

# Achieve network

## Frequently Asked Questions

### How much overlap do the Achieve and Open Access networks have?

The Achieve network includes about 72 percent of the Twin Cities and St. Cloud area providers that are in the Open Access network.

Achieve includes more than 20 clinic systems along with their referral partners. In addition, members with the Achieve network have in-network access to many of our Open Access independent providers, including orthopedics, behavioral health, OB-GYN, radiology, anesthesiology, chiropractic, urgent care and convenience care.

### Are referrals to specialists needed?

No referrals are needed to see any of the specialists within the Achieve Network. If medically necessary care cannot be provided within the network, an in-network provider can arrange for access to a non-network provider while using in-network benefits.

### Am I eligible to enroll in the Achieve network?

The Achieve network is only available to employees who live in the following 14 counties: (Minnesota) Anoka, Benton, Carver, Dakota, Hennepin, Scott, Sherburne, Stearns, Ramsey, Washington and Wright; (Western Wisconsin) Polk, Saint Croix and Pierce. If you live outside this area you're not eligible to enroll in the Achieve network.

### If I enroll in the Achieve network, will my dependent(s) who live(s) outside the Twin Cities or St. Cloud have coverage?

It depends on where they live.

- If your dependent lives in North Dakota, South Dakota, Iowa or eastern Wisconsin (32 counties ranging from Florence county in the north to Kenosha county in the south and Dane County to the west), they would have in-network coverage. For example, if your dependent goes to school and needs care in Fargo, Sioux Falls, Des Moines, Madison, Green Bay or Milwaukee, they will have in-network coverage.
- If your dependent lives in greater Minnesota or outside the three counties in western Wisconsin or 32 counties in eastern Wisconsin, they won't have in-network coverage. For example, if your dependent goes to school and needs care in Duluth, Winona, Bemidji, Eau Claire or Stevens Point, they won't have in-network coverage. However, they still get urgent care or emergency services covered at the in-network benefit.
- If your dependent lives in any other state, they will have in-network coverage through our national network.

You and your dependents also have coverage for online care from [virtuwell.com](http://virtuwell.com) and Doctor On Demand. Online care is a great option for fast, convenient and affordable care, especially when away from home.

### What network is available to me if I travel?

Members with the Achieve network have in-network coverage through our national network. You'll also have coverage for online care and support from Assist America® to help coordinate care needs while traveling more than 100 miles from home.

Search the Achieve network at [healthpartners.com/achieve](http://healthpartners.com/achieve).