

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani oo lacag la'aan ah, wac Medica: 952-992-2260.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم
Medica: 1-800-373-8335.

Внимание: если вам нужна бесплатная помощь в переводе этой информации, позвоните Medica: 952-992-2294.

ໂປຼດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງ ໂທຣ໌ຫາ Medica: 1-800-373-8335.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame a Medica: 952-992-2297.

ຄំណត់សំគាល់ ເມື່ອຜູ້ທີ່ຮູ້ພາສາຕ່ຳຊຸດມີຄວາມຕ້ອງການ ໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ ຈົ່ງ ໂທຣ໌ຫາ Medica: 1-800-373-8335 ັ

Chú Ý. Nếu quý vị cần dịch thông-tin này miễn phí, xin gọi Medica: 952-992-2295.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu Medica: 952-992-2296.

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite Medica: 1-800-373-8335.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsi bilbiltu Medica: 1-800-373-8335.

LB4-medic2 (11-07)

Attention. If you want free help translating this information, call 1-800-373-8335.

This information is available in other forms to people with disabilities by calling 952-992-2322 (voice), or 1-800-373-8335 (toll free), or 952-992-2357, or 1-800-234-8819 (TTY), or 711, or through the Minnesota Relay at 1-877-627-3848 (speech to speech relay service)

If you have any questions or concerns, please write or call to Medica Customer Service. We will be happy to help you.

Medica Health Plans
State Public Programs
P.O. Box 9310, Route CP340
Minneapolis, MN 55440-9310

Medica Customer Service	952-992-2322 or 1-800-373-8335
TDD/Hearing Impaired	952-992-2357 or 1-800-237-8819
Hmong.....	952-992-2296
Somali.....	952-992-2260
Russian.....	952-992-2294
Spanish.....	952-992-2297
Vietnamese.....	952-992-2295
Other Languages.....	952-992-2292 or 1-800-601-1805

Medica's Customer Service hours of service are Monday through Thursday 8 a.m. to 5 p.m. and Friday 9 a.m. to 5 p.m.

**2009 ADDENDUM
TO THE MEDICA CHOICE CARE CERTIFICATES OF COVERAGE
FOR
MINNESOTA SENIOR CARE (MSC)
AND
MINNESOTA SENIOR CARE PLUS (MSC PLUS)**

This Addendum describes **changes** to your 2008 **Medica Certificate of Coverage**. Use this Addendum along with your Medica Certificate of Coverage. Keep this Addendum with your Medica Certificate of Coverage.

If you do not know which Minnesota Health Care Program you are receiving ask your county worker or call Medica.

If you have questions about your health care benefits call Medica Customer Service at 952-992-2322. You may also call toll-free at 1-800-373-8335.

Effective January 1, 2009

Copays:

- There will no longer be copays for eyeglasses, diagnostic procedures or non-preventive visits.

- The prescription drug copay (\$3 per prescription drug for brand name drugs and \$1 per prescription for generic drugs)* and the \$6 copay for urgent care services received in an emergency room will be the only copays.
- The most you will have to pay for prescription drug copays will be \$7 per month (instead of \$12)*.

*If you have Medicare, you must get most of your prescription drugs through a Medicare prescription drug (Medicare Part D) plan. You may have different copays with no monthly limit for some of these services.

Important Information on getting the care you need (Section B): The following sentence was added: Medica will provide language assistance to help you access services.

Mental Health Services: Screening for the presence of co-occurring mental illness and substance use disorder will be included as part of the diagnostic assessment.

Minnesota Senior Care: For members who live in the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington, the Minnesota Senior Care program will end on December 31st, 2008. Members who are enrolled in this program will be changed to the Minnesota Senior Care Plus program starting January 1st, 2009. The Minnesota Senior Care Plus benefits include 180 days of nursing home care paid by Medica. If you need nursing home care beyond the 180 days, the Minnesota Department of Human Services will pay for your care. Also, any eligible Home and Community Based Services through Elderly Waiver will be covered by Medica.

Verbal appeal with Medica: Verbal appeals must be followed by a written and signed appeal, unless you are requesting an expedited resolution. Medica must help you complete a written and signed appeal.

Verbal or written grievance with MEDICA: If you do not agree with MEDICA's decision about an verbal or written grievance, you can file a complaint with the Minnesota Department of Health. See your Certificate of Coverage (COC) for information about filing a complaint with the Minnesota Department of Health (telephone 651-201-5100 or 1-800-657-3916). Also see your COC for information about contacting the Ombudsman for Managed Health Care Programs (telephone 651-431-2660 or 1-800-657-3729) for help.

Relocation Service Coordination: Starting January 1, 2009 you will access these services through Medica. Before January 1, 2009 you accessed these services through your county.

Restricted Recipient Program:

- Members in the Restricted Recipient Program who fail to follow program rules will be required to continue in the program for an additional 36 months.
- Members in the Restricted Recipient Program may not be allowed to use the personal care assistant (PCA) flexible use option.

Effective No Earlier Than May 1, 2009

Copays:

- If your income is at or below 100 percent of federal poverty guidelines, you will pay no more than 5 percent of your monthly family income for copays.

If you have Medicare, you must get most of your prescription drugs through a Medicare prescription drug (Medicare Part D) plan. You may have different copays with no monthly limit for some of these services.

Effective July 1, 2009

Mental Health Targeted Case Management for persons with serious and persistent mental illness (SPMI): Starting July 1, 2009 you will access these services through Medica. Before July 1, 2009, these services may be available through your county. Call your county for information.

Effective Upon Federal Approval

Mental Health Services – Dialectical Behavioral Therapy (DBT) Programs: This service is for adults diagnosed with borderline personality disorder. It will be covered upon federal approval.