

# Customer Service Capabilities

Many Care Systems have developed innovative programs and service enhancements to better meet your needs. This information will help you learn about some of the programs and capabilities that Care Systems have in place to positively affect your care experience.

Care Systems	Customer Service Capabilities									
	Appointments			Same Day Non-Urgent Appointments	24-Hour Health Advice Line	Electronic Medical Records	Electronic Prescribing	Health Education Programs	Electronic Tracking Systems to Ensure Ordered Tests are Completed	Tracks Speed of Response to Patient Complaints
Ⓢ Cost Group 1	Early Morning	Evening	Weekend							
Access Quality Care System	✓	✓	✓	+	-	+	+	-	+	-
Aspen-Quello Care System	✓	✓	✓	✓	-	✓	✓	✓	✓	✓
CareNorth	-	-	-	+	-	✓	✓	-	✓	-
Fairview Physician Associates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fairview Red Wing Health Services	-	-	-	+	-	+	✓	✓	+	?
Family HealthServices Minnesota, P.A.	+	+	+	+	-	+	+	✓	+	+
HealthPartners Medical Group & Clinics	✓	✓	✓	+	+	+	+	✓	?	✓
Hennepin Faculty Associates	-	✓	✓	✓	-	+	+	✓	+	✓
Innovis Health, LLC	-	✓	✓	+	-	✓	✓	✓	-	+
Lakeview Health Care System	✓	✓	✓	+	-	+	-	✓	+	-
MeritCare Health System	-	-	-	+	+	+	-	✓	✓	-
Minnesota Healthcare Network	✓	✓	✓	✓	-	✓	✓	✓	✓	-
North Clinic Care System	?	?	✓	+	-	-	-	+	-	-
Queen of Peace Care System	-	-	-	✓	-	✓	-	✓	-	-
ⓈⓈ Cost Group 2										
Abbott Northwestern Care System	-	-	✓	✓	✓	✓	✓	✓	✓	?
Allina Medical Clinic Care System	✓	✓	✓	✓	-	+	+	+	+	+
Children's Physician Network	✓	✓	✓	+	✓	✓	✓	✓	-	+
Midwest Community Providers	?	?	?	?	?	?	?	?	?	?
North Memorial Care System	+	✓	✓	+	-	+	+	✓	+	-
Park Nicollet/Methodist Care System	✓	✓	✓	✓	+	+	+	+	-	+
Regional SelectCare System	?	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	✓	✓	✓	+	+	+	+	✓	+	+
St. Luke's Care System	✓	✓	✓	✓	-	+	+	✓	-	+
ⓈⓈⓈ Cost Group 3										
HealthEast Care System	✓	✓	✓	+	+	+	+	✓	-	+
HealthPartners Central Minnesota Clinics	?	?	?	?	?	?	?	?	?	?
Mayo Clinic Rochester/Mayo Health System	?	?	?	?	?	?	?	?	?	?
University of Minnesota Physicians Care System	✓	✓	✓	+	✓	+	✓	✓	-	✓

+ Available in all sites     
 ✓ Partially available or available only in some sites     
 - Not available     
 ? No Information submitted