

Frequently Asked Questions

Mayo Clinic Complex Care Program



WHAT IS THE MAYO CLINIC COMPLEX CARE PROGRAM?

The Mayo Clinic Complex Care Program is an enhanced benefit available to help eligible Minnesota Healthcare Cooperative members and dependents facing a complex, rare or undiagnosed medical condition.

Medica Choice Passport members with a medical condition that significantly impacts their day-to-day life may be eligible for evaluation and treatment at Mayo Clinic.

This program is for medical conditions in the following areas:

- Cancer
- Complex medical conditions
- Complex pediatrics
- Hemophilia
- Multiple Sclerosis
- Spine health
- Transplant

HOW DOES IT WORK?

Call the Medica Member Services line for MHC employees at 877-347-0282 for full details, help with collecting your medical records and to get connected with Mayo Clinic. Once a referral has been received by Mayo Clinic, you can expect a phone call within two business days from a Mayo Clinic representative.

A Mayo Clinic specialist will review your diagnosis and treatment plan and any other documents related to your health condition. They will determine if you are receiving appropriate care for your condition or if you could benefit from care at Mayo Clinic.

If you decide to go to Mayo Clinic, travel and lodging for you and a caregiver (two caregivers if the patient is pediatric) may be covered and coordinated for you.

After you return home, your local medical provider and Mayo Clinic will work closely to coordinate your ongoing care.

HOW DOES THIS DIFFER FROM THE CARE I RECEIVE FROM MY CURRENT DOCTOR?

The Mayo Clinic Complex Care Program is an additional layer of medical advice and care for our health plan participants. The high level of expertise that Mayo Clinic offers for complex, rare and undiagnosed conditions helps provide you with a comprehensive solution that includes your local doctor and other health plan benefits.

ARE MY CONVERSATIONS WITH MAYO CLINIC CONFIDENTIAL?

Every patient will be treated with dignity, respect and compassion, and your privacy and confidentiality will be maintained. No information about your medical condition will be shared unless you authorize it.

Mayo Clinic takes its responsibility for protecting patients' medical information seriously. Mayo Clinic limits access to only the pertinent medical information that your care team needs.

WHY IS MINNESOTA HEALTHCARE COOPERATIVE COLLABORATING WITH MAYO CLINIC?

Minnesota Healthcare Cooperative and Mayo Clinic have a shared dedication to ensure coworkers and their covered dependents have access to world-class experts with unparalleled experience in complex, rare and undiagnosed conditions.

If Mayo Clinic determines that you would benefit from traveling to their campus, you will experience seamless, integrated care from start to finish. Every aspect of care is coordinated to provide you with the right diagnosis and an individualized treatment plan. A process that at most places may take months, takes only days with Mayo Clinic.



WILL MAYO CLINIC TREAT MY CONDITION?

Expert care teams and state-of-the-art facilities make it possible to deliver some of the best and most innovative care to every patient. Integrated, multidisciplinary services facilitate rapid diagnoses, reduce pain and promote healing. Innovative new therapies, many developed by Mayo Clinic researchers, are often available, designed to address unmet patient needs.

- **Cancer.** Mayo Clinic is one of the largest, most comprehensive cancer centers in the world, treating more than 150,000 people each year. Mayo Clinic oncologists treat virtually every type of cancer — from the most common to the rarest forms of the disease.
- **Complex pediatrics.** At Mayo Clinic Children's Center, more than 260 physicians with pediatric specialty expertise offer integrated care in over 70 specialty programs and clinics to children and adolescents from 50 states and over 60 countries around the world each year, inspiring hope and providing healing.
- **Hemophilia.** Every year, Mayo Clinic specialists treat more than 600 people with this rare condition and has been designated a comprehensive hemophilia center by the Centers for Disease Control and Prevention.
- **Multiple sclerosis.** Mayo Clinic provides comprehensive care for more than 3,500 adults and children each year and has earned a national reputation as a top diagnostic and treatment center.
- **Spine health.** As one of the world's largest neurology and neurosurgery practices, Mayo Clinic sees more than 40,000 people every year with spine conditions. Mayo Clinic treats more than 500 different neurologic conditions and performs more than 8,000 surgeries per year with expertise in even the rarest conditions.
- **Transplant.** Mayo Clinic is the largest integrated transplant provider in the United States. Mayo Clinic's campuses in Arizona, Florida and Minnesota include more than 150 surgeons and physicians and hundreds of allied health staff who are trained in caring for transplant patients.

WHAT IS MAYO CLINIC?

Mayo Clinic is a nonprofit organization committed to clinical practice, education and research, providing expert, whole-person care to everyone who needs healing. With a focus on caring for patients with serious, complex illnesses, Mayo Clinic cares for 1.4 million people from all 50 states and 139 countries.

Learn more about Mayo Clinic at [mayoclinic.org](https://www.mayoclinic.org).

IF I RECEIVE CARE AT MAYO CLINIC, WILL IT BE COVERED BY MY INSURANCE? ARE THERE ANY COSTS I SHOULD BE AWARE OF?

Services that you or your covered dependents receive at Mayo Clinic through this program are subject to your health plan's deductible, coinsurance, copays and out-of-pocket maximum. Services received through this program at Mayo Clinic are in-network.

I AM GOING TO MAYO CLINIC FOR EVALUATION OR TREATMENT. WHAT SHOULD I DO TO PREPARE?

- 1 Speak to your manager to plan for your time off work.
- 2 Enroll in Patient Online Services at [mayoclinic.org](https://www.mayoclinic.org) or download the Mayo Clinic app on your smartphone or tablet.
- 3 Bring a notebook, pen and folder for notes.
- 4 Be prepared to openly communicate with your Mayo Clinic care team.