

Advantage PreferredOne Care Team Network

Welcome to the PreferredOne Care Team Network. Care Teams are made up of primary care clinics and physicians, specialty care physicians, hospitals and other health care providers that have come together to provide a full continuum of health care services to members. Multiple and Individual Site Community Providers are independent facilities that have contracted with PreferredOne and are also part of your Care Team.

The Care Teams participating in this network include:

Affiliated Community Medical Center (AC)	Integrity Health Network (NS)
Allina Health (AM)	Mayo Health System (MH)
Altru Health System (AL)	Mayo Health System Franciscan Healthcare (FS)
Avera Health & Independent Association (AH)	Minnesota Rural Health Cooperative (MR)
Children's Physician Network (CP)	North Clinic (NP)
Entira Family Clinics (FH)	North Memorial Health Care (NM)
Essentia Health Systems (DC)	Olmstead Medical Group (OM)
Fairview Physician Associates (FP)	Park Nicollet Health Services (PN)
HealthEast Care System (HE)	St. Luke's Health System (SL)
HealthPartners (HP)	Sanford Health (SV)
Heartland Network (HN)	Trinity Health System (TH)
Hennepin Healthcare (HF)	University of Minnesota Physicians (UM)

When enrolling, designate your primary care clinic choice by entering the five character alpha/numeric code assigned to each Care Team on your enrollment form. Remember to designate a primary care clinic for each enrolled dependent.

Guidelines for In-Network Benefit Eligibility

Primary Care: Applies to Care Teams AC, AM, AL, AH, FP, HE, HN, HF, HP, MH, MR, NP, NM, NS, OM, PN, SL, SV, TH, DC, UM and all Multiple Site Community Providers. *You may receive primary care services at any primary care clinic in the Care Team or Multiple Site Community Providers you select when you enroll.*

Applies to Care Teams CP, FH, FS and all Individual Site Community Providers. *Primary care services will be provided by the clinic you select when you enroll. In order to receive primary care services at any other clinic in the Care Team or Individual Site Community Provider, you must call Customer Service to change your clinic selection. A new ID card reflecting your clinic change will be mailed to you.*

Specialty Care: Applies to Care Teams AL, AH, FP, HE, HF, HN, HP, NM, NS, OM, PN, SL, SV, TH, DC, UM. *You may self-refer to any specialist associated with the Care Team you select.*

Applies to Care Teams AC, AM, CP, FH, FS, MH, MR, NP and all Individual & Multiple Site Community Provider. Referrals from your primary care clinic are required for specialty care. *Your clinic will make the appropriate referral to a specialist associated with your primary care clinic.*

Guidelines for In-Network Benefit Eligibility for all Care Teams & Individual/Multiple Site Community Providers

Obstetrics & Gynecology: You may self-refer to any OB/GYN clinic in this network.

Hospital Information: Please refer to individual clinic listings for hospital information.

Urgent/Emergency Care: For urgent care needs during and after clinic hours, contact your primary care clinic or check the Urgent Care listing in this network. For medical emergencies, call 911.

Mental Health Care: You may self-refer to any of the Mental Health providers in this network. Referrals from your primary care clinic are not required.

Eye Exams: For ROUTINE eye exams, you may self-refer to any eye care provider in this network. For services other than ROUTINE eye exams, you may self-refer to any specialists associated with the Care Team you select (listed in the Specialists section).