



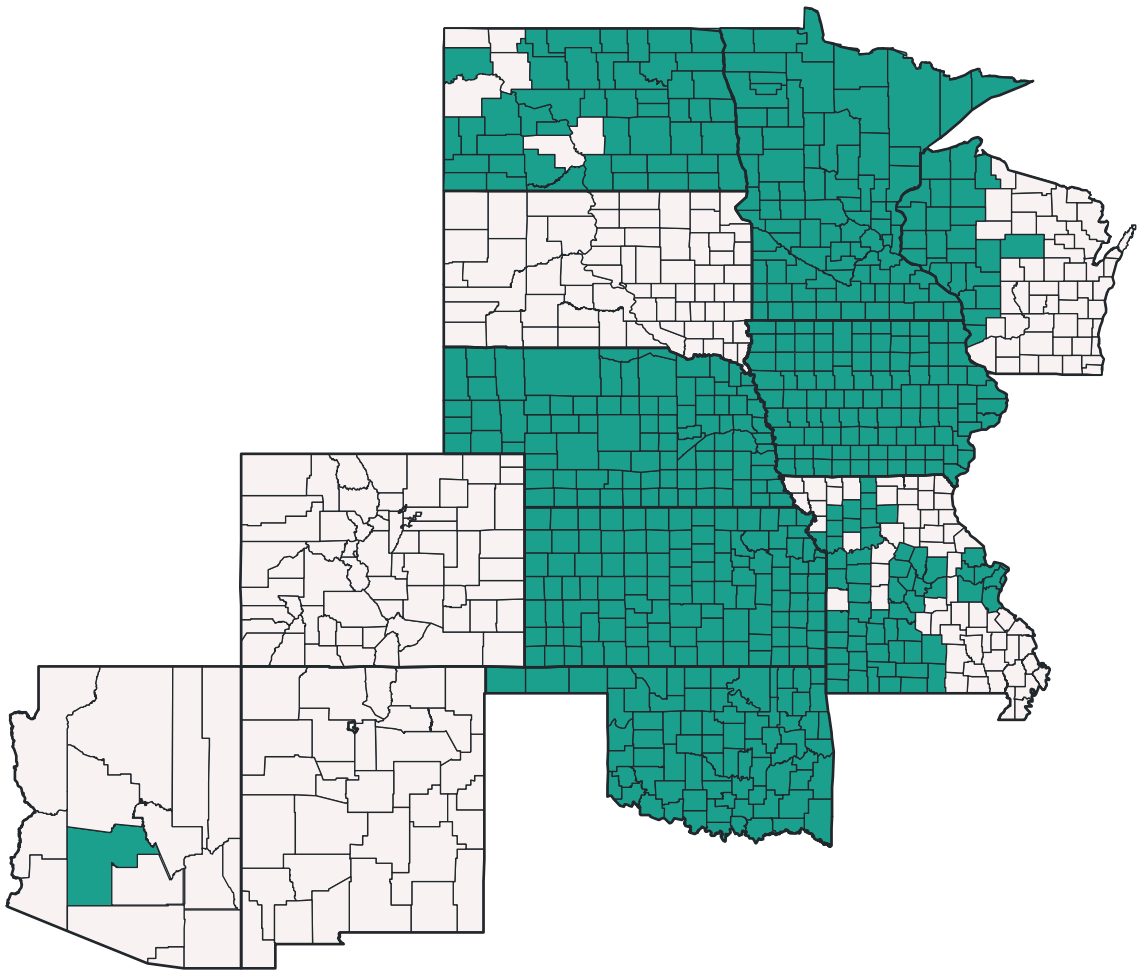
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# 2022 Medica Product Training

Cover Arizona Assistor Training

10/19/2021

# About Medica



## MISSION

To be the trusted health plan of choice for customers, members, partners, and our employees.



## VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.



## VALUES

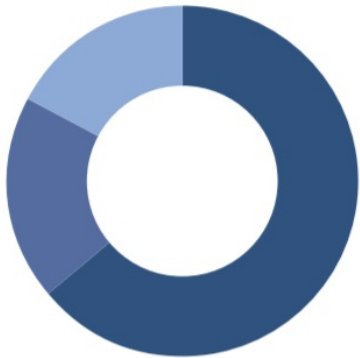
Customer focus  
Excellence  
Stewardship  
Integrity  
Diversity

## We've got you covered

Nearly **1 million** people trusted us to safeguard their health through a global health crisis.

**157,000**  
Medicare + Medicaid

**182,000**  
Individual + Family



**594,000**  
Employer-Based

2020 MEMBERS BY COVERAGE TYPE

# About Medica

## Company snapshot



### QUALITY SCORE

The National Committee for Quality Assurance renewed our accreditation and gave us a perfect score on its difficult new population health measures.



### INSULIN BENEFIT

We extended our \$25 out-of-pocket limit for insulin to all individual and fully insured group members across our nine-state service area.



### COMMUNITY SUPPORT

We doubled our paid volunteer time off benefit to 32 hours so our employees could provide more help in their communities during 2020.

## Our social impact

We established the Medica Foundation in 1992 to invest in community-led initiatives that expand access to care, improve health, and advance equity in the communities we serve.

In 2020, the Foundation awarded 206 grants to nonprofits in Minnesota, Nebraska, Iowa, North Dakota, South Dakota, and Wisconsin. We concentrated our giving for strategic impact in the following areas:



FOUNDATION FUNDING AREAS

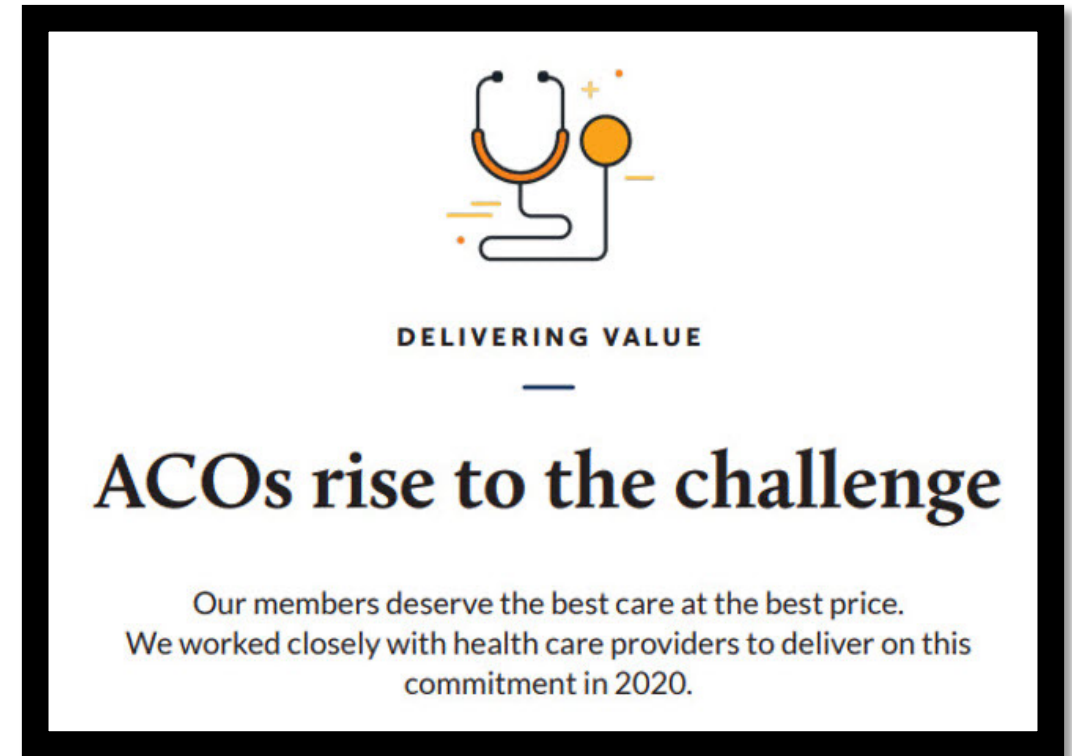


206 GRANTS TOTALING \$4.25 MILLION

# About Medica

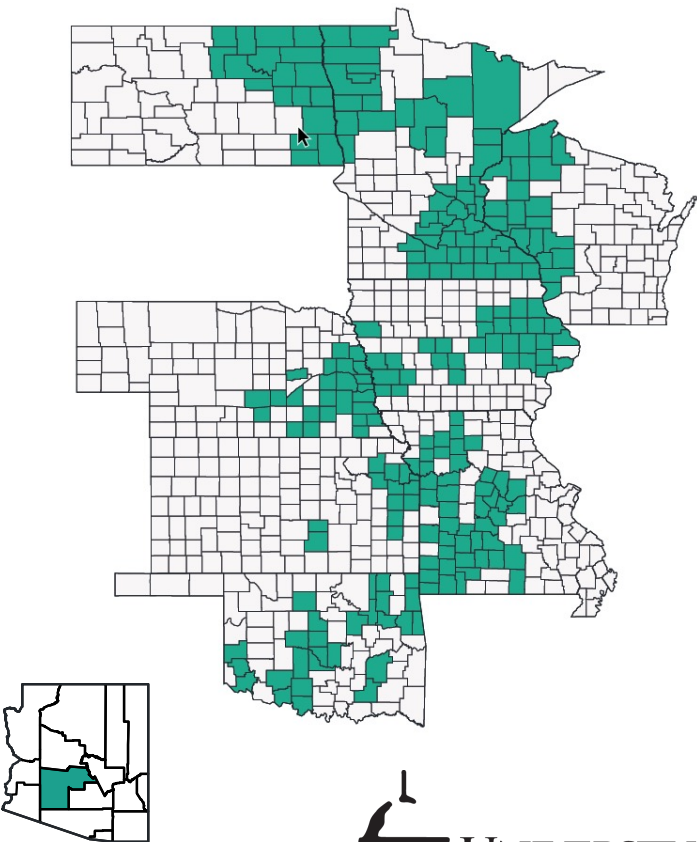
## Who we are

- **46 years in business** – serving our communities since 1975
- **Nearly 2,000** employees and contractors
- **5 offices** across our service area
- **Not-for-profit** community focus and investing to make a difference



# IFB Provider Partnerships

## ACO Partnership Model



Over 100,000 Medica IFB ACO Members

# Arizona Plans

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2022 Individual and family plans

# Individual and family plans

## Hello Phoenix

Medica is proud to expand our service area to serve Maricopa county

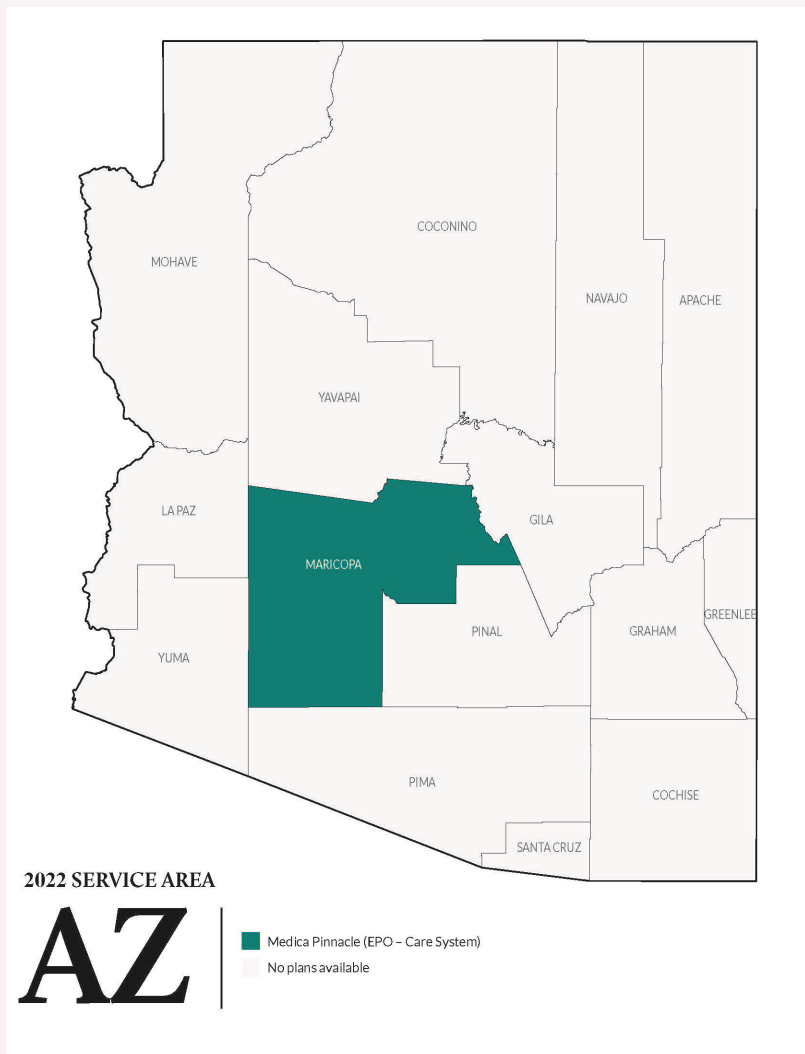
## Pinnacle network

Access to Arizona Care Network, Phoenix Children's Care Network and Dignity Health doctors and clinics plus others in the Phoenix area.

- 4,400+ Primary and specialty care doctors
- 12+ Hospitals

## Featured care systems

- Arizona Care Network
- Dignity Health
- Phoenix Children's Care network
- Valleywise Health



# \$0 virtual care

## Details

- Available on all plan designs with *Medica Pinnacle*
- Members can receive services for non-urgent common illnesses from their home or office from a provider through email, telephone or webcam.
  - Mental Health visits and prescriptions will be covered according to plan's mental health office visit and prescription drug coverage benefit
- Not all email, telephone, or webcam visits are considered part of the members \$0 virtual care benefit. Members receiving services for ongoing treatment with their primary or specialty care doctor could be charged a copay or applicable deductible/coinsurance depending on their plan type.



Common illnesses include but not limited to:

- Acne
- Allergies
- Bronchitis
- Common Cold
- Cough
- Fever
- Flu
- Headaches
- Rashes
- Sinus Infection
- Sore Throat



## Advocacy Services

### Services include:

- Help finding the right doctors
- Assistance facilitating appointments with providers
- Help resolving insurance claims, bills & payment arrangements
- Assist with eldercare & related healthcare issues facing parents and parent-in-laws
- Getting cost estimates for procedures
- Working with health care companies to obtain approvals for necessary services
- Assistance in the transfer of medical records
- Locating & researching the newest treatments
- Answer questions about test results, treatments, & medications

*... and much more!*

## NurseLine™

### 24/7 Access to a Nurse

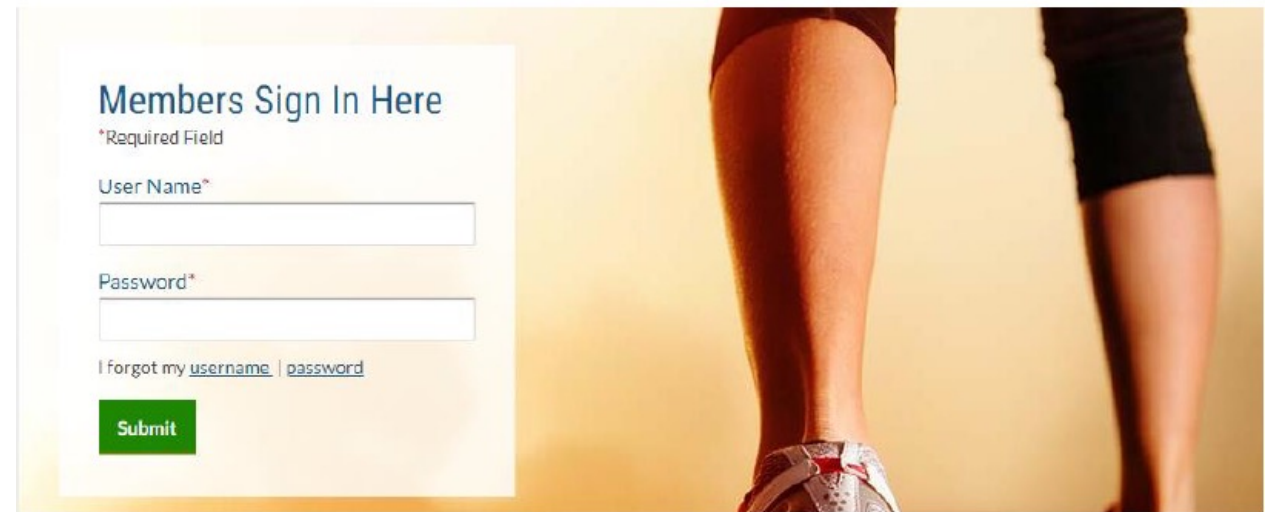
- Answer questions about symptoms, medications
- Explain a health condition
- Offer simple, self-care tips for non-urgent concerns
- Direct you to the appropriate care for immediate attention, such as the emergency room, urgent care center or your doctor

### Help with Non-Urgent Concerns Too

- Baby's fever in the middle of the night
- If symptoms mean you have the flu
- How to ease common problems, such as a sore shoulder
- Side effects of medications

# HEALTHY LIVING with MEDICA

- Health and wellness vendor; ActiveHealth
  - Online programs to motivate and support members in making healthy changes
  - Guided programs feature tools like workout videos and healthy recipes
  - Participate on your desktop or through the ActiveHealth® mobile app
  - Members earn hearts that can be entered into reward drawings via the mobile app



# 2022 plan designs

## Plan types

- **Copay plans:** Copay plans include first dollar (deductible does not apply) benefit for office visits and prescription drugs
- **Share plans:** Share plans offer first dollar (deductible does not apply) copayments for prescription drugs with all other services subject to the overall plan deductible
- **Value plans:** similar to an HSA plan, but generally with a higher deductible and out-of-pocket max (not HSA compliant). Most services subject to the overall plan deductible.

## Benefits

- Deductibles range from \$0-\$8000
- \$0 annual check-ups and vaccines
- Prescription drug coverage with mail order programs
- Unlimited copays on all of our copay plans for primary and specialty care office visits
- No out of network benefits
- No separate deductibles for pharmacy coverage

## Wellness programs + benefits

- Complex Case Management Support
- Online health programs with reward opportunities.
- Your own personal Health Advocate to help navigate your health care, 24/7

# Bronze Metal Level Plans

Benefits	Bronze Share Plus	\$0 Primary Care Copay	Bronze Copay	Bronze Value
Deductible	\$2,500	\$7,500	\$7,200	\$8,000
Out of Pocket	\$8,700	\$8,700	\$8,700	\$8,700
Primary Care	50%	\$0	\$40	10%
Specialty Care	50%	\$150	\$120	10%
Generic Drugs	\$25	\$25	\$25	10%
Preferred Brand Drugs	\$200	\$200	\$165	10%
Non-Preferred Brand Drugs	70%	70%	70%	10%
Coinsurance	50%	50%	50%	10%

# Silver Metal Level Plans

Benefits	Silver Copay	Silver Copay 73	Silver Copay 87	Silver Copay 94
Deductible	\$6,500	\$2,750	\$750	\$0
Out of Pocket	\$8,700	\$6,700	\$2,650	\$1,500
Primary Care Visit	\$25	\$15	\$0	\$0
Specialty Care Visit	\$110	\$90	\$60	\$30
Generic Drugs	\$10	\$10	\$5	\$5
Preferred Brand Drugs	\$120	\$120	\$90	\$30
Non Preferred Brand Drugs	60%	50%	40%	25%
Coinsurance	40%	35%	20%	10%

# Silver Metal Level Plans

Benefits	Silver Share	Silver Share 73	Silver Share 87	Silver Share 94
Deductible	\$2,700	\$1,000	\$250	\$0
Out of Pocket	\$8,700	\$6,950	\$2,900	\$1,750
Primary Care Visit	50%	40%	25%	15%
Specialty Care Visit	50%	40%	25%	15%
Generic Drugs	\$10	\$10	\$5	\$0
Preferred Brand Drugs	\$120	\$120	\$90	\$45
Non Preferred Brand Drugs	60%	50%	40%	25%
Coinsurance	50%	40%	25%	15%

# Gold Metal Level Plans

Benefits	Gold Copay	Gold Share
Deductible	\$1,250	\$700
Out of Pocket	\$8,450	\$2,100
Primary Care Visit	\$20	30%
Specialty Care Visit	\$75	30%
Generic Drugs	\$5	\$5
Preferred Brand Drugs	\$80	\$80
Non Preferred Brand Drugs	50%	50%
Coinsurance	30%	35%

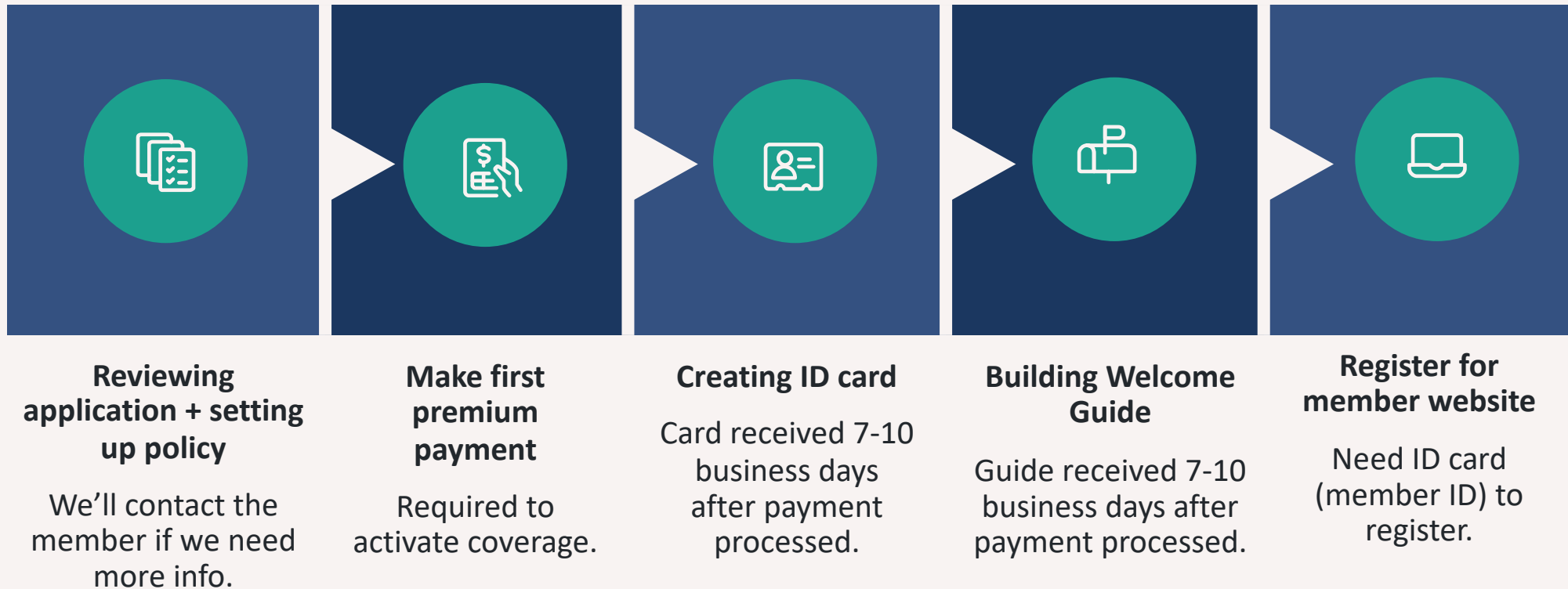
# Member Onboarding + Operations

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2022 Individual and family plans



# What to expect after enrolling



# Onboarding touchpoints

## Welcome guide

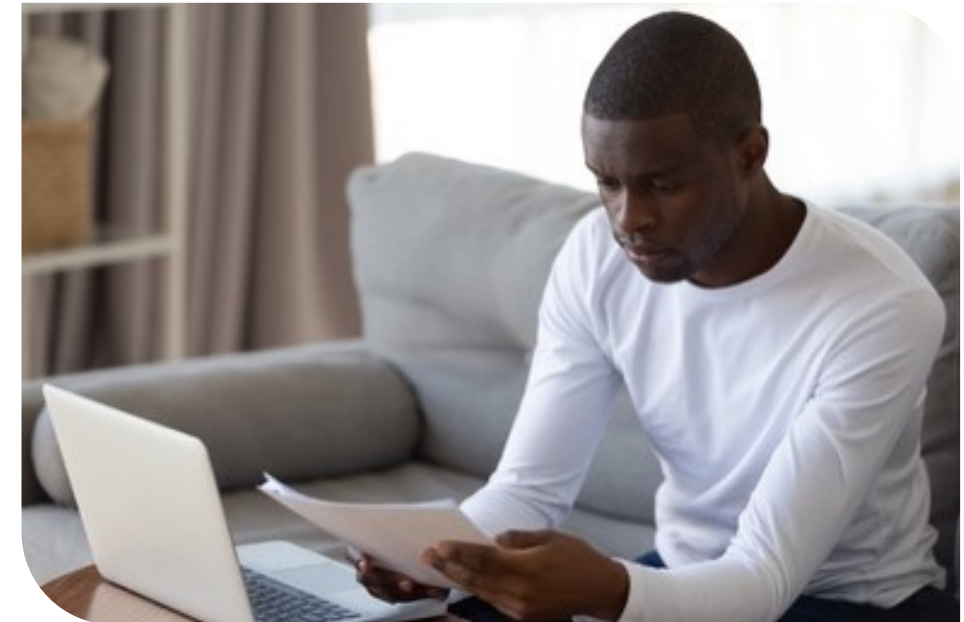
- Mailed communication helps members get started using their plan

## ID card

- Mailed plastic card
- Card is available to download on member website
- Members need it to access care

## Digital onboarding

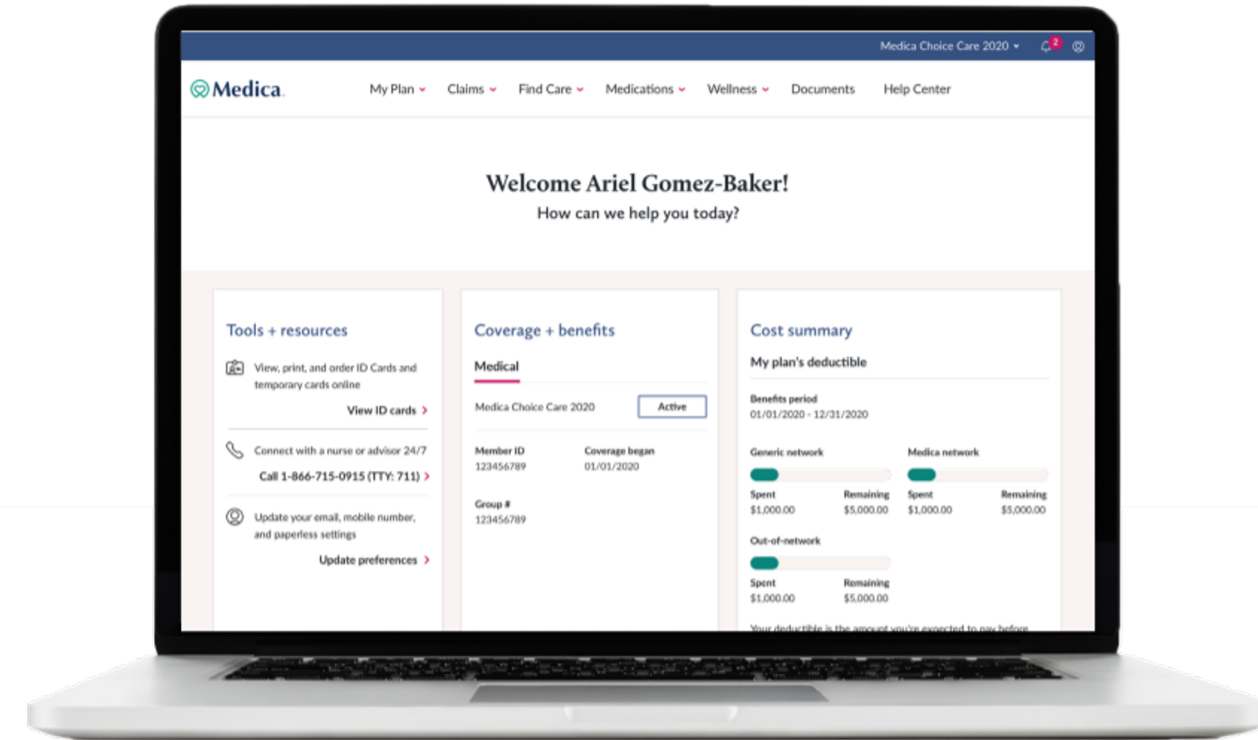
- Email series sent to plan subscriber
- Help members get started using their plan with focused, digestible communication



# Secure member website + app

With our member website + app, members can:

- Access member ID card
- Find in-network providers
- Review benefit and coverage details
- Check on the status of submitted claims
- Get a detailed look at charges, including what's been paid and what's owed
- Pay and manage monthly premium



## Get the app

Just search for *My Medica* in the app store



Look for this icon in  
the app store



# ID card sample



**Payer ID:** 12422

**ID:** 1234567891 **Group/Policy:** IFB

**Name:**

**JOHN Q IFBAZ1/STD/IFB** 00

**Dependents:**

**JANE Q Samplemember** 01

**JOE Q Samplemember** 02

**JULIE Q Samplemember** 03

**JAKE Q Samplemember** 04

**JOSHUA Q Samplemember** 05

**Care Type:** [Care Type Text From data]

**SVC Type:** Medical

**AZDOI (877) 347-0267**

Rx BIN: 003858  
Rx PCN: A4  
Rx GROUP: 6MEDICA

**Members - Medica.com/SignIn**

**Medical Claims:** Medica Individual and Family Business  
PO Box 21051, Eagan, MN 55121-0051

**Medica Behavioral Health Claims:**

Payer ID: 87726 PO Box 30757, Salt Lake City, UT 84130

**Optum Chiropractic Claims:**

Payer ID: 41161 PO Box 212, Minneapolis, MN 55440-0212

**Medica Behavioral Health Services:** 1 (800) 848-8327

**Medica Member Services:** 1 (877) 347-0267 (TTY: 711)

**Pharmacists:** 1 (800) 922-1557

**Providers:** 1 (800) 458-5512 or Medica.com

**Health Advocate NurseLine:** 1 (866) 668-6548



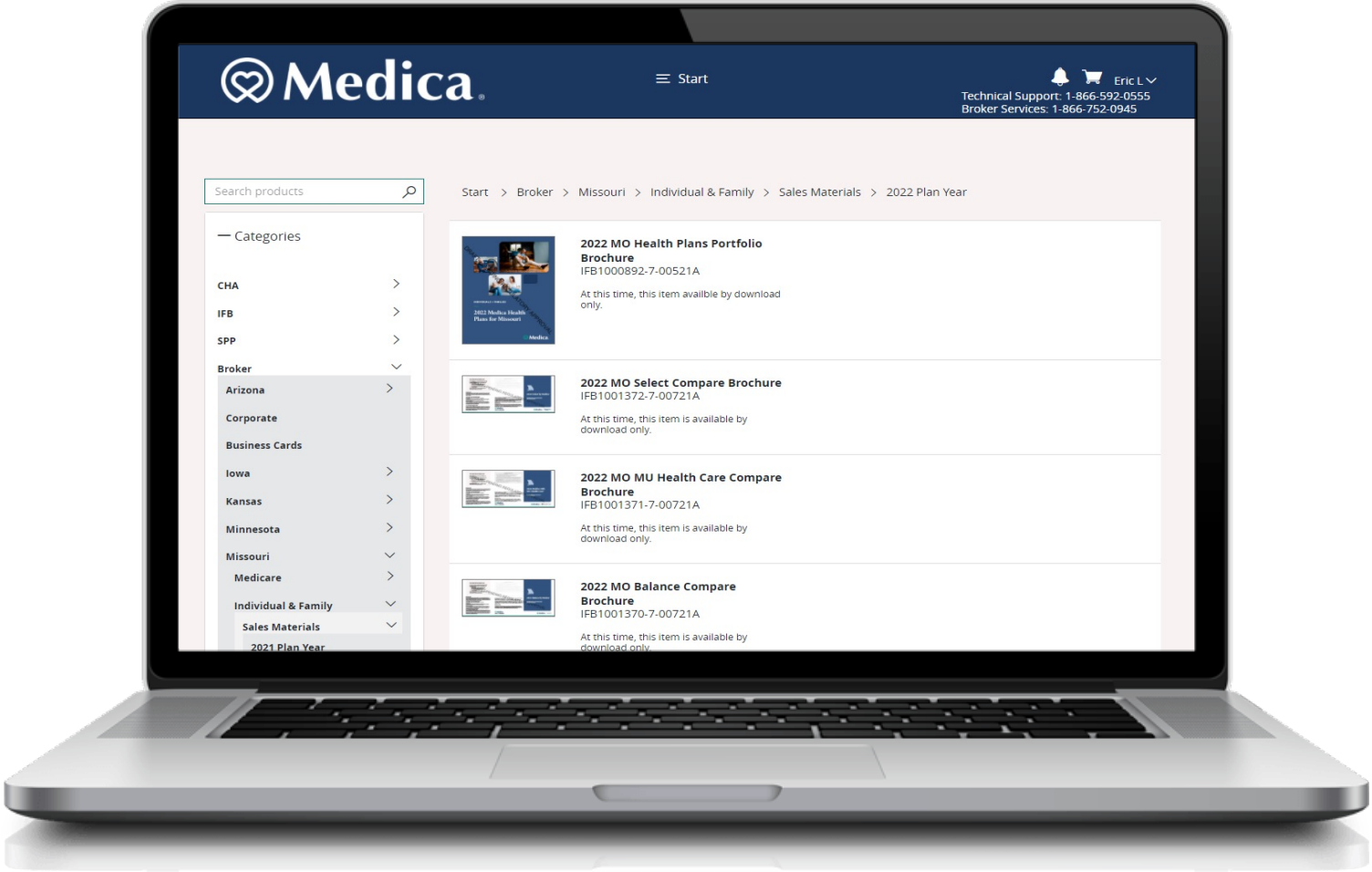
# Marketing and Sales Support

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2022 Individual + family plans

# Support

Marketing hub- sales collateral



# Medica



## Broker Experience Team

952-992-2280

1-866-752-0945

[BrokerExperience@medica.com](mailto:BrokerExperience@medica.com)



## Eric Lahren

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Thank you