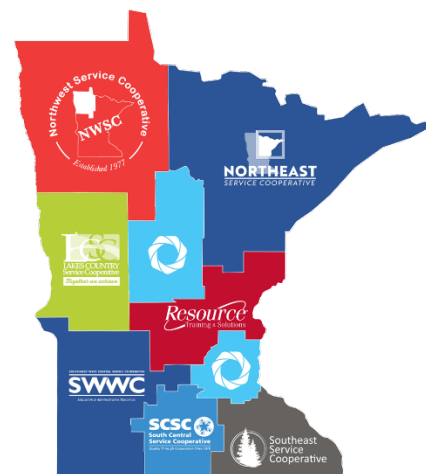




Health insurance is a need and providing it can be a challenge for organizations of all sizes. The Minnesota Healthcare Consortium is a partner in bringing cities, counties, and schools the best plans at the best pricing, along with extensive wellness resources to serve the needs of your staff.

The MHC health insurance pools provides you the freedom to select the doctor and health plan of your choice. You will be the decision maker to see any doctor, clinic, or hospital for your care. This flexibility gives you greater satisfaction about your healthcare, which leads to perceived and actual improvements in your well-being.



“We are dedicated to empowering and engaging our members in lifelong health and well-being”

www.mnhc.gov

Healthcare Benefit Programs

My Health Rewards by Medica Complete activities personalized for you and earn rewards. Employees can earn up to \$345 in rewards per year and spouse and dependents can earn up to \$225 in rewards per year.

Omada Preventive or Diabetes program

MHC will cover the entire cost of the program for members who are at risk for type 2 diabetes or heart disease or are living with diabetes.

Omada for Joint & Muscle Health Virtual program focusing on building muscle to prevent aches & pains. Licensed physical therapists will assess and provide a personalized recovery plan for members who qualify.

Ovia Health guides you through your pregnancy, parenting, and reproductive health journey — including trying to conceive and managing menopause.

Mayo Clinic Complex Care Medica Choice Passport member facing serious, complex or rare medical conditions may be eligible for care at Mayo Clinic with your travel and lodging covered by MHC.

Self Care by AbleTo Self-care techniques, coping tools, meditations, sleep tracking, and more at no I cost — anytime, anywhere with Self Care by AbleTo. In addition, MHC Medica members receive access to online therapy covered under their plan as behavioral health office visit.

Worksite Wellness Regional programs offered for customized wellness experiences that increases employee engagement and makes the healthy choice the easy choice for their staff.

TelaDoc* Access doctors and therapists by phone, web, or app, including programs for back care, dermatology and nutrition.

VSP Vision Care* Personalized care from a VSP network doctor at low out-of-pocket costs.



*Available for an additional fee



Medica Choice[®] Passport

LET'S GET STARTED

Medica Choice Passport gives you access to a large, national network and the freedom to see any provider at any time. You'll benefit from network discounts and a plan that's easy to use — no matter where you live.

Plan Features

- Choose from any doctor, clinic or facility in the large Medica Choice Passport network. To get the highest level of benefits, see network providers.
- While you don't need a referral to see a specialist, it's a good idea to work closely with your primary care doctor to coordinate your health care needs.
- If you're considering out-of-network care, check out the tip sheet first at **medica.com/members**. Your share of the costs is likely to be significantly more if you receive care outside the network. The good news is that the network is very large, so it's easy to find a network provider that meets your needs.
- You're covered when you travel. Passport's nationwide network means you have access to in-network care when you're away from home.



Want to learn more? Go to **medica.com/members**, where you can get all the information you need about your plan.



MEMBER TIPS

Get the information you need at **medica.com/members**.

- Find out what your plan covers, track claims, order extra ID cards and more.
- See who's in your plan's network.
- Get answers to questions about preventive care; health savings accounts; deductibles, copayments and coinsurance; and more in our tip sheets.

Mayo Clinic Complex Care Program



If you are facing complex health challenges, you may be eligible for care at Mayo Clinic with travel and lodging covered and coordinated for you.

The Mayo Clinic Complex Care Program is an enhanced health care benefit available to Medica Choice Passport members for:

- Cancer
- Complex medical conditions
- Complex pediatrics
- Hemophilia
- Multiple Sclerosis
- Spine health
- Transplant

STEP 1. Get started

Call the Medica Member Services line for MHC employees at 877-347-0282 for full details, help with collecting your medical records and to get connected with Mayo Clinic.

STEP 2. Medical review

A Mayo Clinic specialist will review your medical records and determine if you would benefit from care at Mayo Clinic.

STEP 3. Travel to Mayo Clinic for care

Mayo Clinic will call you to coordinate your travel, lodging and appointment itinerary for you and a caregiver.

STEP 4. Return home

After you return home, your local medical provider and Mayo Clinic will work closely to coordinate your ongoing care.



Why Choose Mayo Clinic?

When you're facing a serious illness, we stand by your side.



Is Mayo Clinic for me?

The answer is yes for 1.4 million patients from 139 countries. The reason is simple: Compassion is at the heart of our care. At Mayo Clinic, unhurried, comprehensive evaluations offer the best chance of healing and getting back to your life.



What makes care at Mayo Clinic different?

Effective treatment depends on getting the right diagnosis as soon as possible. Our specialists collaborate across disciplines to listen to your story, evaluate your condition from every angle, and develop a diagnosis and treatment plan that's just for you.



Does Mayo Clinic treat my condition?

Mayo Clinic experts solve the world's toughest medical problems — one patient at a time. No matter what serious, complex or rare health challenge you're facing, you can be confident that Mayo Clinic has extensive experience in treating patients with your specific condition.



Is Mayo Clinic doing research on my condition?

Our relentless research yields scientific discoveries and innovations that reach our patients faster and help them heal sooner. Our patients are frequently among the first to benefit from breakthrough therapies, advanced technologies and clinical research trials.

Tip: Your travel and lodging may be covered and coordinated for you through the Mayo Clinic Complex Care Program. Call the Medica Member Services line for MHC employees at **877-347-0282** to get started.

Support resources

Minnesota Healthcare Consortium

Resources for Group Leaders and Employees

Resources for Group Leaders

Medica Employer Service Center

The Medica Employer Service Center is the place to call when you have questions about benefits, claims and more as a Group Leader. Our team of senior-level professionals has the training, knowledge and resources to quickly:

- Clarify benefit information.
- Check claims and provider status.
- Order new ID cards and other materials.
- Get questions answered about the Medica member website.

Call the Employer Service Center at **1 (800) 936-6880**. We're available 8 a.m. - 5 p.m. CST Monday, Tuesday, Wednesday and Friday. And 9 a.m. - 5 p.m. on Thursdays. Or email

MedicaServiceCenter@Medica.com.

Capstone Administrators

Capstone can help with membership eligibility and enrollment questions, billing issues, demographic corrections and reset administrator passwords for Benefitsolver. Call **1 (800) 558-6206** or email

MHC@CapstoneBenefits.com.

Benefitsolver Portal

Access your employer monthly invoice on your Benefitsolver portal. View reports including: employee census, new hires, cobra qualifying events, address changes, employee termination, and many more.

Visit Benefitsolver.com.

Resources for Employees

Medica Customer Service

When your employees have questions about their health plan benefits, we're here to help. Employees can call Customer Service to get answers to their questions:

- Is my doctor in the network?
- Do I have a copay? A deductible? Coinsurance?
- Has my claim been paid?
- How much will my prescription cost?
- What health and wellness programs are available?

Call Customer Service at **1-877-347-0282** (TTY: **711**). We're available 7 a.m.- 8 p.m. Monday - Friday and 9 a.m.-3 p.m. on Saturdays.

Support resources

Minnesota Healthcare Consortium

Medica CallLink for 24/7 nurse support

Medica CallLink connects employees with trusted advisors and nurses to get the health answers they need—at no extra cost.

- Learn more about a diagnosis.
- Decide what care will meet your needs.
- Understand symptoms and treatment options.
- Find a doctor or hospital and make an appointment.

Talk with an advisor or nurse, 24/7 at **1 (800) 962-9497** (TTY: **711**).

Medica member website

The Medica member website is your employees' one-stop resource for all kinds of information to help them manage their health plan benefits and improve their health:

- Order ID cards.
- Find out what their plan covers.
- Track claims.
- Find a health care provider.
- See what drugs are covered.
- Learn about health and wellness programs.

It only takes a few minutes to register. Employees can go to [Medica.com/SignIn](https://www.Medica.com/SignIn) and follow the instructions to create their account and access their plan information.

My Health Rewards by Medica® support

Have questions about the My Health Rewards by Medica program? Get help with registration, sync your fitness tracker & apps, and more. Call Virgin Pulse Member Services at **1 (833) 450-4074**. We're available 7 a.m.-8 p.m. CST Monday-Friday. Or email Medica.Support@VirginPulse.com.

My Health Rewards by Medica®



Your healthier future starts now

The My Health Rewards online tool and app lets you log healthy habits, track activity through a fitness tracker, and complete other healthy activities to earn rewards. Rewards can be redeemed as e-gift cards and health and fitness products. You can also choose to donate your rewards to a charitable cause.

Sign up today

Follow these easy steps to create an account once your plan year starts. Already have an account? Sign in on the Virgin Pulse app or at **Medica.com/MHC**.

Contract Holders:

- 1 Download the free Virgin Pulse app from the App Store or Google Play.
- 2 Open the app and click on "Create Account" under the "Sign In" button.
- 3 Search for and choose **Minnesota Healthcare Consortium** on the sponsor organization list.
- 4 Follow the steps to sign up. Enter your name exactly as it appears on your Medica ID card.

Prefer to sign up online? Go to **Medica.com/MHC** to create your account.

Spouses and dependents ages 18+:

- 1 Download the free Virgin Pulse app from the App Store or Google Play.
- 2 Open the app and click on "Create Account" under the "Sign In" button.
- 3 Search for and choose **Medica My Health Rewards** on the sponsor organization list.
- 4 Follow the steps to sign up. Enter your name exactly as it appears on your Medica ID card.

Prefer to sign up online?
Go to **Medica.com/MyHealthRewards** to create your account.

Assess your health

Keeping up with preventive care keeps you feeling your best. First, go to the "Health" tab to complete your health assessment. Then, "My Care Checklist" gives you personalized, friendly reminders that let you know when you're due to see your health care provider. Earn points by tracking your preventive care screenings and visits. You'll even earn a bonus \$5 reward each year when you complete your annual health checkup (just enter the date in "My Care Checklist").

Connect your fitness tracker

Earn points by connecting your fitness tracker and apps to track your activity, sleep, calories, and more. For a full list of compatible trackers, go to "Devices & Apps" in the "More" section.

- 1 Go to "Devices & Apps" in the "More" section
- 2 Choose the device or app you'd like to connect
- 3 Follow the on-screen instructions

Personalize your health journey

Go to "Topics of Interest" under the "More" section to choose topics you're interested in: eating healthy, sleeping well, reducing stress, and more. You'll get daily learning cards with helpful tips. Do some of them, and you'll earn points toward rewards!



Choose the tools and programs that work for you

Get rewarded for using tools and Medica programs that can help improve your overall well-being. Go to the “Benefits” page and click “View All” to learn more about them.

Earn points, get rewards

- 1
- Go to the “Rewards” page
- 2
- Click on “Learn How to Earn More Points”
- 3
- See a list of all the ways you can earn

A monthly statement, also under the “Rewards” page, gives you a summary of the points you’ve earned. Your points add up throughout the year.

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.	Contract Holders: \$15 per month Spouses/dependents ages 18+: \$5 per month	E-gift card or other options
PREVENTIVE CHECKUP	Complete your annual preventive checkup and earn a bonus reward. Go to My Care Checklist in the Health tab and enter your preventive checkup completion date.	\$5 per year	E-gift card or other options
Point-based rewards + 20-day triple tracker + preventive checkup =		\$345 in potential rewards per year (Contract Holders) \$225 in potential rewards per year (Spouses/dependents ages 18+)	

*You must connect your fitness tracker to your My Health Rewards account. Manual tracking of steps and active minutes will not count toward earning the monthly reward.

Go to the mobile app or sign in to your account at [Medica.com/MHC](https://medica.com/MHC) to get started.



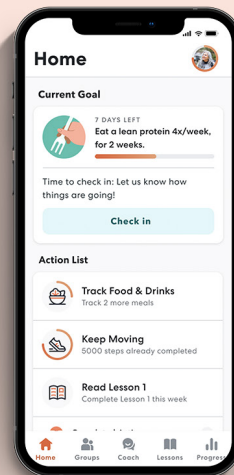
Have questions? We’re here to help.

Medica.Support@VirginPulse.com or 1 (833) 450-4074. Use the Chat button if you’re using a web browser.

My Health Rewards is not available with all Medica plans. Medica reserves the right to modify the program requirements and devices at any time. Participation in a wellness program is optional. Rewards are available to all eligible employees that participate. If you think you might be unable to meet a standard for a reward under this wellness program, you may qualify for an opportunity to earn the same reward by different means. Email Medica.Support@VirginPulse.com or call Virgin Pulse at 1 (833) 450-4074 for information on available reasonable alternative standards and we will work with you (and, if you wish, your physician) to find a wellness activity with the same reward that is right for you in light of your health status.



Better health, made easier



Whatever 'healthy' means to you, Omada® helps you get there.
All at no cost to you.

What you get with Omada:

- ✓ A plan built around you
- ✓ Dedicated health coach & care team
- ✓ All the smart health devices you need

Do what works for you

We'll help you figure out the healthy habits and routines that work for you—motivation included.

24/7 access to support

From weekly lessons to online community, get all the tools you need to face any challenge head-on.

You decide what 'healthy' means

Try new things you actually enjoy, rather than avoiding foods you "can't eat" or things you "shouldn't do."

The best part? It's covered.

If you or your adult family members are at risk for type 2 diabetes or heart disease or are living with diabetes, and enrolled in our Medica health plan, Minnesota Healthcare Consortium will cover the entire cost of the program.

It only takes 1 minute to get started.

With Omada, there's
a program for you



Weight loss &
overall health



Diabetes

omadahealth.com



Ovia Health



Personalized family and women's health programs

Ovia Health guides you through your entire pregnancy, parenting, and reproductive health journey — including trying to conceive and managing menopause. Get clinically-backed content and unlimited support from Ovia's team of health coaches, registered nurses, and certified nurse midwives within Ovia Health's three apps: Ovia (for reproductive health), Ovia Pregnancy, and Ovia Parenting.

With Ovia Health apps, you get:

A health assessment and symptom tracking

Get alerts and personal coaching when you need it

Calendars, updates, and checklists

Use a pregnancy calendar, daily baby updates, and a development checklist to track milestones for you and your baby

Health and wellness programs

Learn about infertility, sexual health, menopause, birth planning, preterm delivery, mental health, breastfeeding, and more

Unlimited one-on-one coaching

Send instant messages to registered nurse health coaches

Benefits library

Learn about your health care benefits from one, easy-to-find place

Career and return-to-work programs

Find coaching and career advice about maternity leave, returning to work, and being a working parent

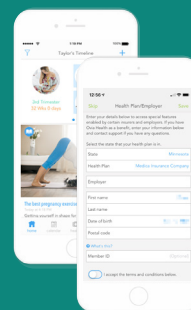
Dedicated Ovia advocate

Message a trusted, skilled professional to help you navigate your journey and learn about resources



Have questions? We can help.

Call Member Services at the number on the back of your Medica ID card (TTY: **711**).



Getting started with Ovia Health

As a Medica member, you can use the exclusive Ovia Health features including one-on-one coaching, reproductive health support, symptom tracking, return-to-work tools, and more. Follow these steps to get started:

1. Download Ovia, Ovia Pregnancy, or Ovia Parenting from the App Store and Google Play.
2. Sign up and choose "I have Ovia Health as a benefit."
3. Enter your state, health plan (Medica), and personal details.
4. Get started!

Self Care by AbleTo



On demand help for stress and emotional well-being

Access self-care techniques, coping tools, meditations, sleep tracking, and more at no additional cost to you — anytime, anywhere with Self Care by AbleTo. Check in and track your progress from your mobile device or computer — then explore personalized content that you can move through at your own pace.

Daily mood tracking

Track your mood, identify patterns, and learn about your progress.

Mental health tools

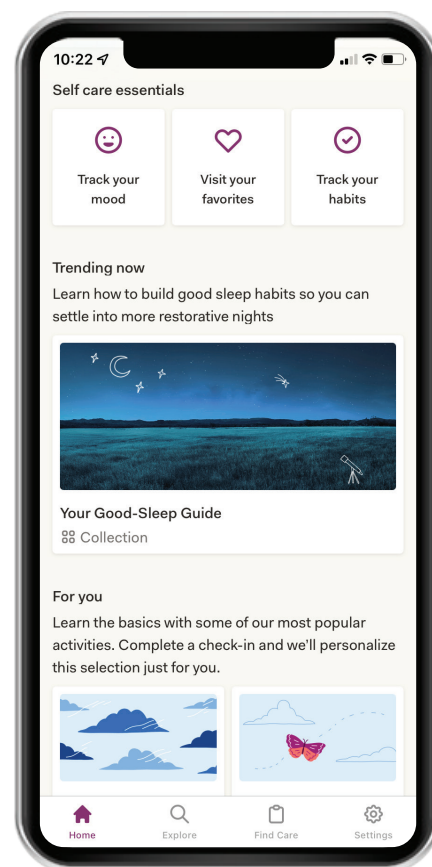
Learn how to build long-term life skills, like journaling, deep breathing, and positive visualization.

Collections

Feel more in control and get support to cope with stress producing situations — like work, parenting, and social injustice.

Habit tracking

Improve your overall well-being by setting goals and tracking your habits that help identify how your behaviors relate to your emotional health.



Get started with Self Care

1. Visit **AbleTo.com/Begin** and tap “Get started.”
2. When asked for your access code, enter **Medica**. You’ll answer a few questions that help us learn more about you and your goals.
3. Set up your account and download the AbleTo app from the App Store or on Google Play.
4. Open the app and select “Log In” to begin your journey.

Get online therapy tailored to your needs

When you need some extra support, you can schedule an online therapy session and talk to a licensed therapist from the comfort of wherever you are. Your therapist will get to know you and work with you on a plan to move forward. It’s simple to get started.

1. Set up your account and download the app by following the steps above to get started with Self Care by AbleTo.
2. Open the AbleTo app and tap “Find Care” in the menu.
3. Tap the “Find Care” tile and then tap “Next.”
4. Complete the requested information. (If you entered your insurance information when you created your AbleTo account, some of the information will already be populated).
5. Answer a few questions about how you’re feeling to find therapists that match your criteria.
6. Select “Schedule Consultation” and follow the prompts to schedule an online visit with a therapist who can help you learn new tools and skills to achieve your goals and help you feel better.

Note: There is a separate cost for online therapy sessions. Sessions are covered under your plan as a behavioral health office visit. Following your visit with a therapist, if you entered your Medica insurance information, AbleTo will send you a bill for any cost share you may have after your plan benefits have been applied.



Have questions? We’re here to help.

Call Member Services at the number on the back of your Medica ID card (TTY: **711**).

Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Self Care may not be available for all groups in District of Columbia, Maryland, New York, Pennsylvania, Virginia, or West Virginia and is subject to change. Refer to your plan documents for specific benefit coverage and limitations or call Member Services at the number on the back of your Medica ID card. Participation in the program is voluntary and subject to the Self Care terms of use.

Live and Work Well



Well-being support and resources

If you need extra help and support, Live and Work Well can help. It gives you health resources and personalized services to help you and those you care about live the healthiest life possible.

The Live and Work Well site is available 24/7 for confidential access to professional care, self-help programs, and a variety of helpful information.*

You can:

- Get personalized assistance for the big events in your life
- Browse information and resources and get referrals to help balance work and your personal life
- Find answers to questions about behavioral health and medical concerns to help you deal with stress, depression, anxiety, and other conditions

Easy online provider search

The provider search lets you connect with providers and clinics specializing in behavioral health and substance use. Narrow your search by provider name, location, specialty, treatment option, ethnicity, gender, virtual visit options, or area(s) of expertise. You can click to call or email a provider, or visit a provider website.

Assessments + tools

You can browse the website by topic. You'll find info on child care, depression, financial planning, stress management, substance use and addiction, work-life balance, and more. You'll also find articles, videos, webinars, and other tools to help you explore your selected topic in bite-sized portions. You can also participate in interactive, customizable self-improvement programs.

Personalized claims + coverage

Free up time spent on the phone by visiting the secure claims and coverage section. Track behavioral claim status, update personal information, and much more. To access your behavioral health claims information, create an account on the Live and Work Well site.



Substance Use Disorder (SUD) helpline and online chat

Access the SUD helpline and online chat — a free, confidential resource for you or a loved one. It offers direct, 24/7 access to substance use recovery advocates via phone at **1 (855) 780-5955** or live chat. Get expert support to understand the right SUD treatment options for your situation. Schedule a clinical evaluation with a licensed substance use treatment provider, usually within 24 hours.



Visit

Visit **LiveAndWorkWell.com**.

- To view educational content and use the provider search, enter access code MEDICA.
- Create an account to access all self-help resources and the claims center. Just click on Register at the top of the page. Then enter your Medica member ID number, and you'll be all set.



Need help? We're here.

Call Customer Service at the number on the back of your Medica ID card.

*Access to certain services is dependent on your health plan coverage. If you are enrolled in a Medica health plan, call Medica Customer Service at the number on the back of your ID card to learn what your plan covers.

The benefits described above are administered for Medica health plans by Optum Inc. subsidiaries, United Behavioral Health and, in California, U.S. Behavioral Health Plan, California. This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change.

Medica CallLink[®]



Put worries to rest with 24/7 support

Medica CallLink connects you with trusted advisors and nurses to get the health answers you need—at no extra cost.

Features you'll love

- Learn more about a diagnosis.
- Decide what type of care will meet your needs.
- Understand symptoms and treatment options.
- Make a plan to add healthy habits to your day.
- Discover the right way to take your medications.
- Find a doctor or hospital and make an appointment.
- Get information on preventive screening services and immunizations.
- Access a 1,000+ audio library on many health and wellness topics.



Need help? We're here.

Talk with an advisor or nurse, 24/7. **1 (800) 962-9497 (TTY: 711).**

*Medica CallLink is not available with all Medica plans. If the CallLink phone number is not listed on the back of your Medica ID card, and you want to see if your plan includes this service, please contact Customer Service. The Customer Service number is listed on the back of your Medica ID card. The information offered by this service is not intended to be a substitute for professional medical advice. Always seek the advice of your physician or other qualified health providers with questions you may have regarding a medical condition. No part of this service is intended to provide a medical diagnosis or treatment.

Virtual Care



Save time + connect with your provider online

Virtual care, also known as online care or an e-visit, is a convenient way to get care for many common conditions. Connect with a provider from your computer or mobile device to get a diagnosis, treatment plan, and prescription (if needed).

Virtual care may be a time-saving option for common conditions like:

- Allergies
- Bladder infections
- Bronchitis
- Colds and coughs
- Ear pain
- Flu
- High blood pressure
- Migraines
- Pink eye
- Rashes
- Sinus infections

With a virtual care visit, you:

- Avoid a trip to the doctor's office and get care from the comfort of your home, work, or wherever you are
- Initiate the visit at your convenience — no appointment needed
- Get care when you need it — visits are often available after clinic hours, sometimes even 24/7
- May save money — a virtual care visit can cost less than a regular visit to the doctor's office, depending on your plan



VIRTUAL CARE OPTIONS

- Many clinics let you connect with your provider online
- Amwell ([Amwell.com/cm](https://www.amwell.com/cm))
- Virtuwell® ([Virtuwell.com](https://www.virtuwell.com))

See the back for more information.

Virtual care options

You can access virtual care through providers in your plan’s network. Check your virtual care options at **Medica.com/FindCare**. Your virtual care options may include the options below:

YOUR CLINIC	HOW IT WORKS
Many clinics offer: virtual care, online care, or e-visits. Visit Medica.com/FindCare to see which clinics in your plan’s network offer virtual care services.	Check with your clinic to see if it offers virtual care and how you can connect with your provider online.
AMWELL	HOW IT WORKS
 Amwell is a 24/7/365 online clinic available in every state. Services include: <ul style="list-style-type: none">• Treatment for common medical conditions. Visits are typically a lower cost option to an in-person visit, depending on your plan’s coverage for virtual care.• Behavioral health care services, including therapy and psychiatry. Cost per visit may vary depending on your plan and type of service. Eligible services are covered under your plan as a behavioral health office visit.*• Amwell also offers other online services, but it’s not an in-network provider. You can use those services, but you’ll pay the full cost for care.	<p>You have a video visit with a board-certified doctor or nurse practitioner using the web or mobile app.</p> <ol style="list-style-type: none">1. To get started, create an Amwell account: Smartphone/tablet: Download the free Amwell app from the App Store or Google Play Computer: Go to Amwell.com/cm Phone: 1 (844) 733-36272. Enter your email address, create a password, then add the requested insurance information from your Medica ID card.3. Select a doctor or nurse practitioner and follow the prompts to start your visit.4. The provider will review your history, answer questions, diagnose, treat, and prescribe medication (if needed).5. If you need a prescription, it’ll be sent to your pharmacy. The cost of your prescription will be based on your plan’s prescription drug coverage.
VIRTUWELL	HOW IT WORKS
 Virtuwell is a 24/7/365 online clinic available in select states.** Virtuwell is not an in-network provider for the following plan networks: Altru and You with Medica SM , Clear Value with Medica SM and VantagePlus with Medica SM . Services include: <ul style="list-style-type: none">• Treatment of common medical conditions. Check the virtuwell website for current pricing. Visits are typically a lower cost option to an in-person visit, depending on your plan’s coverage for virtual care.	<p>You have an online visit with a certified nurse practitioner.</p> <ol style="list-style-type: none">1. Go to Virtuwell.com and take a quick online interview that checks your medical history and makes sure your problem can be treated online.2. If you can be treated online, you’ll create an account with your contact, insurance, pharmacy, and payment information.3. A nurse practitioner will review your case and write a personalized treatment plan. You’ll get an email or text when your plan is ready.4. If a prescription is needed, it’ll be sent to your pharmacy. The cost of your prescription will be based on your plan’s prescription drug coverage.

*To check your plan’s coverage for behavioral health, sign in to your member account at **Medica.com/SignIn** or call the number on the back of your Medica ID card.

**Visit Virtuwell.com for a list of available states.



Behavioral health resources

Navigating mental health support and substance use disorder with Medica

Facing challenges like anxiety, stress, isolation, or substance use can feel overwhelming. You're not alone. One in five people will experience mental illness, and everyone encounters stress. Reaching out for support is a sign of strength. We are here to help you or your loved ones feel better.

Getting the right help

If you're having behavioral health concerns, we've got resources to support you. Read on to learn more about our programs and go to **Medica.com/SignIn** to review your plan's mental health and substance abuse coverage.

If you have an emergency or life-threatening situation, go to an emergency department or call 911. If you have a crisis or need help right away, call our Behavioral Health crisis line 24/7 at **1 (800) 848-8327** (TTY: **711**) or reach the national mental health crisis hotline by dialing **988**.

RESOURCE	CONSIDER USING IF YOU WANT TO...	HOW TO USE IT
Medica Behavioral Health^{SM 3} <i>Behavioral health services that include mental health and substance use support</i>	<ul style="list-style-type: none">• Find a provider that works for you from our behavioral health network which includes more than 300,000 providers nationwide• Connect with a counselor (in-person or virtually) in times of stress, anxiety, or crisis• Ask a billing or claim question• Learn more about your behavioral health benefits• Receive support from experts to better understand substance use disorder (SUD) treatment options	<ul style="list-style-type: none">• Call 1 (800) 848-8327 any time to talk with a care advocate about any behavioral health questions, or if you need help finding a provider who may be available right away• Visit Medica.com/FindCare. Select your plan and click on "Start here" within the "Behavioral health" tile• Search by provider name, location, specialty, treatment option, ethnicity, gender, and more• If you are looking for a provider who offers evening or weekend appointments, select from the filter options under "Availability"• Choose a virtual visit if an in-person visit is not accessible or convenient• Click to call, email, or visit a provider's website• See patient reviews or submit a review of your provider
Live and Work Well website⁵ <i>24/7 online access to support, self-help resources, information, and behavioral health care</i>	<ul style="list-style-type: none">• Answer a few questions online and get behavioral health care suggestions instead of talking to someone on the phone• Explore care options to find the right support and benefits for you• Get resources to help with behavioral health, stress, depression, family issues, money, parenting, and much more• Use the confidential SUD helpline at no extra cost	<ul style="list-style-type: none">• Get direct access to a substance use recovery advocate 24/7 at 1 (855) 780-5955 (TTY: 711) or live chat• Go to LiveAndWorkWell.com• Enter access code MEDICA to explore your benefits• Create an account to access self-help resources and the claims center• Enter your Medica member ID number found on your Medica ID card
Self Care by AbleTo⁶ <i>On-demand support app to help with stress and emotional well-being</i>	<ul style="list-style-type: none">• Get help managing your moods and thoughts, so you can learn ways to feel better• Try self-care techniques to help build long-term skills and cope with stressful situations: self-assessments, journaling, guided meditation, deep breathing, mood and habit tracking• Schedule an online therapy visit	<ul style="list-style-type: none">• Visit AbleTo.com/Begin and tap "Get started"• Enter "Medica" when asked for your access code• Answer a few questions about your goals, set up your account, and receive a notification to download the AbleTo app• Download the AbleTo app on your device and select "Log In" to begin your journey



RESOURCE	CONSIDER USING IF YOU WANT TO...	HOW TO USE IT
Family Support Program + Navigator <i>Resources and support for caregivers of children (ages 0 – 18) with complex behavioral health needs</i>	<ul style="list-style-type: none"> • Get help finding the right care or coordinating care with community agencies • Learn more about a condition, treatment options, or community resources • Get a step-by-step action plan if you're caring for a child who may have autism or depression 	<p>Connect with a Family Support Program Advocate:</p> <ul style="list-style-type: none"> • Call Medica Behavioral Health at 1 (800) 848-8327 to learn more about the program or ask to be connected to a Family Support Program Advocate • You can also call directly at 1 (877) 495-9422 (Note: you may be asked to leave a message and a Family Support Program advocate will follow up with you) <p>Use the Family Support Navigator interactive online tool:</p> <ul style="list-style-type: none"> • Visit LiveAndWorkWell.com, register with the number found on your Medica ID card or use the guest code "Medica," and search for "Family Support Navigator"
My Health Rewards by Medica^{®7} <i>An online tool and mobile app that gives you well-being resources and support on your mental health journey</i>	<ul style="list-style-type: none"> • Access tools and resources that are right for your health journey • Take a self-guided Journey[®] course or get one-on-one coaching⁷ on topics like: stress, anxiety, depression, grief and loss, substance support, domestic violence, and overall well-being 	<ul style="list-style-type: none"> • Download the Virgin Pulse app from the App Store or Google Play • Sign in or create your My Health Rewards account

Medica behavioral telehealth visits

Experience the convenience of telehealth visits for behavioral health. Connect with providers online, treating conditions like depression and anxiety.¹ Through your computer, tablet, or smartphone, telehealth allows virtual appointments for therapy and prescription services² when needed. Access thousands of providers for quick and convenient behavioral health support from psychiatrists, therapists, and other prescribers in our network.

TELEHEALTH RESOURCE	HOW TO USE IT
Medica Behavioral Health Network³ <i>Many of the behavioral health providers in our large network offer virtual care</i>	<ul style="list-style-type: none">• Visit Medica.com/FindCare• Select your health plan• Click on “Start here” within the “Behavioral health” tile• Search by provider name, condition, expertise, program, specialty, gender, or ethnicity. Check the “Virtual Visits” filter to review options• To schedule a visit online, click on “Log In”• Go to the provider directory, select and apply the “Online Scheduling” filter• Choose a provider and click on the “Schedule Now” button
Amwell, 24/7 Online Clinic⁴ <i>Experienced therapists and prescribers provide care and counseling for a variety of conditions</i>	<ul style="list-style-type: none">• To get started, create an account with Amwell at Amwell.com/cm or download the free app from the App Store or Google Play or...• Call 1 (844) 733-3627 (TTY: 711)• Select a provider and follow the prompts to start or schedule your visit⁴
Talkspace⁴ <i>Helps you work with a licensed therapist anywhere, anytime. Send private messages (text, voice) or schedule live video sessions</i>	<ul style="list-style-type: none">• Go to Talkspace.com/Connect• Select “Medica” in the drop-down menu under “Use my Insurance Benefits”• Enter the information exactly as it appears on your Medica ID card• Answer a few simple questions to get started• Get matched with a provider, typically within 48 hours

¹Virtual behavioral health visits are covered as a behavioral health office visit under your plan.

²As per state telehealth rules and regulations.

³Optum Behavioral Health manages the Medica Behavioral Health program.

⁴Cost per visit varies by type of service. Eligible services are covered under your plan as a behavioral health office visit.

⁵This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor’s or professional’s care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

⁶The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Online therapy sessions are available to members ages 18+.

⁷My Health Rewards is not available with all Medica plans. Coaching services are available to My Health Rewards Standard and Results members only. Coaching is not currently available to My Health Rewards Invest members.



Have questions? We’re here to help.

Want to know more about your benefits? Have another question? Call **1 (800) 952-3455** (TTY: **711**). You can reach us Monday-Friday, 7 a.m. - 8 p.m. CT (closed 8 a.m. - 9 a.m. Thursdays), and Saturday 9 a.m. - 3 p.m. CT.



Welcome to Your Minnesota Healthcare Consortium Discount Program

Save on thousands of your favorite brands.



Create Your Account

Get started by creating your account at: mhc.perkspot.com



Subscribe to Weekly Perks

Subscribe to weekly emails to make sure you never miss a deal!



Choose Your Perks

From travel to electronics, choose from over 25 different categories of perks!



Explore the Local Map

Find deals in your neighborhood with the local map!

Get Started Now!

mhc.perkspot.com

