Medica offers three accountable care organization (ACO) networks in the Twin Cities metro area:

» Park Nicollet First with Medica℠
» Ridgeview Community Network® powered by Medica
» VantagePlus with Medica℠

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.

To be eligible for the ACO, you must live or work in the county where the network is offered.

Think About Your Network Options
An ACO might be right for you if:

» You and your family already see a provider that’s part of an ACO.
» You like the extra support and services an ACO provides.
» You’re looking to save money. You can save money on some copays and on your employee rate when you choose an ACO.

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 center, including Bariatric Surgery & Weight Center, Burnsville Same Day Surgery Center, Child and Family Behavioral Health (formerly the Alexander Center), Family Birth Center, Frauenshuh Cancer Center, Heart and Vascular Center, Jane Brattain Breast Center, Joint Replacement Institute, Melrose Center (for eating disorders), Struthers Parkinon’s Center, TRIA Orthopaedic Center and Women’s 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.

Park Nicollet First also features:

» Same-day primary care appointments, plus weekend and evening hours.
» 24/7 nurse and advisor line staffed by Park Nicollet and Medica.
» 24/7 online diagnosis and treatment for 60 common medical conditions at Virtuwell.com.
» SmartCare℠, a new way to experience health care on your terms — at the clinic, on your phone or online.
» PerfectServe, a text messaging service that guides patients to and through their appointments.
» Two vouchers for valet or ramp parking, non-prescription items or meals at cafeterias.
Ridgeview Community Network®
powered by Medica

Ridgeview Community Network delivers the same services, innovation and technology of leading national networks right here, locally, where you live and work. Our network includes hundreds of primary and specialty care providers conveniently located throughout seven west-metro counties: Carver, Hennepin, Le Sueur, McLeod, Scott, Sibley and Wright.

See any in-network provider of your choice — no referral is necessary. The network includes all Ridgeview Clinics, Catalyst Medical Clinic, Lakeview Clinic, Ltd., OBGYN West, South Lake Pediatrics, Wayzata Children’s Clinic, and Western OB/GYN, A Division of Ridgeview Clinics, plus 150+ specialty care partnerships, six hospitals (Abbott Northwestern Hospital, Hennepin County Medical Center, Ridgeview Medical Center in Waconia, Ridgeview Sibley Medical Center in Arlington, Ridgeview Le Sueur Medical Center in Le Sueur, Children’s Hospitals and Specialty Clinics) and six urgent care locations.

Ridgeview Community Network also features:

» PerfectServe, a text messaging service that helps provide proactive reminders about preventive wellness visits.

» Network navigators who provide personal assistance for members and their families.

» Direct access to any primary or specialty care provider in the Ridgeview Community Network, no referral needed.

» Free “Meet and Greet” appointments available with all in-network primary care providers.

» Same-day appointments can be scheduled at all primary care clinics based on the time of the call and the level of service needed. Also, there are convenient Saturday morning appointments at select clinics.

» Personalized and group nutrition services with a registered dietitian.

» Free local home delivery of prescriptions from partner pharmacies.

» 24/7 nurse and advisor line and Ridgeview eCare to receive health information or online care.

VantagePlus with Medica™

VantagePlus with Medica has the providers you know and trust from M Health Fairview (the health care organization representing Fairview, University of Minnesota and M Physicians), North Memorial Health and many popular independent clinics including Boynton Health and M Physicians. As one of the largest accountable care organizations in Minnesota, VantagePlus provides access to more than 4,400 providers, 655 clinics and 12 hospitals.

VantagePlus also features:

» Access to 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 care.

» A personal welcome call for new members.

» One phone number to call for questions about your coverage or care.

» More convenient ways to receive care. Make same-day and virtual appointments with a primary care provider. Many clinics offer walk-in care, as well as early morning, evening and weekend hours.

» 24/7 nurse line for quick answers to questions about your health.

» Access to MyChart, a secure online tool to help you track your health information and stay connected to your care team.

Need more information?

For more information or to see which ACOs have locations near you, visit Medica.com/UofM or call 1 (952) 992-1814 or 1 (877) 252-5558.
FREQUENTLY ASKED QUESTIONS

HOW DOES AN ACO WORK?

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.

WHAT ARE THE ADVANTAGES OF COORDINATED HEALTH CARE AND COVERAGE?

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.

CAN I CHANGE MY ACO NETWORK DURING THE YEAR?

No. When enrolling in an ACO offering, you will need to stay in that ACO for the 2021 calendar year unless you move out of the ACO’s service area.

CAN I CHOOSE A DIFFERENT ACO OPTION FOR EACH MEMBER OF MY FAMILY?

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 or VantagePlus with Medica.

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?

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 you access providers that are not affiliated with your selected ACO network. ACO networks contain an established network of primary 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.

WHAT IF I HAVE A COLLEGE STUDENT WHO’S OUT OF THE SERVICE AREA OF THE ACO I CHOSE OR OUT OF THE STATE?

If your college student lives outside the service area of the ACO you choose, 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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