

Support resources

Minnesota Healthcare Consortium

Resources for Group Leaders and Employees

Resources for Group Leaders

Medica Employer Service Center

The Medica Employer Service Center is the place to call when you have questions about benefits, claims and more as a Group Leader. Our team of senior-level professionals has the training, knowledge and resources to quickly:

- Clarify benefit information.
- Check claims and provider status.
- Order new ID cards and other materials.
- Get questions answered about the Medica member website.

Call the Employer Service Center at **1 (800) 936-6880**. We're available 8 a.m. - 5 p.m. CST Monday, Tuesday, Wednesday and Friday. And 9 a.m. - 5 p.m. on Thursdays. Or email MedicaServiceCenter@Medica.com.

Capstone Administrators

Capstone can help with membership eligibility and enrollment questions, billing issues, demographic corrections and reset administrator passwords for Benefitsolver. Call **1 (800) 558-6206** or email MHC@CapstoneBenefits.com.

Benefitsolver Portal

Access your employer monthly invoice on your Benefitsolver portal. View reports including: employee census, new hires, cobra qualifying events, address changes, employee termination, and many more. Visit [Benefitsolver.com](https://www.benefitsolver.com).

Resources for Employees

Medica Customer Service

When your employees have questions about their health plan benefits, we're here to help. Employees can call Customer Service to get answers to their questions:

- Is my doctor in the network?
- Do I have a copay? A deductible? Coinsurance?
- Has my claim been paid?
- How much will my prescription cost?
- What health and wellness programs are available?

Call Customer Service at **1-877-347-0282** (TTY: **711**). We're available 7 a.m.- 8 p.m. Monday - Friday and 9 a.m.-3 p.m. on Saturdays.

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Medica CallLink for 24/7 nurse support

Medica CallLink connects employees with trusted advisors and nurses to get the health answers they need—at no extra cost.

- Learn more about a diagnosis.
- Decide what care will meet your needs.
- Understand symptoms and treatment options.
- Find a doctor or hospital and make an appointment.

Talk with an advisor or nurse, 24/7 at **1 (800) 962-9497** (TTY: **711**).

Medica member website

The Medica member website is your employees' one-stop resource for all kinds of information to help them manage their health plan benefits and improve their health:

- Order ID cards.
- Find out what their plan covers.
- Track claims.
- Find a health care provider.
- See what drugs are covered.
- Learn about health and wellness programs.

It only takes a few minutes to register. Employees can go to [Medica.com/SignIn](https://www.Medica.com/SignIn) and follow the instructions to create their account and access their plan information.

My Health Rewards by Medica® support

Have questions about the My Health Rewards by Medica program? Get help with registration, sync your fitness tracker & apps, and more. Call Virgin Pulse Member Services at **1 (833) 450-4074**. We're available 7 a.m.-8 p.m. CST Monday-Friday. Or email Medica.Support@VirginPulse.com.