Q&A: Welcome to Medica (Pinnacle)

Q: We have many providers (majority) who are in-network with ACN through Abrazo only (not Dignity). Most of them are surgeons. You are saying they can ONLY take their surgeries to Dignity?

A: The Medica Pinnacle product meets access and availability for Maricopa County. We are continuing to monitor the network to ensure that our members will be able to receive the services they need.

Q: Do specialists need referrals within the network?

A: No, this product is open access within the network.

Q: We have patients calling in with participation questions with this Medica Pinnacle Network, however they include Gold plan? Is this plan also part of this Medica Pinnacle Network?

A: Gold is an indicator of level of coverage that is available with all IFB products, it is not network specific. We will offer Pinnacle products at the Gold, Silver and Bronze levels.

Q: Arizona Care Network is the only way to participate, correct? So if you are part of Arizona Care Network (ACN) you are in-network. If you are not part of ACN you are out of network. Is that right?

A: The majority of the physician and ancillary providers are participating through ACN, but Phoenix Children's Medical Group and Phoenix Children's Care Network physicians are contracted separately. Medica is not contracting at the individual practice level.

Q: Is there a preferred lab for Medica member via the ACN?

A: In-network labs: Laboratory Corporation of America Holdings and Quest. Genetic labs: Ambry Genetics Corporation Lab, Myria and Sequenom

Q: Will ACN- CPC- Have access to the Medica portal to view claim status?

A: The Medica portal is available just to providers by organization, unless they add someone at ACN as a user.

Q: Re: Magellan, do we need a direct contract with them or is this just the UM vendor you use for authorization management and approvals? Are they only used for the J codes or all UM? Will Magellan notify Medica of the auth for approval and payment?

A: This is the UM vendor we use for drug management policies specific to medically administered J codes. Magellan will forward auth approvals to Medica for claim processing and payment.

Q: How many Primary Administrators can we have for the portal?

A: You can only have one Primary Administrator. However, you can have as many Secondary Administrators as you like, which have very similar access. The primary difference is, the Secondary Admin cannot set up other administrators.

Q: If we already have a login for Medica.com will Medica Pinnacle information show when we login?

A: Yes, member information will show up for all Medica products.

Q: If we are contracted through ACN but have a provider showing OON with Medica - do we contact ACN or Medica directly?

A: Work with ACN for all contracting questions/concerns.

Q: Any specific info to Home Infusion services?

A: Link to: Medica Protocols- Home Infusion Therapy

Q: Is there a card example you can share?

A: Link to: Medica Pinnacle Fact Sheet on Medica.com

Q: The EDI 12422 shows the following product list. None of them say 'Medica Pinnacle'. What will the AZ plan product names be?

A: Medica Pinnacle is being added to the list under 12422 on the Claim Submission and Product Guidelines page, and should be linked in the next few weeks.

Q: Who completes the request to set up the Primary Admin and how does the Primary Admin get the access code to create an account?

A: Someone in the Network Management department will submit the request for an access code, which is then mailed to the Primary Administrator for the organization.

Q: To confirm, the EDI 12422 is the only EDI we should expect to need to submit claims to, is that right (aside from the ones like MAYO that go to 53589).

A: It is possible that you will see other products, with members utilizing travel benefits in AZ. If there is ever a question, reference the member ID card along with the Claim Submission and Product Guidelines page on Medica.com

Q: Will we have a provider relations contact person for our group?

A: We have a dedicated Provider Service Center that is available to answer questions. They can be reached at 1-800-458-5512.

Q: Is the fee schedule listed for ACN the same as Medica?

A: Yes, claims will process based on the fee schedule established with ACN. If that is not happening, work with ACN directly to resolve any rate set up issues.