



Optum Behavioral Health Crisis Line at

800-848-8327 #8

Optum Substance Use Disorder Helpline at

855-780-5955

Sanvello™

Overall goal

- Sanvello gives access to clinically proven cognitive behavioral therapy techniques for dealing with stress, anxiety, depression, or whatever else you may be going through.

Eligibility

- Medica members 13 years and older

Program features

Daily mood tracking



Members answer questions to capture their mood, take weekly assessments and can track where they are over time

Guided Journeys



Clinical techniques help members feel more in control and build long-term life skills

Coping tools



Members can find tools to help them relax, be in the moment or manage stressful situations

Community support



Members can connect with each other anonymously and share advice

Getting started with Sanvello

You have access to the premium version of the Sanvello app at no additional cost as part of your plan's behavioral health benefits. Follow these easy steps to get started:

- Download the Sanvello mobile app from the App Store or Google Play
- Open Sanvello and tap "Get Started."
- Complete the steps to create a Sanvello account
- After creating an account, select "Upgrade Via Insurance"
- Search for and select "Medica"
- Enter the information from your Medica ID card
- Use the help prompts for extra assistance if needed

Virtual care options*

Convenient and cost effective online treatment

Clinic-based	Amwell	Virtuwell	CallLink
Many clinics offer virtual care, online care, or e-visits	24/7 online clinic available in every state Includes coverage for medical and behavioral health care services	24/7 online clinic available in select states	Available 24/7/365
Prices vary	Medical: Each visit is \$64 or less Behavioral health: Price varies by type of service	Medical: Each visit is \$59 or less	FREE
Check with your clinic to see if they offer virtual care and how you can connect with your provider online		Online visits with a certified nurse practitioner	Phone visits with a certified nurse practitioner
Clinic's website	Amwell.com/cm	Virtuwell.com	1-800-962-9497 (TTY: 711)

*Virtual care options can vary by your plan's network. Check care options at **Medica.com/Findadoctor**.

Medica CallLink®

Getting the best care and the best value

- Learn more about a diagnosis
- Decide what type of care meets your needs
- Understand symptoms and treatment options
- Create a plan for adding healthy habits to your routine
- Understand how to take medications safely and effectively
- Find a doctor or hospital and schedule an appointment
- Get information about preventive screening services



Available 24/7/365

1-800-962-9497

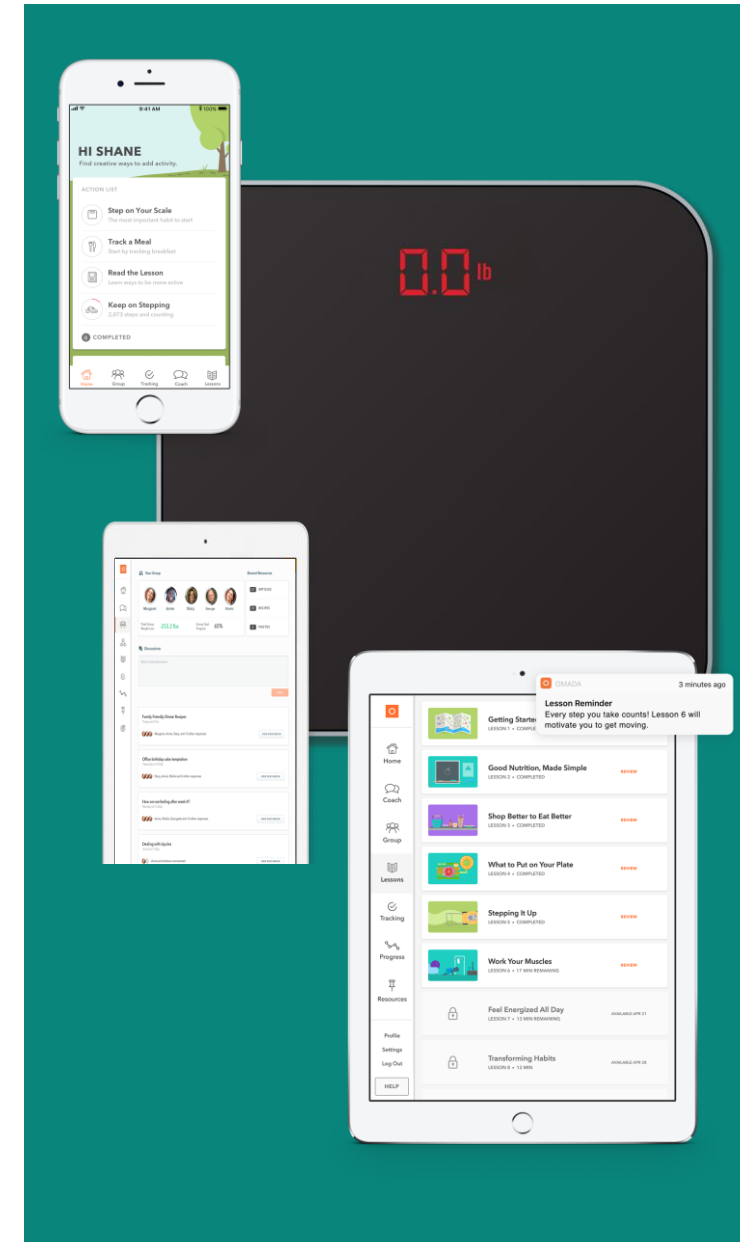
Omada for Prevention

A digital lifestyle change program to help members improve overall health, lose weight and reduce their risk for developing chronic conditions such as: Type 2 diabetes and heart disease

- You'll learn how to apply meaningful changes around eating, activity, sleep, and stress, and then focus on sustaining those behaviors
- Program helps you get healthy your way and is available at no additional cost

What you get:

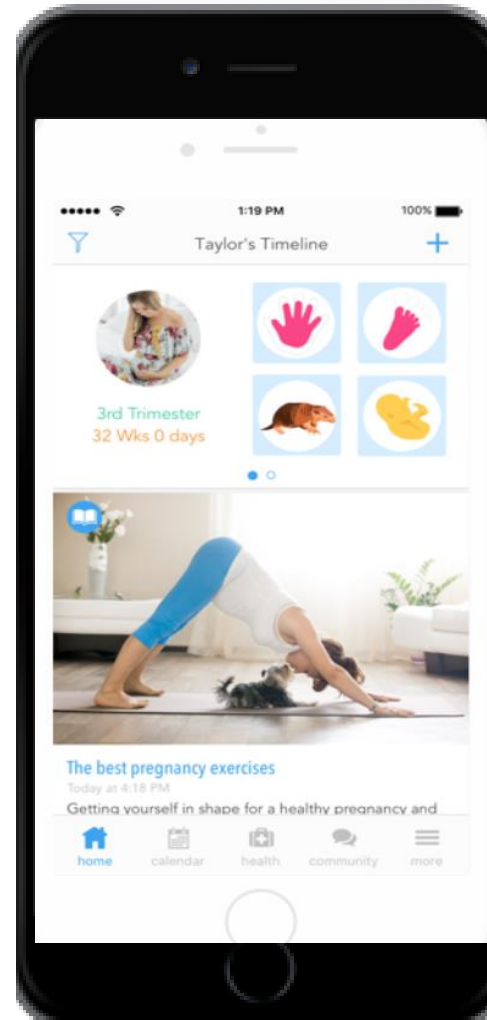
- Dedicated health coach & care team
- Interactive weekly lessons
- A wireless scale, delivered to your door
- Healthier lifestyle in 10 minutes a day | anywhere, anytime
- Long term results through habit & behavior change



Ovia Health

Ovia Health's three apps guide you through some of life's biggest transitions: planning and starting a family, navigating pregnancy, balancing life as a working parent, and managing menopause.

1. Download one, or all three Ovia Health apps from the IOS App Store or Google Play
 - Ovia
 - Ovia Pregnancy
 - Ovia Parenting
2. Choose “I have Ovia Health as a benefit” during the sign up process
3. Enter requested information
4. Get started!



A screenshot of the Ovia Health sign-up form on a smartphone. The form has a title 'Health Plan/Employer' with 'Skip' and 'Save' links. The text reads: 'Enter your details below to access special features enabled by certain insurers and employers. If you have Ovia Health as a benefit, enter your information below and contact support if you have any questions.' Below this is a section 'Select the state that your health plan is in.' with a 'State' dropdown menu set to 'Minnesota' and a 'Health Plan' dropdown menu set to 'Medica Insurance Company'. There is an 'Employer' text input field. Below these are fields for 'First name', 'Last name', 'Date of birth', and 'Postal code'. There is a link 'What's this?' and a 'Member ID' field with '(Optional)' text. At the bottom is a toggle switch for 'I accept the terms and conditions below.' with a link to 'terms and conditions' and a link to 'Read how we respect your privacy.'.

Plan enrollment

Plan enrollment

Welcome site

<http://welcometomedica.com/augsburguniversity>



Augsburg University

Search

Plan Overview

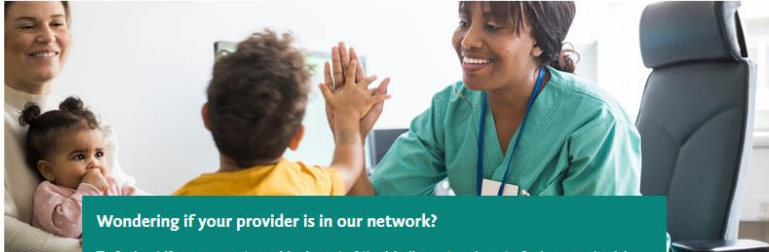
Plan Options

Preventive Care

Find a Physician or Facility

Pharmacy

Wellness Programs



Wondering if your provider is in our network?

To find out if your current provider is part of the Medica network, or to find a new physician, use our online provider search tool.

[Find a provider or facility >](#)

Welcome to Medica!

We are pleased to offer you health coverage through your employer. As a health care consumer, you have choices. This website can help you easily learn more about your options.



Augsburg University

Search

Plan Overview

Plan Options

Preventive Care

Find a Physician or Facility

Pharmacy

Wellness Programs

Wellness Programs

Your plan includes "extras" to help you stay healthy, get support, and make the most of your plan — at no extra cost to you. Check out these programs and resources once your plan starts.



My Health Rewards by Medica

Get inspired to make positive changes.

Taking steps to improve your health might be easier than you think. Whether you want to stress less, quit smoking or eat more fruits and veggies, **My Health Rewards by Medica®** makes it fun — and rewarding. Earn up to \$220 in rewards annually as you complete activities personalized just for you. Once your plan starts, register for your My Health Rewards account.

Register for your account >

Watch the video >

Medica member site

Once your plan starts, sign in to your member site to manage your health plan. Order ID cards, find out what's covered, track your claims and more!

Sign in

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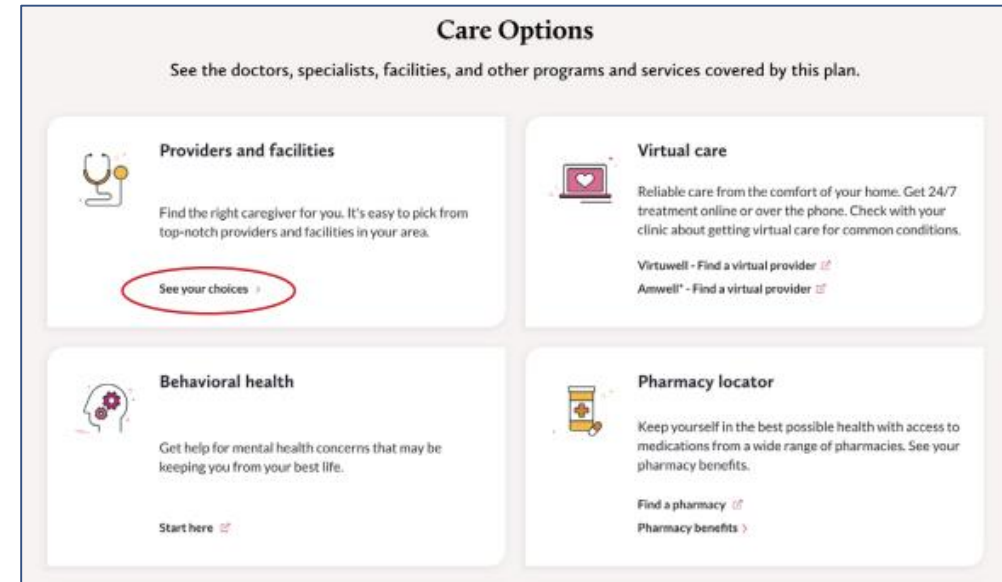
Provider search made easy

Get started

- Go to [Medica.com/FindADoctor](https://medica.com/FindADoctor)
- Select your plan
- See the Providers and facilities section and click on See your choices.

Search tips

- Once you start typing in the search box, you'll see a drop-down menu with options. If you see the option you want, click on it. Otherwise, continue typing and click **GO**.
- Do not use special characters, like "&" or "*"
- If you do not find the provider you are looking for, try searching another way. For example, try searching by the provider's specialty.
- If you need to clear your search criteria and start over, click the **Begin New Search** link in the right corner above the search bar.



Plan enrollment

We're here to help

Medica Member Services

- Monday - Friday, 7 a.m. - 8 p.m. CST
(closed Thursdays, 8 a.m. - 9 a.m.)
- Saturday, 9 a.m. – 3 p.m.

Call:

- **952-945-8000** or **1-800-952-3455**
- **TTY: 711**

Email:

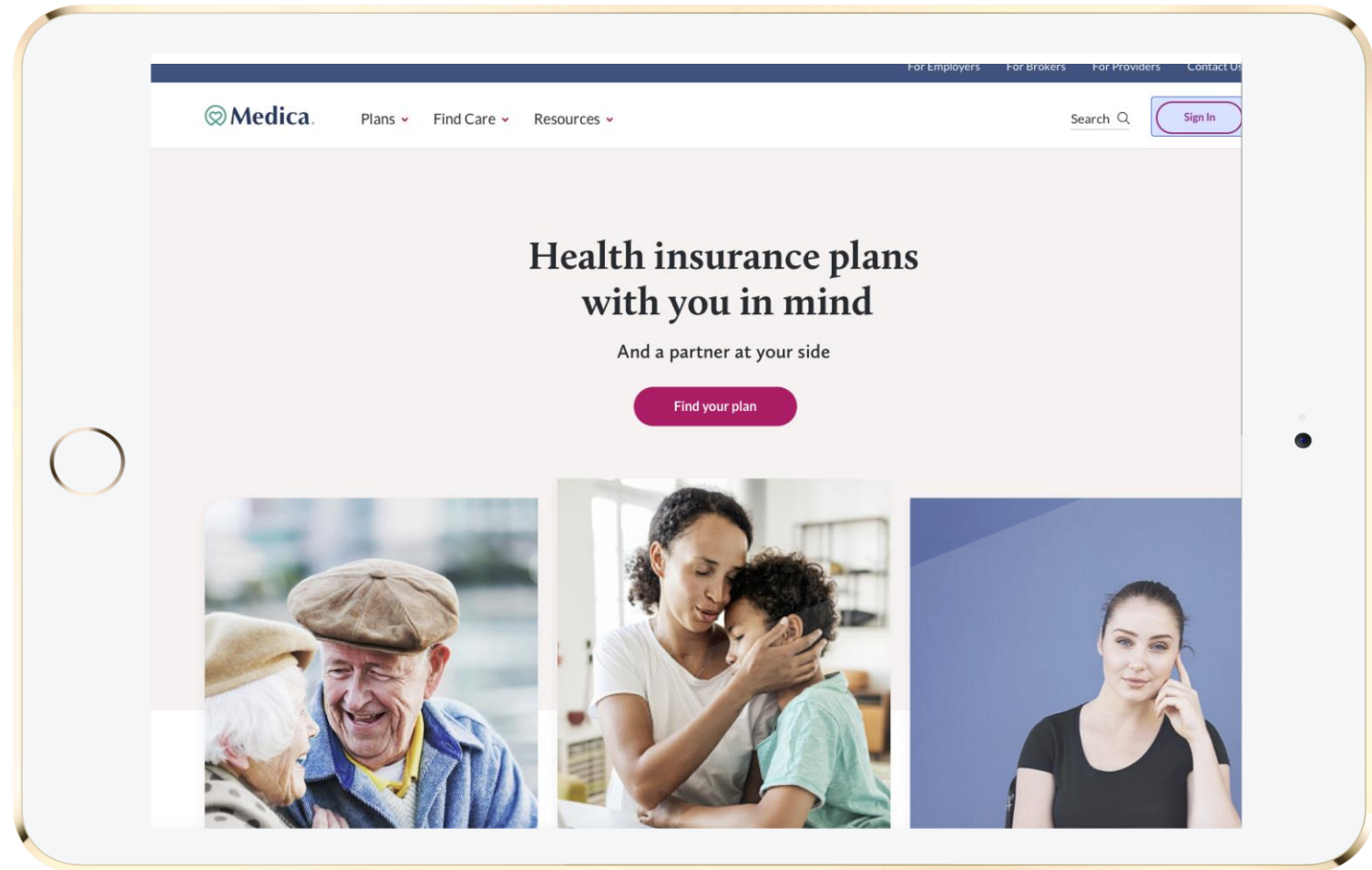
- Visit **[Medica.com/Contact](https://www.Medica.com/Contact)**



Your one-stop shop

Medica.com/SignIn

- Download your ID card to your mobile wallet and order printed cards
- View plan benefits and details
- Check the status of claims
- Find a provider or clinic in your network
- Explore wellness programs and resources
- Go green and get your plan materials online
- Easily find documents and forms
- Quickly get answers and info





THANK YOU