

Medica Focus[®]



2014 PROVIDER DIRECTORY

Please keep this directory in a convenient location for your reference.

هذه المعلومات إتصل بالرقم الموجود على ظهر بطاقة
إذا كنت تحتاج مساعدة مجانية في ترجمة هذه المعلومات
التعريف الطبيّة الخاصة لك Medica

Haddii aad doonayso in Af Soomaali laguugu tarjamadda macluumaadkani, oo lacag la'aan ah, Fadlan wac Lambarka ku qoran Kaarka Caafimaadka ee Medica dhabarkiisa.

Ako zelite besplatano tumacenje ovih informacija posovite broj na pozadini vase Medica kartice.

Yog koj xav tau kev pab txhais cov ntaub ntawv no dawb, hu rau tus xov tooj nyob nram qab koj daim Medica Khaj (card).

ຖ້າທ່ານຕ້ອງໃຫ້ຊ່ວຍເປັນພິເສດໃນການແປຂໍ້ມູນເຫຼົ່ານີ້ ຈົ່ງໂທຕາມເລກໂທສັບທີ່ໃຫ້ໄວ້ຢູ່ຂ້າງຫຼັງ ເມດິກາ ຫຼື ບັດ ກວດສອບພາບ 7 ຈຳກວດໄດ້ Medica

Yoo odeeyssi kun bilashitti afaan keetitti akka sii hiikamu feete lakkoofsa caaardiii meedikaa (Medica) gama dubaarra jiru kana bilbili.

Если вам нужна помощь в переводе этой информации, позвоните по номеру, указанному на обратной стороне вашей медицинской карточки плана Medica.

ប្រសិនបើអ្នកចង់បានការជួយបកប្រែដោយឥតគិតថ្លៃពីព័ត៌មាននេះ សូមទូរស័ព្ទទៅលេខទូរស័ព្ទ នៅខាងខ្នងកាតមេឌីកា Medica ។

Si usted desea ayuda gratuita para traducir esta información, llame al número de teléfono situado al reverso de su tarjeta de identificación de Medica.

Nếu quý vị muốn được giúp đỡ dịch tài liệu này miễn phí, xin gọi số ghi ở mặt sau thẻ Medica của quý vị.

Dine k'ehji shich'i' hadoodzih ninizingo, beesh bee hane'e binumber naaltsoos bikaahigii bich'i' hodiilnih ei doodaii bee neehozin biniye nanitinigii bine'dee bikaa doo aldo'.

Para sa tulong sa Tagalog, tawagan ang numerong kabilang sa dokumentong ito o sa likod ng iyong ID card.

若需要中文协助，请拨打本文件内或您会员卡背面的电话号码。

UNV1011

If you want free help translating this information, call the number on the back of your Medica identification card.



B U Z Z W O R D S

Welcome to Medica Focus!

As a health care consumer, you have choices to make. Medica offers this Provider Directory as a tool to help you easily find a provider that meets your needs and is in the Medica Focus network. To provide more affordable choices, your Medica Focus plan has a limited network of health care providers and facilities in 15 counties, expanding beyond the metro Twin Cities area.

Where to get the most current information.

The information in this directory was compiled on: 07/26/13. To get the most up-to-date look at who is in the Medica Focus network, please use the online search tool at mymedica.com > *Find Physician or Facility*. The online tool is updated weekly and allows you to search for Medica Focus health care providers by location, name and specialty.

Get help finding a network provider that meets your needs. If you're unable to find a provider using this directory or the online tool, call Customer Service using the phone numbers at the bottom of this page.

- Call Monday through Friday, 7 a.m. to 8 p.m. (closed 8–9 a.m. Thursdays) and Saturdays, 9 a.m. to 3 p.m.
- Customer Service can also provide this information in Braille or large print.

Important facts about the Medica Focus network.

- **It's your choice.** You may go to any one of the physicians, specialists and hospitals that are part of the Medica Focus network.
- **You do not need referrals.** You may see any physician or specialist within the Medica Focus network without a referral.
- **To get the highest level of benefits, see network providers.** Sometimes even network doctors are not aware that they need to send you to a network hospital for inpatient care. If you need to go to a hospital, work closely with your doctor to choose the most appropriate facility for your needs from within the Medica Focus network. **Otherwise, your costs will be much higher and you may be responsible for paying the entire cost of the services you receive.** Please contact Customer Service with any questions or to verify an in-network provider or hospital.
- **The Medica Focus network is always being updated.** Because providers are added to or drop out of the Medica Focus network, this printed edition of the directory may not include the most current information. Before receiving services, please check the online directory or call Customer Service to verify that your doctor is still in the network.

This health plan may not cover all your health care expenses. Please refer to your coverage document for detailed information about your benefits.

Network: A group of doctors, hospitals and other health care providers contracted to provide services to Medica members for less than their usual fees. Members typically pay less for using a network provider.

Provider: A physician, clinic, hospital, pharmacy or other health care professional or facility that is licensed, certified or otherwise qualified under state law to provide health care services.

Get the most current information about providers and the Medica Focus network – it's easy!

- mymedica.com > *Find Physician or Facility*
- Twin Cities area: **952-945-8000**
- Outside the Twin Cities area: **1-800-952-3455**
- TTY users: **1-800-855-2880**

In case of a medical emergency: Call 911 or go to your nearest hospital emergency room.



B U Z Z W O R D S

Coverage Document: The legal document (policy) that describes your coverage in detail.

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Specialist: A provider whose medical specialty is not in the field of family or general practice, internal medicine or pediatrics.

How to use this Provider Directory.

Use this directory to find a provider conveniently located for you. The table of contents shows how home clinics, specialists and other providers are organized into sections. Each section is arranged by city, then by clinic name in alphabetical order.

To find a provider:

1. Turn to the section for the type of provider you are searching for.
2. Choose the city where it would be convenient for you to see a provider.
3. Search alphabetically through the clinic names within that city. Each listing includes the clinic address and phone number, and a list of the physicians who practice at that clinic.

Sometimes, a clinic in the network may choose not to accept new patients. However, there are special reasons that you could still go to that particular clinic, such as: (1) You are already a patient at the clinic, but are changing health plans; (2) You are already signed up at the clinic, but have not been seen yet; (3) You are an immediate family member of someone who is a patient at the clinic. **To find out if the clinic will accept you as a new patient, contact the clinic directly.**

Enrolling in this health plan does not guarantee you can see a particular provider on this list. If you want to make sure you can receive care from a specific provider, you should contact Medica Customer Service to ask whether that provider is still a Medica Focus provider (refer to contact information at the bottom of this page). You should also contact the provider’s office to find out whether the provider is still accepting patients.


Tips for choosing a provider.

Medica encourages you to establish a long-term relationship with a physician you can trust. A doctor who knows you and your needs can be one of your most valuable health resources.


The most common types of physicians practicing in home clinics include:


- **Family practice physicians.** These doctors specialize in taking care of the general health needs of people of all ages, from infancy through adulthood. They receive a broad range of training in: pediatrics, internal medicine, obstetrics and gynecology, psychiatry and geriatrics.
- **Internal medicine physicians.** These doctors specialize in diagnosing and treating diseases in adults. They do not perform surgery, deliver babies or treat children.

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Member Tip:

If you already know the name of the provider you would like to see, use the index at the back of the book. It lists providers in the Medica Focus network alphabetically, by name.



- **Obstetricians/Gynecologists (OB/GYN).** These doctors specialize in pregnancy and childbirth and in the diseases and routine care of the reproductive system of women.
- **Pediatricians.** These doctors specialize in taking care of the general health needs of children, from birth through approximately age 16.

It is important to choose the right physician to provide for the health care needs of you and your family. When choosing a doctor, you may want to consider:

- **Training and experience.** Find out whether the doctor is board-certified and whether they have any special training. You can check a doctor's qualifications by using the resources listed below.
- **Accessibility.** You want your doctor to be available when needed. Ask about office hours, how long it takes to schedule a visit and how patients' after-hours needs are handled. Some providers offer extended hours. Contact your clinic for more information.
- **The doctor's approach to preventive medicine.** You want a doctor who emphasizes staying healthy. A good indicator of this is if the doctor asks about your eating and exercising habits, smoking, alcohol use and any other health risk factors.
- **Additional information about the care system or clinic.** Visit the website for the care system or clinic you are considering to find more complete information.
- **The care system or clinic's ratings.** Visit mnhealthscores.org to view performance measurement and public reports regarding the care and outcomes of patients.

Reassure yourself: Check out a doctor's qualifications.


Do you want more information about the qualifications of a primary or specialty provider, such as medical school attended, residency completed or board certification? Use the following resources:

-  The Minnesota Board of Medical Practice: minnesotamedicalboard.com or call **612-617-2130** or **1-800-657-3709**.
-  The American Board of Medical Specialties: abms.org or call **1-866-275-2267**.


We're here when you need help!


Just log on to mymedica.com or call Customer Service whenever you have questions or need assistance.

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Your contact information

Write down important contact information here for future reference:


You		Name:	
Clinic name		Physician name	
Address		Telephone	
Urgent care center			Hours
Network hospital			

If other members of your family are covered by your plan and have a different primary care clinic or doctor, note their contact information below:


Other member		Name:	
Clinic name		Physician name	
Address		Telephone	
Urgent care center			Hours
Network hospital			


Other member		Name:	
Clinic name		Physician name	
Address		Telephone	
Urgent care center			Hours
Network hospital			

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Chiropractic Services

Chiropractors are not listed in this directory.

If you need chiropractic services or would like a list of participating providers, go to mymedica.com > *Find Physician or Facility*, or contact Medica Customer Service at the telephone numbers listed below:

- Twin Cities area: **952-945-8000**
- Outside the Twin Cities area: **1-800-952-3455**
- TTY users, call the National Relay Center at **1-800-855-2880**, then ask them to dial Medica at **1-800-952-3455**

Mental Health/Substance Abuse Services

Mental health providers are not listed in this directory.

If you need mental health or substance abuse services or would like a list of participating providers, go to mymedica.com > *Find Physician or Facility*, or contact Medica Behavioral Health* at the telephone numbers listed below:

- For assistance in finding care, call **1-800-848-8327**
- Claims information: **1-866-214-6829**
- TTY users, call the National Relay Center at **1-800-855-2880**, then ask them to dial Medica Behavioral Health at **1-866-567-0550**
- If you have an emergency, call **911**

* United Behavioral Health manages the Medica Behavioral Health program.

Pharmacies

Pharmacies are not listed in this directory.

To find a network pharmacy, go to mymedica.com or call **1-800-952-3455**.

Medica CallLink® Nurse Line:

Answering your health questions, day or night.

One of Medica's most popular features is Medica CallLink nurse line. This 24-hours-a-day, 365-days-a-year service is staffed by experienced registered nurses who are ready and willing to answer your questions on a variety of medical subjects and situations. With Medica CallLink nurse line, you'll find that quick, sound medical advice is only a phone call away.

Medica CallLink nurse line: **1-800-962-9497**
TTY for the hearing-impaired: **1-800-855-2880**

Please visit our website at mymedica.com.

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Personalize. Empower. Improve.

MEDICA®

Medica Focus

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