Accountable Care Organization Options

Twin Cities Metro Area ACOs

CHOOSE WHO AND WHERE YOUR CARE COMES FROM

Medica offers three accountable care organization (ACO) networks in the Twin Cities metro area. In an ACO, Medica and the provider network work together to deliver a new level of service: seamless health care, coverage, information and support. Depending on the ACO, you may have a single source to handle all your health care needs, from appointments and treatment to benefits and claims.

There are three ACO options to consider in the Twin Cities metro area: Park Nicollet First with Medica, Ridgeview Community Network powered by Medica and VantagePlus with Medica. To be eligible for the ACO, you must live or work in the county where the network is offered.

THINK ABOUT YOUR NETWORK OPTIONS

To choose the network that works best for you, think about where, and how often you access care. For example, if you and your family already see providers at Fairview, HealthEast, North Memorial, Park Nicollet, or Ridgeview – or one of their independent partner providers such as Boynton Health and University of Minnesota Physicians – or if you find the “extras” in care and service support valuable – or if you simply want to save money, an ACO option might be right for you. You can save money on some copays and on your employee rate when you choose an ACO.

Frequently Asked Questions

Q. How does an ACO work?
A. An ACO includes a more localized network of coordinated health care and coverage and a truly integrated experience. By working together, Medica and the provider networks can actually raise the level of care, while lowering the cost. So premium costs could be significantly lower with an ACO.

Q. What are the advantages of coordinated health care and coverage?
A. An ACO offers the advantages of an insurer and provider working together on your behalf to keep you healthy. They integrate information and resources to deliver a more personalized experience at a lower cost.

Q. What if I need to see a provider who is not affiliated with my ACO; are there out-of-network benefits? Can I receive in-network benefits for seeing an out-of-network provider?
A. All University of Minnesota medical plans offered include out-of-network benefits. Keep in mind that the amount you pay for your care will be significantly higher when accessing providers that are not affiliated with your selected ACO network. ACO networks contain an established network of primary care and specialty care providers. In the event the services you need are not available within your ACO network and your network provider specifically directs you to a non-network provider, your provider can submit a care direction form indicating that you can receive certain eligible health services from a non-network provider. For in-network benefits to apply, the care direction form must be submitted by your network provider prior to your appointment with the out-of-network provider.

Q. Can I change my ACO network during the year?
A. No. When enrolling in an ACO offering, you will need to stay in that ACO for the 2018 calendar year unless you move out of the Twin Cities metro service area.

Q. Can I choose a different ACO option for each member of my family?
A. No. When enrolling in an ACO offering, you will need to choose one ACO for the entire family.

• Park Nicollet First with Medica
• Ridgeview Community Network powered by Medica
• VantagePlus with Medica

Q. What if I have a college student who’s out of the Twin Cities Metro area or out of the state?
A. If your college student lives outside the Twin Cities metro area, but within Medica’s service area of Minnesota, North Dakota, South Dakota and western Wisconsin, emergency and urgent care services will be covered at the in-network benefit level. However, for other health care services, they will need to access care from an ACO network provider for in-network benefits to apply. Depending on your student’s health care needs, you may want to consider the other University of Minnesota medical plans available to you which may include providers throughout Medica’s service area and nationwide.

If you choose an ACO and are traveling outside Medica’s service area and need care, Medica’s Travel Program would include access to a national network of providers and in-network coverage for many types of medical care. Some services, including chiropractic care and e-visits, are not part of the Travel Program. Your out-of-network benefit will apply for these services.

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PARK NICOLLET FIRST WITH MEDICA

Park Nicollet First is built on the strength of one of the nation’s largest multi-specialty clinics. Park Nicollet’s integrated health care system includes more than 20 neighborhood clinics and features primary care, urgent care and more than 55 medical and surgical specialties. Members have direct access to Park Nicollet Methodist Hospital and Park Nicollet’s specialty centers, including Barabiac Surgery Center, Fraenorshah Cancer Center, Heart and Vascular Center, International Diabetes Center, Jane Bratton Breast Center, Melrose Center (for eating disorders), Suthers Parkison’s Center, Child and Family Behavioral Health (formerly the Alexander Center), Joint Replacement Institute, Family Birth Center, Women’s Center and TRIA Orthopaedic Center.

You don’t need a referral to see a specialist within the network. And when you need expert care fast, eight urgent care locations are open late. A wait time indicator on parknicollet.com gives you estimated wait times for each urgent care location, as well as Methodist Hospital on parknicollet.com gives you estimated wait times for urgent care locations are open late. A wait time indicator network. And when you need expert care fast, eight

replacement institute, family birth center, women’s center and surgical specialties. Members have direct access to Park Nicollet’s integrated health care system includes more than 20 neighborhood clinics and features primary care, urgent care and more than 55 medical and surgical specialties. Members have direct access to Park Nicollet Methodist Hospital and Park Nicollet’s specialty centers, including Barabiac Surgery Center, Fraenorshah Cancer Center, Heart and Vascular Center, International Diabetes Center, Jane Bratton Breast Center, Melrose Center (for eating disorders), Suthers Parkison’s Center, Child and Family Behavioral Health (formerly the Alexander Center), Joint Replacement Institute, Family Birth Center, Women’s Center and TRIA Orthopaedic Center.

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- Same-day primary care appointments, plus weekend and evening hours at 20 neighborhood clinics
- 24/7 online diagnosis and treatment for 60 common medical conditions with virtuwell.com
- Park Nicollet SmartCare, a new way to experience health care. You can access a diverse team of health professionals dedicated to making your care convenient and affordable. Experience care on your terms – at the clinic, on your phone or online.
- CareWire™, a text messaging service that guides patients to and through their appointments
- Valet parking is available at Methodist Hospital and St. Louis Park Clinic and Specialty Center
- Discounts at Park Nicollet Health & Care Stores and Park Nicollet pharmacies

RIDGVIEW COMMUNITY NETWORK POWERED BY MEDICA

Ridgview Community Network delivers the breadth of services, innovation and technology of leading national networks right where you live and work. More than 2,500 primary and specialty care physicians and medical staff are conveniently located throughout seven west-metro counties. See any in-network provider without a referral.

- 39 primary care clinics – all Ridgview Clinics, Catalyst Medical Clinic, Lakeway Clinic, Ltd., OB/GYN West, South Lake Pediatrics, Wayzata Children’s Clinic, and Western OB/GYN, a Division of Ridgview Clinics
- 150+ specialty care partnerships – all Ridgview Specialty Clinics and top specialists from across the Twin Cities, including: Children’s Hospitals and Specialty Clinics of Minnesota, Twin Cities Orthopedics, Minneapolis Heart Institute, Virginia Piper Cancer Institute, Minnesota Oncology, Urology Associates and more
- Six hospitals – Abbott Northwestern Hospital, Hennepin County Medical Center, Ridgview Medical Center, Ridgview Sibley Medical Center, Ridgview Le Sueur Medical Center, and all Children’s Hospitals and Specialty Clinics

We are here for you with services including:

- Network Navigators can answer questions about network providers, community services, wellness programs and more
- Free “Meet and Greet” appointments with all in-network primary care providers
- Same-day appointments at all primary care clinics and Saturday morning appointments at select clinics.
- Medication Therapy Management with a Ridgeview pharmacist to help you manage your medications.
- One-on-one personalized and group nutrition services
- Free local home delivery of prescriptions from partner pharmacies.
- 24/7 nurse line and Ridgview eCare to receive health information and online care.

VANTAGE PLUS WITH MEDICA

VantagePlus with Medica has the physicians you know and trust from Fairview, HealthEast, North Memorial and many popular independent clinics including Boynton Health and University of Minnesota Physicians. As one of the largest accountable care organizations in Minnesota, VantagePlus provides access to more than 3,500 primary and specialty care physicians, 650 clinics and 12 hospitals.

The VantagePlus experience features:

- See any primary or specialty care provider in the VantagePlus network. Some specialty clinics require a primary care visit first for tests and to help guide your care.
- A personal welcome call for new members. Get the information you need to get off to a good start with your plan.
- One phone number to call for questions about your coverage or your care. Talk with an advisor to see what your plan covers, learn how a claim was processed, schedule an appointment and more.
- Free access to MyChart, a secure online tool to track your health information and stay connected to your care team.
- More convenient ways to receive care. Make a same-day, evening or weekend appointment, or get an online diagnosis and treatment for certain conditions in less than an hour.
- A 24/7 nurse line for quick answers to questions about your health.
- Unique wellness programs to help you focus on the areas you want to improve. Whether it’s overall health, nutrition, stress reduction or fitness, these programs go above the basics and provide individualized attention. Free and discounted wellness services are available.

For more information or to see which ACOs have locations near you, visit www.medica.com/uofm or call 952-992-1814.