



Horizon

2023

MEMBER

GUIDE

HERE FOR YOU

Welcome to your Horizon Plan

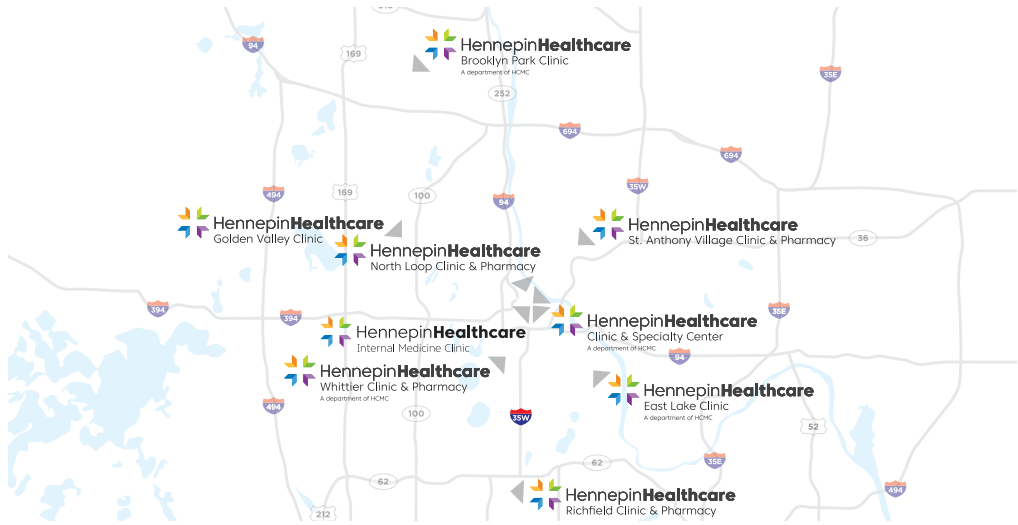
Thank you for selecting the Horizon Plan as your care network.

Here is your 2023 Member Guide to help you get started. The guide has information about our network, including 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**.

As a member of the Horizon plan, you have access to the entire Hennepin Healthcare network of care. We will be your partner to help you maximize your health and wellness by focusing on prevention, work with you to coordinate your care and give you current information to help you make informed choices.





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

(Located in Hennepin County Service Center)
2215 East Lake St., Level 5
Minneapolis

Golden Valley Clinic

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

North Loop Clinic & Pharmacy

(Located in the TractorWorks 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 (up to 4 hours) 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.

HERE FOR LIFE

Whether close to home or work, we offer convenient locations with trusted, experienced providers. Additionally, virtual care options connect you to clinicians, wherever you may be.

An integrated network of care for you and your family

- Primary care
- Specialty care
- Urgent and convenience care
 - Acute Care clinic
 - Same-day appointments
 - Medica Network Urgent Care locations
- Hospital care
 - Birth Center
 - Surgical services
 - Inpatient care
 - Level I trauma care
 - Emergency care
- Online conveniences
 - Video visits
 - 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

Additional information about primary care, specialty care, services and locations can be found at [hennepinhealthcare.org](https://www.hennepinhealthcare.org).

Covered wellness services

In addition to our primary care and specialty care offerings, you also have access to the following wellness services at our downtown location and in many of our neighborhood clinics:

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

We've got you covered

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

Concierge services

One call does it all

We provide a single phone number and personal resource for you to:

- Schedule appointments
- Ask questions about your network
- Get assistance navigating your care
- Receive additional resources and information

612-873-6100 | Monday - Friday: 7am - 7pm

The convenience of MyChart

You have secure, direct online access to your health information.

With MyChart you can:

- Schedule a video, phone or in-person visit
- Complete an e-visit for common health issues
- Message your provider
- Print/request medical records
- View test results and immunization records
- Refill prescriptions
- Link your family's accounts to yours
- Share your COVID vaccination and/or your COVID test results
- Share your outside COVID-19 test results with your Hennepin Healthcare provider
- View and pay your bill

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 or call **612-873-5600**.

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



PRIMARY CARE

Establishing a primary care relationship is an important step to managing your wellness. The right primary care provider for you from Family Medicine, Internal Medicine or Women's Health and Wellness - that best suits your needs.

Schedule a primary care visit by calling **612-873-6100**.

Pediatric care

From well-child exams and vaccinations to same-day appointments, we have you covered when it comes to pediatric care. For more complicated conditions, our experts have experience treating a broad range of serious and life-threatening health conditions.

Learn about all of our pediatric care at

hennepinhealthcare.org/pediatrics. Pediatric appointments can be made through the concierge line at **612-873-6100**.

ONLINE WELLNESS RESOURCES

Hennepin Healthcare is committed to enhancing the health and well-being of employees and their families. We partner with Medica to provide you with resources to help you achieve your health goals.

Programs

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

For more information, visit **medica.com/MyHealthRewards**





Hennepin**Healthcare**

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

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