



Medica Service Center

Fast, accurate telephone service for brokers, agents and group administrators

The Service Center is the place to call when you've got questions about benefits, enrollment, claims and more – and *need answers fast*. Our team members have the training, knowledge and resources to quickly:

- Clarify benefit information
- Address enrollment and eligibility concerns
- Check billing, claims and provider status
- Check on the status of an application you submitted
- Order new ID cards, provider directories, enrollment forms and other materials for you on behalf of your customers
- Answer your questions about BrokerLinkSM and myMedica.com

Service Center highlights

About the people

- College-educated, senior-level professionals
- Average tenure is 5+ years
- Complete extensive training as well as timely refresher training

About the service

- Number of calls answered in 2007: 103,683
- Average speed of answer: < 30 seconds
- Number of inquiries resolved in the first call: 90%
- Average turnaround time of all pending cases: <10 days

We're ready to help. Call on us!

What customers say

"...I cannot thank Judy enough for helping me to complete this claim so quickly for my clients. She is absolutely wonderful to work with. I know that when she says she will do something I can depend on her. You are lucky to have someone so responsible working with you at Medica."

"...I want you to know how nice it was to work with someone who really went to "bat" for me and helped me resolve my issue. Please let Niddish know how much I appreciated his help!"

"I was brilliantly assisted, again, by Scott. He's always very helpful, so give him a pat on the back!"

Broker and employer Service Center hours:

Monday/Tuesday/Thursday/Friday: 8 a.m.-5 p.m.
Wednesday: 9 a.m.-5 p.m.

Member call center hours:

Monday/Tuesday/Thursday/Friday: 7 a.m.-6 p.m.
Wednesday: 7 a.m.-6 p.m.
(closed 8 a.m.-9 a.m.)

Telephone:

952-992-2200 or 1-800-936-6880

Fax:

952-992-3199

Email:

medicaservicecenter@medica.com

MEDICA®