Accountable Care Organization Options
Twin Cities Metro Area ACOs

CHOOSE WHO AND WHERE YOUR CARE COMES FROM

Medica offers four accountable care organization (ACO) networks in the 13-county 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 four ACO options to consider in the 13-county Twin Cities metro area: Fairview and North Memorial Vantage with Medica, Inspiration Health by HealthEast with Medica, Park Nicollet First with Medica, and Ridgeview Community Network™ powered by Medica. To be eligible for the ACO, you must live 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 – 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.
FAIRVIEW AND NORTH MEMORIAL VANTAGE WITH MEDICA

Fairview, North Memorial and Medica have teamed up to create Fairview and North Memorial Vantage with Medica. Our product not only offers lower cost health care, but also provides you access to one of the largest accountable care organizations in Minnesota. You have access to more than 2,500 primary and specialty care physicians including Boynton Health Service and University of Minnesota Physicians - without a referral - and can choose between eight hospitals including North Memorial Medical Center, University of Minnesota Masonic Children’s Hospital and University of Minnesota Medical Center.

When you become a member, our customer care team will welcome you by phone and help answer any questions. From there, just one phone number connects you to all of your coverage and care needs - from answering benefits questions to scheduling appointments. You also have access to a care team made up of physicians, nurses, care navigators, health coaches and others, that work together to make sure you get the care and support you need.

Choose how and when you want to access your care.

- Same-day appointments
- 24/7 nurse line that answers your questions and helps you get to the next point of care
- Online care through Fairview Zipnosis and North eCare

INSPIRATION HEALTH BY HEALTHEAST WITH MEDICA

Inspiration Health by HealthEast with Medica provides access to the largest health care provider in the Twin Cities' east Metro area: 14 primary care clinics and multiple specialty care locations, and four hospitals including Bethesda Hospital, St. John’s Hospital, St. Joseph’s Hospital, and the Woodwinds Health Campus.

You don’t need a referral to see a specialist within the network. One call connects you to all your health care and coverage resources. Plus you get services such as:

- Weekend and evening walk-in care and 24/7 appointment scheduling for primary care
- Free advanced wellness assessment with a nutrition and fitness specialist and a certified health and wellness coach ($200 value) for members when they schedule an annual health exam with their HealthEast primary care clinician
- Ways to Wellness discounted services including weight management, personal training, Pilates training, health and wellness coaching, cardiac wellness program, nutrition consults, and special metabolic and exercise testing
- Care Connection, a 24/7 care concierge providing nurse triage and appointment scheduling
- HealthEast MyChart, a secure online tool to track your health information and stay connected with your provider

Four ACO options to...
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 Bariatric Surgery Center, Frauenshuh Cancer Center, Heart and Vascular Center, International Diabetes Center, Jane Brattain Breast Center, Melrose Center (for eating disorders), Struthers Parkinson’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 Emergency Center. Plus you get services such as:

- Same-day primary care appointments, plus weekend and evening hours at 20 neighborhood clinics
- 24/7 nurse phone line and online diagnosis and treatment for common medical conditions
- CareWire™, a text messaging service that guides patients to and through their appointments
- Valet parking is offered at Methodist Hospital and St. Louis Park Clinic and Specialty Center
- Discounts at Park Nicollet Health & Care Stores and Park Nicollet pharmacies

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

RIDGEVIEW COMMUNITY NETWORK POWERED BY MEDICA

Ridgeview Community Network provides local, personalized care at one of the few independent health care systems in Minnesota. More than 300 physicians and nearly 2,000 medical and support staff deliver coordinated care locally within 30 primary care clinics and more than 150 specialty clinics throughout a five-county metro area and beyond. The comprehensive regional network delivers the breadth of services, innovation and technology of leading national networks right here in our own community.

The network includes Ridgeview Medical Center and Clinics, Ridgeview Sibley Medical Center, Lakeview Clinic, Ltd., Wayzata Children’s Clinic, Western OB/GYN, A Division of Ridgeview Clinics and OB/GYN West (select providers only). In addition, Abbott Northwestern Hospital, Hennepin County Medical Center, and all of Children’s Hospitals and Clinics—including specialists located in Ridgeview’s Emergency and Urgent Care at Two Twelve Medical Center in Chaska are in network. No referral is necessary to see a specialist within the network.

- Network Navigator – available to answer questions about the network and services, assist with choosing a primary care provider, facilitate communications between in-network primary care and specialty clinics and offer information about community agencies, wellness services and more
- Same-day appointments available at all primary care clinics and Saturday morning appointments at select clinics
- Urgent care – available 24 hours a day, 365 days a year at Two Twelve Medical Center in Chaska, Minn.
- Free “Meet and Greet a Ridgeview Community Network Primary Care Provider” visit to become acquainted with a primary care provider
- Free local home delivery of prescriptions from partner pharmacies
- One-on-one personalized and group nutrition services
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 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:
• Fairview and North Memorial Vantage
• Inspiration Health by HealthEast
• Park Nicollet First
• Ridgeview Community Network

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 13-county 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.

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 2017 calendar year unless you move out of the Twin Cities 13-county metro service area.