

Member Guide 2021



Hennepin Healthcare
Horizon

WELCOME TO YOUR HORIZON PLAN

Thank you for selecting the Horizon Plan as your care network.

Here is your 2021 Member Guide to help you get started. The guide has information about our 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 are very excited that you have selected the Horizon plan as your network! If you have any questions as you review the enclosed materials, please call the concierge line at **612-873-6100**.

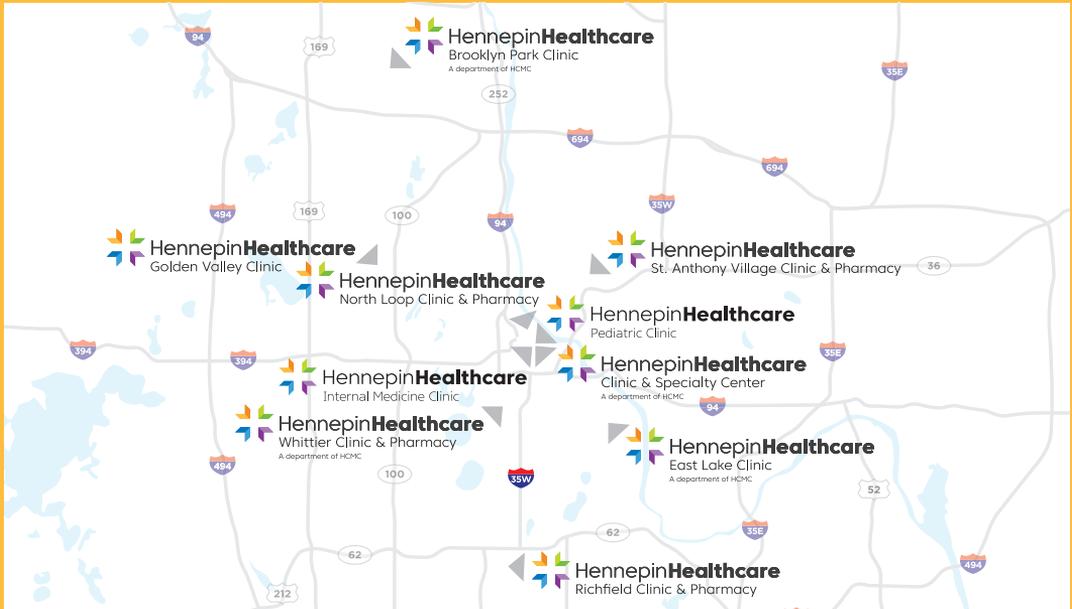
Sincerely,

Concierge Services Team

Horizon Plan
Hennepin Healthcare



WELCOME TO YOUR NETWORK



Brooklyn Park Clinic & Pharmacy
7650 Zane Ave. N.
Brooklyn Park

Clinic & Specialty Center
715 South 8th St.
Minneapolis

East Lake Clinic
Temporarily closed,
clinic staff now seeing patients at
Whittier Clinic

Golden Valley Clinic
(Located in Spring Gate
Shopping Center)
5653 Duluth St.
Golden Valley

**North Loop Clinic
& Pharmacy**
(Located in the
TracktorWorks building)
800 Washington Ave. N.
Suite 190, Minneapolis

Richfield Clinic & Pharmacy
790 West 66th St.
(Located in Market Plaza)
Richfield

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

Whittier Clinic & Pharmacy
2810 Nicollet Ave.
Minneapolis

For clinic and pharmacy hours, visit hennepinhealthcare.org/clinics

Clinic and pharmacy hours vary by location, with Saturday hours available at some clinics.

Parking is **FREE** at Hennepin Healthcare clinics, including three downtown parking facilities for Hennepin Healthcare employees, retirees, and their immediate family members when accessing Hennepin Healthcare services.

HCMC Parking Ramp – 6th St. and Park Ave.

Hospital Parking Ramp – 8th St. and Chicago Ave.

Clinic & Specialty Center – Park Ave. between 8th St. and 9th St.

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 Horizon network, you have access to the entire Hennepin Healthcare system. 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

- Primary care
- Specialty care
- Urgent and convenience care
 - Hennepin Healthcare Downtown Urgent Care
 - Acute Care clinic
 - Medica Network Urgent Care locations
- Comprehensive hospital care
 - Birth Center
 - Surgical services
 - Inpatient care
 - Level I trauma care
 - Emergency care
- Online conveniences
 - E-Visits with a Hennepin Healthcare provider 7 days a week
 - Online and mobile access to MyChart health records, appointment scheduling, test results and prescription refills

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
- Medication Therapy Management
- Physical therapy, occupational therapy and speech therapy
- Preventive screenings

CLINIC VISITS AT HENNEPIN HEALTHCARE AND NEIGHBORHOOD CLINICS

Most outpatient clinic visits at Hennepin Healthcare are 100 percent covered, which means there are no out-of-pocket costs to you or your covered family members for most outpatient services.

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. Call your concierge line at **612-873-6100**

The concierge is available

Monday - Friday: 7am - 7pm



MyChart is available online or via app for your care needs

You have secure, direct online access to your health information. With MyChart you can:

- View your lab results
- Check appointment information
- Schedule appointments
- View your medication list and request refills
- Review your immunization history
- Communicate with your provider

MyChart is available to you on your desktop or mobile device through our convenient MyChart app.

To sign up for MyChart, go to hennepinhealthcare.org/mychart.

Visit your App Store or Google Play and download the MyChart app.



RESOURCES

There are many resources available to you and your covered family members with the Horizon plan. The following services are available at no cost.

Online health and wellness resources

Hennepin Healthcare is committed to enhancing the health and well-being of employees and their families. Hennepin Healthcare partners with Medica to provide health and wellness resources to provide employees with a better understanding of their health.

Programs include

My Health Rewards (with online coaching through Journeys), Fit Choices (health club membership discount), Tobacco Cessation resources, Healthy Savings Program and Healthy Pregnancy & Parenting Support with the Ovia Health app.

Register for My Health Rewards by downloading the free Virgin Pulse app from the App Store or Google Play. You can also register online at medica.com/MyHealthRewards.

Contact Virgin Pulse at medica.support@virginpulse.com or **833-450-4074** with questions.



Heimogen County
Medical Center

Erin Heimerman
Coding Specialist - MS
ICD-10 and Coding

Heimogen County
Medical Center

Michael Sipple
MSW, MHC,
Licensed Professional Counselor,
ICD-10 & Coding

Heimogen County
Medical Center

[Name]
[Title]



GETTING CARE FOR YOU AND YOUR FAMILY

Primary care services: Establishing a primary care relationship is an important step to managing your wellness. You can choose from different primary care providers to find one that fit your needs, such as Family Medicine, Internal Medicine or Women's Health and Wellness.

Schedule a primary care visit by calling your concierge line at **612-873-6100**.

Pediatric care services

We offer routine services including well child exams and vaccinations as well as walk-in care for when your child is sick. We also have experience and expertise in treating a wide variety of serious and life-threatening health conditions. We see patients at the Hennepin Healthcare Pediatric Clinic located downtown as well as several of our neighborhood clinics.

Learn about all of our pediatric care options at **hennepinhealthcare.org/pediatrics**. Pediatric appointments can be made through your concierge line at **612-873-6100**.

Additional information about specialty care, services and locations can be found at **hennepinhealthcare.org**.



701 Park Avenue, Minneapolis, MN 55415
612-873-6100

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