



# Welcome to PreferredHealth

Fairview ■ North Memorial ■ HealthEast

## Benefits of Enrollment

### PreferredHealth

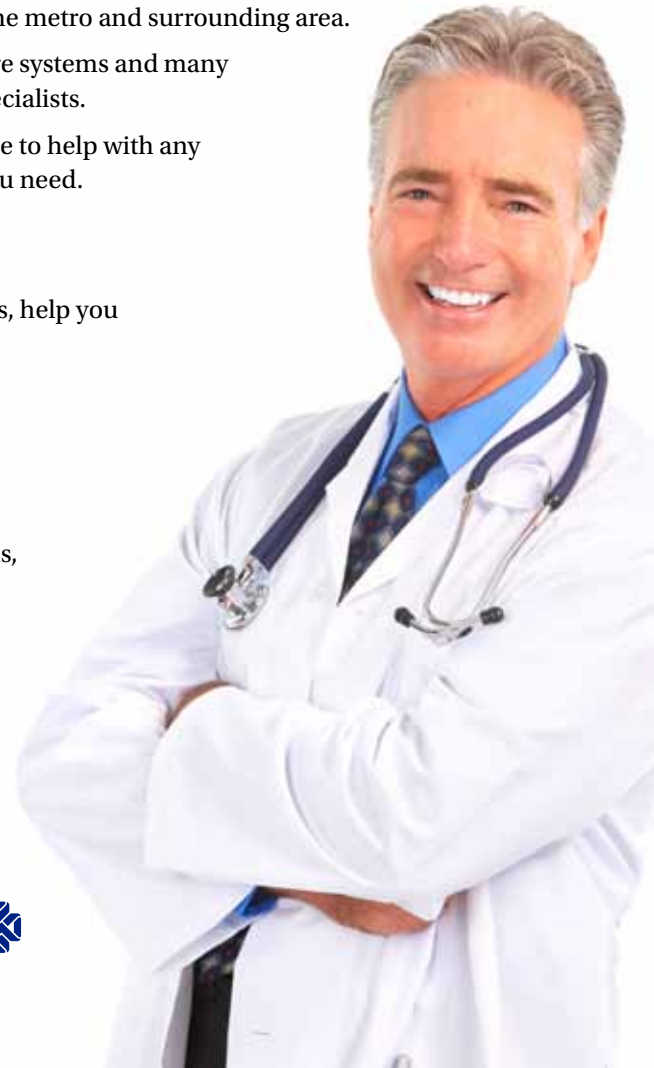
Federated Insurance has teamed up with Fairview, HealthEast, and North Memorial to offer you an exciting new health plan called PreferredHealth. PreferredHealth is the largest accountable care organization (ACO) network in Minnesota. That means greater access to top doctors, clinics, and hospitals in the Twin Cities. It's a new model of care that focuses on your better health.

### Why PreferredHealth?

- **Better access to care.** You have access to more than 5,000 primary and specialty care providers, over 500 primary care and specialty clinics, and 14 hospitals throughout the metro and surrounding area.
- **More flexibility.** You can choose freely from among three high-quality care systems and many independent clinics. No need to pick a specific clinic or get referrals to specialists.
- **Easy to use and understand.** The PreferredHealth service team is available to help with any questions about your coverage, benefits, or how to get the medical care you need.

### PreferredHealth offers:

- A welcome call from a care system representative who can explain services, help you find a doctor, and transfer medical records.
- Move freely within the PreferredHealth network without worrying about pre-certification or referrals.
- More convenient ways to get care, including: urgent care, express care, walk-in care, and same day appointments at many of their clinics.
- Access to Fairview Zipnosis and North eCare online clinics. Get a diagnosis, next steps for care, and a prescription if you need one.
- An expanded care team of doctors, nurses, social workers, and health coaches, focused on keeping you healthy or managing an on-going condition.
- 24/7 Nurse Line for your convenience.
- Online provider search—visit [PreferredOne.com/FedPH](http://PreferredOne.com/FedPH).



## Care Coordination – A Bonus When You Need It

If you are being treated or have been diagnosed with a chronic or specific condition, PreferredHealth offers you support from a Care Team Navigator. The Navigator assures your care is coordinated among all members of your care team. That means your doctors and all other providers will communicate with a common treatment plan. It's an added bonus for your peace of mind and good health.

## Top Doctors, Clinics, and Hospitals

PreferredHealth lets you choose freely among more than 5,000 primary care and specialty providers without referrals or paperwork. Visit a primary care doctor or specialist—the choice is yours. And with over 500 primary care and specialty clinics and 14 hospitals throughout the Twin Cities metro and surrounding areas, you won't have to travel far for care.

## PreferredHealth Primary Care Clinics

Anoka County – 7 Clinics

Carver County – 2 Clinics

Chisago County – 4 Clinics

Dakota County – 13 Clinics

Hennepin County – 58 Clinics

Mille Lacs County – 1 Clinic

Pine County – 1 Clinic

Ramsey County – 14 Clinics

Scott County – 2 Clinics

Sherburne County – 5 Clinics

Washington County – 9 Clinics

Wright County – 3 Clinics



Search for providers near you at [PreferredOne.com/FedPH](http://PreferredOne.com/FedPH).

## Connect With Your Care Teams – From Anywhere

MyChart® is your online medical record. You can schedule appointments, message your care team, review normal test results, and even request prescription renewals.

All Fairview, HealthEast, and North Memorial owned clinics offer MyChart to members. If you choose an independent clinic, participation may vary.

## PreferredHealth Is Recognized For Greater Access To Quality Care

- **Fairview Health Services** is a non-profit, academic health system providing exceptional care. In partnership with the University of Minnesota, their more than 20,000 employees and 3,000 affiliated physicians embrace innovation and new thinking to deliver a high quality care experience at a lower cost. Fairview owns seven hospitals, including the University of Minnesota Medical Center and University of Minnesota Children's Hospital.
- **North Memorial Health Care** is a comprehensive health care system that serves the north, central, and west communities in the Twin Cities metro area. With the largest ambulance and air care transportation program in the upper Midwest, North Memorial's Level 1 Trauma Center and its new Urgency Center in Blaine provide the majority of ambulance and emergency care in the five-state region.
- **HealthEast** is the largest, locally-owned health care organization in the east metro area. Innovative technology, compassionate care, and a full spectrum of family health services are provided. HealthEast includes Bethesda Hospital, St. John's Hospital, St. Joseph's Hospital, and Woodwinds Health Campus, as well as outpatient services, clinics, home care, and medical transportation services.

### Medical Services Questions

Assistance explaining available medical services, scheduling an appointment, connecting with a doctor or speak with a Nurse 24/7.

**Call:** 844.630.4729

**24/7 service**

### PreferredHealth Network Providers

Visit [PreferredOne.com/FedPH](http://PreferredOne.com/FedPH) to search for participating doctors, clinics, and hospitals.

### Benefits Questions

Answers to coverage, benefits, and claims information.

**Call:** 877.612.4477

**Monday–Friday:** 6:30 a.m. – 4:30 p.m.

### If you are new to PreferredHealth

Once your enrollment information is received, Federated Insurance will mail you your Member ID Card(s) along with your plan information.

*This summary provides only general information and is not an offer of insurance. Coverage will be determined solely by the provisions of the policy, if approved for issue. All services are subject to the co-payments, deductibles, and coinsurance set forth in your policy. The information herein should not be considered coverage or legal advice. Qualified counsel should be sought regarding questions specific to your circumstances.*

