

Advantage

Welcome to your Advantage Plan!

Thank you for selecting Advantage — Hennepin Healthcare/NorthPoint as your care network in 2018.

You should have received a call from a member of our concierge team welcoming you to our network and providing helpful information about our network and services.

Here is your 2018 Member Guide to help you get started. The guide has information about the network, including a map and list of primary care sites, and describes some of the convenient features that are available to you as a member.

We also have included Authorization to Share Information forms for all members of the plan in your household. Please complete and sign the forms and return them as soon as possible in the self-addressed stamped envelope.

Thank you again for choosing Advantage — Hennepin Healthcare/NorthPoint as your network! If you have any questions as you review the enclosed materials, please call the concierge line at 612-873-5700 or 1-844-873-5200.

Sincerely,

Concierge Services Team
Hennepin Healthcare/NorthPoint Advantage Plan

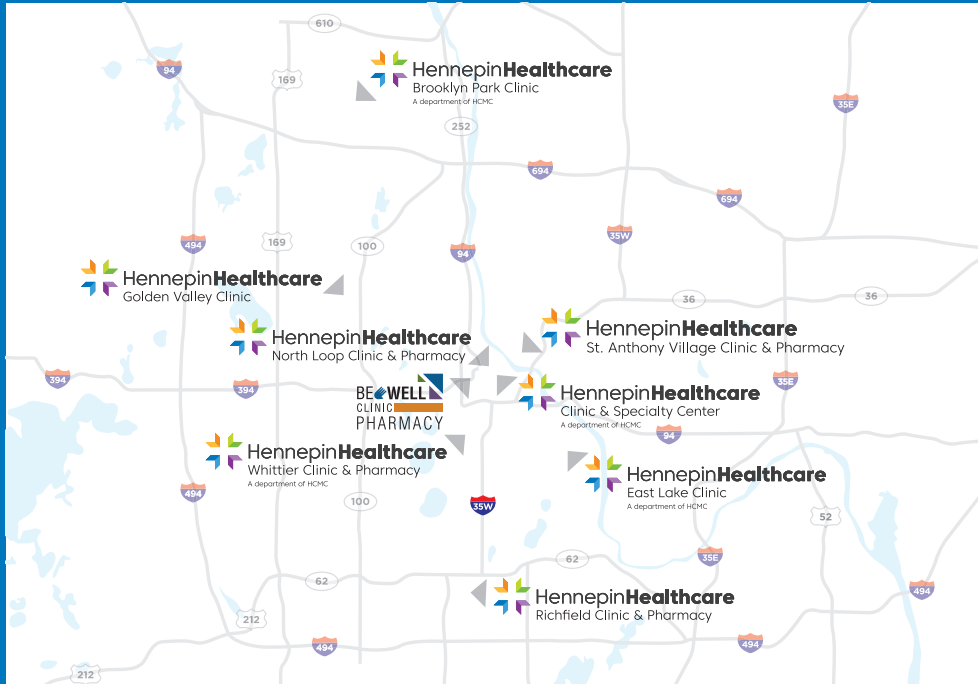


ADVANTAGE

2018 Member Guide



Welcome to your network!



**Ambulatory Care
Specialists at Parkside**
715 South 8th Street
Minneapolis

Be Well Clinic & Pharmacy
701 4th Ave. South
Minneapolis

Brooklyn Park Clinic
7650 Zane Ave. North
Brooklyn Park

East Lake Clinic
2700 East Lake Street
Minneapolis

Golden Valley Clinic
5653 Duluth Street
Golden Valley

Medicine Clinic
715 South 8th Street
Minneapolis

**NorthPoint Health
& Wellness Center**
1313 Penn Avenue North
Minneapolis

**North Loop Clinic
& Pharmacy**
800 Washington Ave N.
Suite 190, Minneapolis

Pediatric Clinic
715 South 8th Street
Level 3
Minneapolis

Richfield Clinic & Pharmacy
790 West 66th Street
(Located in Market Plaza Mall)
Richfield

**St. Anthony Village Clinic
& Pharmacy (drive thru)**
2714 Highway 88
St. Anthony

Whittier Clinic & Pharmacy
2810 Nicollet Ave.
Minneapolis

Parking is FREE at Hennepin Healthcare clinics and downtown in three parking facilities for Hennepin County employees, retirees, and their immediate family members when accessing Hennepin Healthcare services. Ask for a free parking validation ticket when you check in for your appointment. For more information visit hennepinhealthcare.org/parking.

Your healthcare network

As a member of the Advantage Hennepin Healthcare/NorthPoint network, you have access to the entire Hennepin Healthcare and NorthPoint Health and Wellness healthcare systems, including clinics throughout Hennepin County. We will be your partner to help you maximize your health and wellness by focusing on prevention, working with you to coordinate your care, and giving you current information to help you make informed choices.



Your healthcare system

Whether you need care close to home or close to work, we offer services in convenient locations — and online — with trusted, experienced providers.

An integrated network of care focused on you and your family.

- Be Well Clinic
- Clinic & Specialty Center
- Specialty care
- Primary Care Clinics
 - Birth Center
 - Surgical services
 - Inpatient care
 - Emergency care
- Urgent care and convenience care
 - Hennepin Healthcare Downtown Urgent Care
 - Minute Clinics at Target
- Online conveniences
 - E-Visits with an Hennepin Healthcare provider
7 days a week
 - Online and mobile access to MyChart for health records, appointment requests, test results and prescription refills
- MDLive
 - Visit with board-certified doctors by phone or secure video to help treat non-emergency medical conditions

Covered services to meet your needs.

In addition to our primary care and specialty offerings, you have access to distinctive services at our downtown location and in many of our neighborhood clinics.

For example:

- Acupuncture
- Chiropractic care
- Chronic pain management
- Medication Therapy Management
- Physical therapy, occupational therapy and speech therapy

Member benefits

One phone call provides concierge services

We provide a single phone number and personal resource for you to schedule appointments, ask questions about your network, get assistance with healthcare navigation, and receive additional resources and information.

The concierge is available: **Monday – Friday 7 am – 7 pm**
Saturday 8:30 am – 12:30 pm

Local: 612-873-5700
Toll-free: 1-844-873-5200

No deductible for clinic visits at Hennepin Healthcare/NorthPoint

There is no deductible for care at Hennepin Healthcare and NorthPoint. The network provides for the first two office visits for in-network services at no cost. Office visit copays are \$5.00 for members who have completed their Hennepin County health incentives, and \$20.00 for those who have not completed their health incentives. If you are unsure how many of your free office visits you have used, contact PreferredOne customer service at **763-847-4477**.

Be Well Clinic offers expanded options

The Be Well Clinic in downtown Minneapolis provides access to primary care and integrative healthcare services, including chiropractic and acupuncture, for you and your covered adult family members. There is no copay when you visit the Be Well Clinic. The clinic is connected by skyway to the Government Center, and features six exam rooms. Staff includes primary care providers, chiropractors and acupuncturists.

Clinic hours are
Monday – Friday,
7 am – 5 pm

Call the concierge line at
612-873-5700
to make an appointment.



701 4th Avenue South
Minneapolis



Member benefits

Student and travel coverage

Students and individuals traveling outside the coverage area still have access to in-network benefits.

- Access to MultiPlan PHCS Healthy Directions Network
- Approximately 900,000 contracted providers across the country available at the in-network level
- Visit www.preferredone.com/hc or call **1-800-678-7427**

MDLive and E-Visits are available every day

Online medical advice and treatment from an Hennepin Healthcare provider is available 7 days a week for non-urgent conditions such as cough, flu, or rash.

Hennepin Healthcare providers respond to your health concerns online

Monday – Friday, 8 am – 7 pm and weekends from 8 am – 5 pm.

There is no co-pay for this service for you and your covered family members.



Members also have access to telephone or secure video consultations with board-certified doctors to treat non-emergency medical conditions through MDLive. www.mdlive.com.



MyChart online access for your convenience

You have secure, direct online access to your health information. Your lab results, appointment information, medications, immunizations, and more are all available to you at your desktop or mobile device through our convenient MyChart app. You can be in communication with your doctor's office, renew prescriptions, send messages, and schedule appointments — all online.

If you already use MyChart, log in and go to the “Messaging” tab, and select “Get Medical Advice.”

If you don't already use MyChart, it is easy to sign up by going to **www.hennepinhealthcare.org** and selecting the MyChart home page and following the simple instructions.

Resources

There are many resources available to you and your covered family members services and benefits are available at no cost.

- **Online health and wellness resources**

You can access the patient education health portal to help you make informed, smart decisions about leading a healthier lifestyle. Many resources are available, such as symptom and drug interaction tools that can help you identify symptoms of common conditions and manage medications effectively and safely. Visit www.preferredone.com/hc/health-and-wellness to learn more.

- **Nurse line**

Members are able to speak with a nurse 24/7, who will talk to you about your symptoms or medical concerns and provide a recommendation for care, including home care instructions, clinic visit, urgent care, or emergency department. Call your concierge line at **612-873-5700** or toll free at **1-844-873-5200** and ask to speak with a nurse. If the call is outside of the concierge line hours, dial 0 at the prompt and you will be directed to the nurse line.



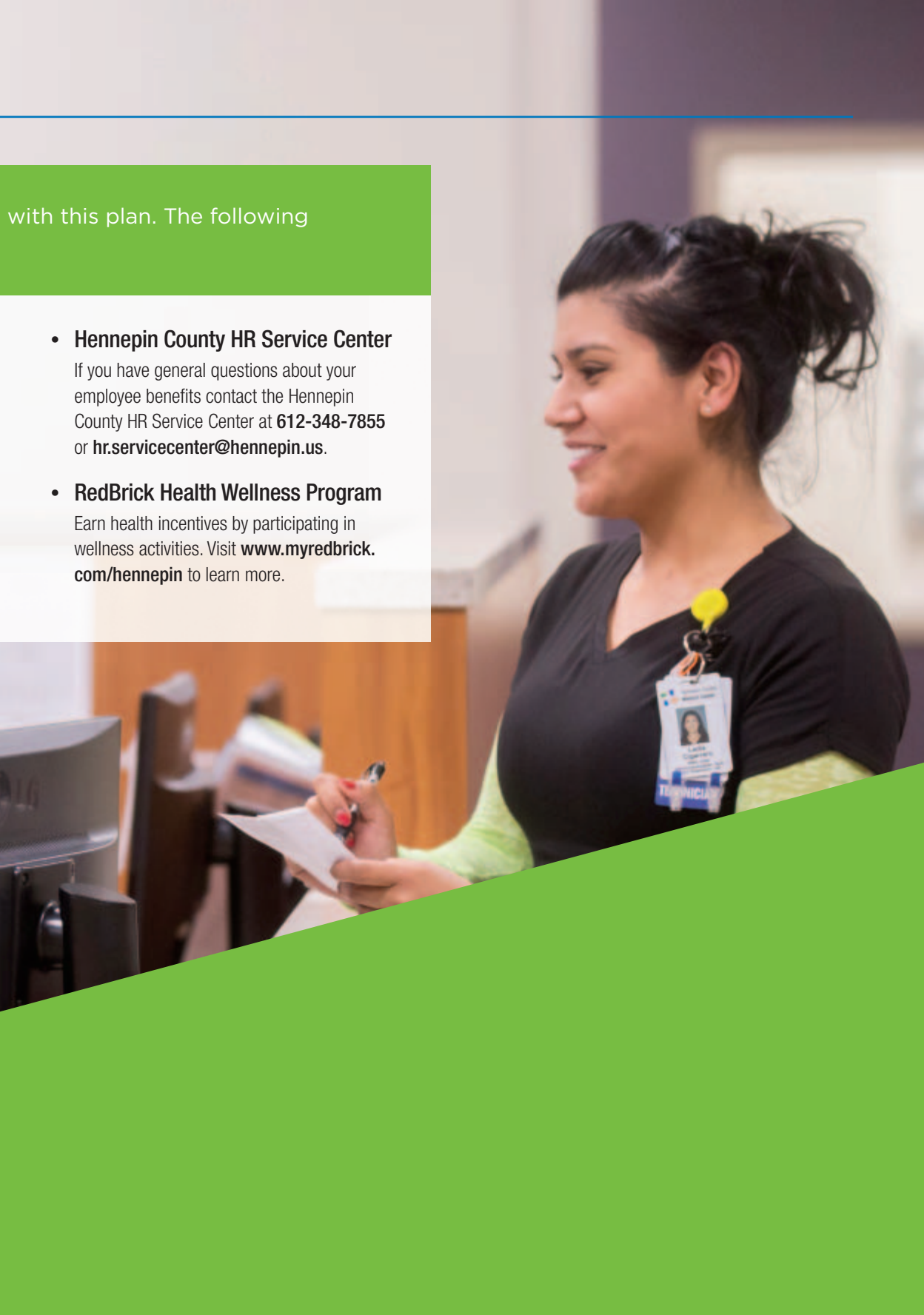
with this plan. The following

- **Hennepin County HR Service Center**

If you have general questions about your employee benefits contact the Hennepin County HR Service Center at **612-348-7855** or **hr.servicecenter@hennepin.us**.

- **RedBrick Health Wellness Program**

Earn health incentives by participating in wellness activities. Visit **www.myredbrick.com/hennepin** to learn more.





What to do after enrollment

- 1. Members will receive a member guide and communication from the Advantage-Hennepin Healthcare/NorthPoint network concierge service welcoming you and assisting you with using the network and setting up your MyChart account.

Visit www.hennepinhealthcare.org to learn more about your network and what's available to you.

- 2. Establishing a primary care relationship is an important step to managing your wellness. Refer to the map and locations list in this Member Guide to see your primary care options at Hennepin Healthcare and NorthPoint Health & Wellness or visit www.preferredone.com/hc to see your options. Your concierge service can also help you in finding a primary care provider; call **612-873-5700** for assistance.

- 3. If you haven't already, please sign the consent form included in your new member packet and return it using the enclosed envelope. If we do not receive a form, you may be asked to sign one at your first clinic visit.

- 4. Schedule a primary care visit. Call the Concierge line at **612-873-5700** to schedule your appointment.



...ent & family centered | excellence | teamwork | respect | integrity | compassion

...excellence

...excellence

...excellence



Hennepin
Healthcare



NORTHPOINT

Mailing address: 701 Park Avenue, Minneapolis, MN 55415 | Appts: 612-873-5700 | Tel: 612-873-3000