If you have questions call:
Medica's Center for Healthy Aging at 952-992-2330 or toll-free at 1-800-575-2330, 8 a.m. to 8 p.m. Central Time, seven days a week. TTY users, please call the National Relay Center at 1-800-855-2880. Access to representatives may be limited at times.

Medica is a Cost plan with a Medicare contract. Enrollment in Medica depends on contract renewal. Medicare-eligible beneficiaries must reside within the Medica Prime Solution service area, be enrolled in Medicare Parts A and B or Part B only, and continue to pay their Medicare Part B premium. Beneficiaries must use Medica network providers to receive their highest level of benefits, unless they activate their Extended Absence Option.

Medica Group Prime Solution™ (Cost)

Extended Absence Option

Remember: You can take your Medica Group Prime Solution coverage when you head south for the winter!
Medica Group Prime Solution

Extended Absence Option

The Medica Extended Absence Option is a great way to take your coverage with you. It allows you to use your health care benefits when you travel outside the service area.

You have the freedom to use your Medicare and Medica Group Prime Solution benefits for non-emergency services with Medicare-participating physicians and hospitals* that are not part of the Medica Prime Solution network. All you have to do is activate this travel option by calling Medica’s Center for Healthy AgingSM before you leave.

This option may only be used outside the Medica Prime Solution service area, within the United States, and is limited to up to nine consecutive months per absence.

Commonly asked questions about the Extended Absence Option:

Q. How do I activate the Extended Absence Option?
A. Just call Medica’s Center for Healthy Aging Customer Service and tell us the dates you will be gone.

Note: For absences of less than 90 days, you do not need to notify Medica.

Q. Can I start my Extended Absence Option after I leave town?
A. Yes. Call Medica’s Center for Healthy Aging Customer Service as soon as possible to activate it.

Q. Am I covered for emergency care?
A. Yes. You are covered for emergency care anywhere in the world (even without activating the Extended Absence Option).

Q. What if I want to have my annual physical while I’m traveling?
A. As long as you have activated your Extended Absence Option, it is covered under your Medica Group Prime Solution plan, subject to all other plan terms and conditions.

Q. Does the nine-month limit mean that I can only travel nine months of the year?
A. The limitation is for consecutive months. You may travel with your coverage for nine months, return home for a month, and then activate it to travel again.

*Benefits for inpatient services are limited to Medicare-eligible days under the Extended Absence Option.