

# Medicine Use During Your Hospital Stay

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For your safety, you will not be able to use your medicines from home. Your hospital has safe purchasing, storage and bar-coding practices, which will be used to give you the medicines you need during your hospital stay.

Some medicines you receive while on observation status may not be covered by your insurance. Ask your financial counselor for more information.

## Whom to Ask About Your Insurance Coverage Questions

- Allina Health Customer Service:  
612-262-9000 or 1-800-859-5077
- Your hospital's social worker or care coordinator
- Your hospital's financial counselor
  - Abbott Northwestern Hospital:  
612-863-4385
  - Buffalo Hospital:  
763-684-1212
  - Cambridge Medical Center:  
763-688-9460
  - District One Hospital:  
507-332-4764
  - Mercy Hospital:  
763-236-7900
  - New Ulm Hospital:  
507-217-5684

- Owatonna Hospital:  
507-977-2000
- Phillips Eye Institute:  
612-775-8861
- Regina Hospital:  
651-404-1661
- River Falls Area Hospital:  
715-307-6411
- St. Francis Regional Medical Center:  
952-428-2569
- United Hospital:  
651-241-5340
- Unity Hospital:  
763-236-4561

Other resources you can call for more information are:

- your insurance company
- Minnesota Senior LinkAge Line®:  
1-800-333-2433
- Office of the Ombudsman for Long-Term Care: 651-431-2555 or 1-800-657-3591 (mnaging.net)
- Office of the Ombudsman for State Managed Care Programs: 651-431-2660 or 1-800-657-3729 (dhs.state.mn.us/managedcareombudsman)
- Beneficiary and Family Centered Care Quality Improvement Organization: 1-855-408-8557 (for all appeal requests and quality of care concerns)

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■ Wisconsin:

- 1-800-362-2320 (MetaStar):  
Monday through Thursday, 8 a.m. to  
4:30 p.m. and Friday mornings
- 1-800-748-6773 (HealthInsight):  
Friday afternoons, weekends and  
holidays