



Welcome

Group Administrator Training

Agenda

- Welcome
- Medica Customer Support
- Group Administrative Guides
- Enrollment
- Billing
- Communications support
- Employee Assistance Program
- Wellness programs and resources
- Wellness Consultation Partnership

Today's Team



JOY SHELBY
*SENIOR DIRECTOR, CLIENT
OPERATIONS*



BRENT PETERSON
ACCOUNT MANAGER



MICHELLE DIRCKX
*STRATEGIC IMPLEMENTATION
MANAGER*

Customer Support

Medica Customer Support

- Account Team
- Employer Service Center
- Broker Experience Team



Account Team

Medica Account Team

Account Manager-Account Representative

- Group set-up
- Pre- and post-enrollment meeting support
- Health and wellness events
- Broker assistance



Medica Service Center

Medica Service Center

Capabilities

- Clarify benefit information
- Address enrollment and, eligibility concerns
- Check billing, claims, and provider status
- Check on the status of an enrollment
- Order materials for you on behalf of your employees
- Answer questions about the secure member portal
Medica.com/SignIn

1 (952) 992-2200 – 1 (800) 936-6880



Medica Broker Experience

Medica Broker Experience

Capabilities

- Clarify benefit information
- Check enrollment, billing, claims, and provider status
- Check on the status of an enrollment
- Broker Portal questions
- 1-866-752-0945



Group Administration

Topics

Group Administrative Guides

Employer eServices

Enrollment procedures

Billing procedures

Communications support

Group Administration

Group Administrative Guide

Group Administrative Guide

Medica Group Administrative Guides are a comprehensive resource designed to help administer your Medica health plan. The guides provide information about enrollment procedures, billing procedures, and much more.

<https://www.medica.com/employers/administrative-guides>

Fully Insured

Max Liability

Medica ONESource

Self-Insured with 5 digit group number

Self-Insured with 6 digit group number

Employer eServices

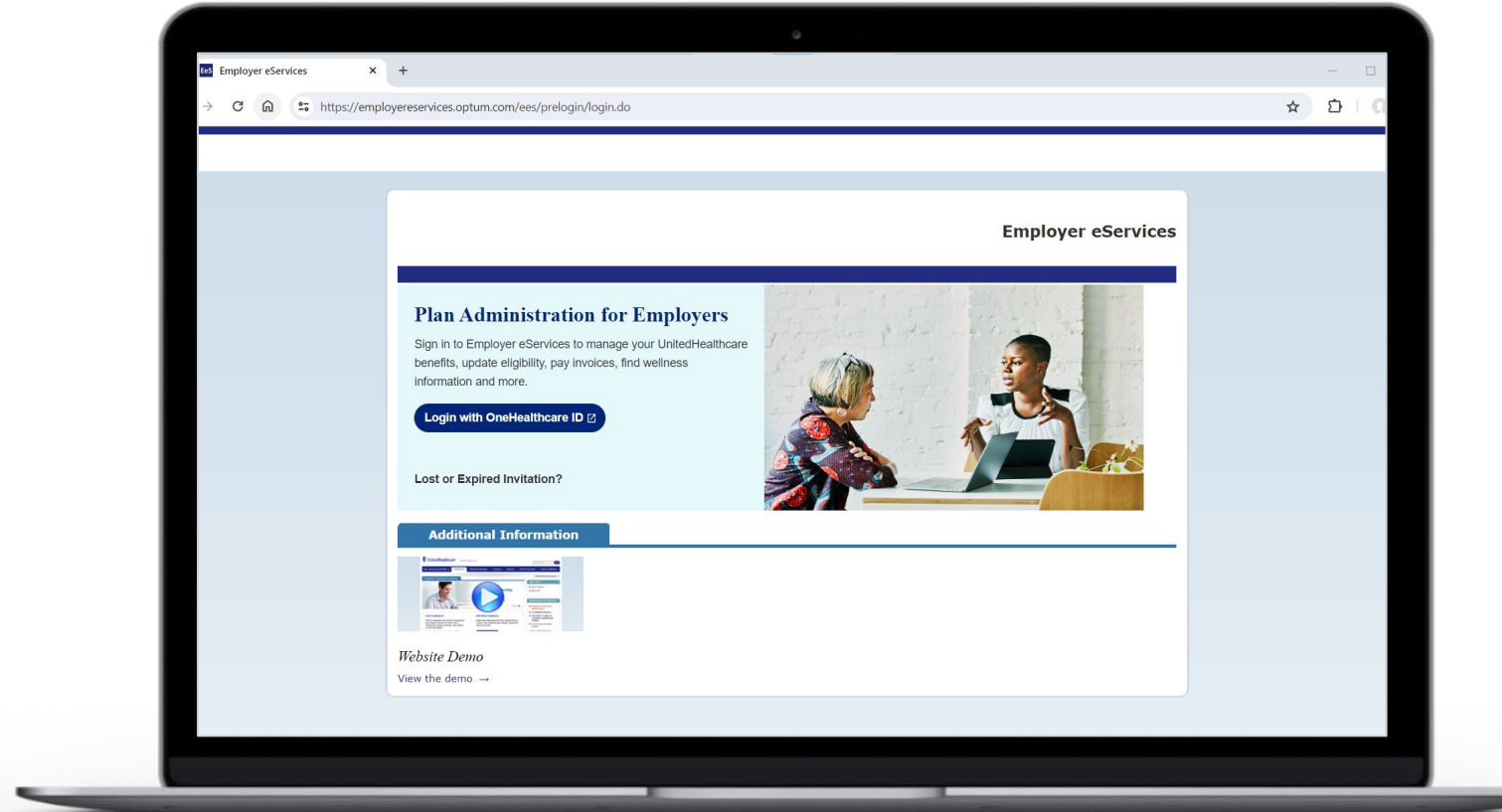
Employer eServices

Features

Real-time online administration

Secure internet connection 24/7

- Manage access
- Enrollment
- ID cards
- Billing
- Pay online



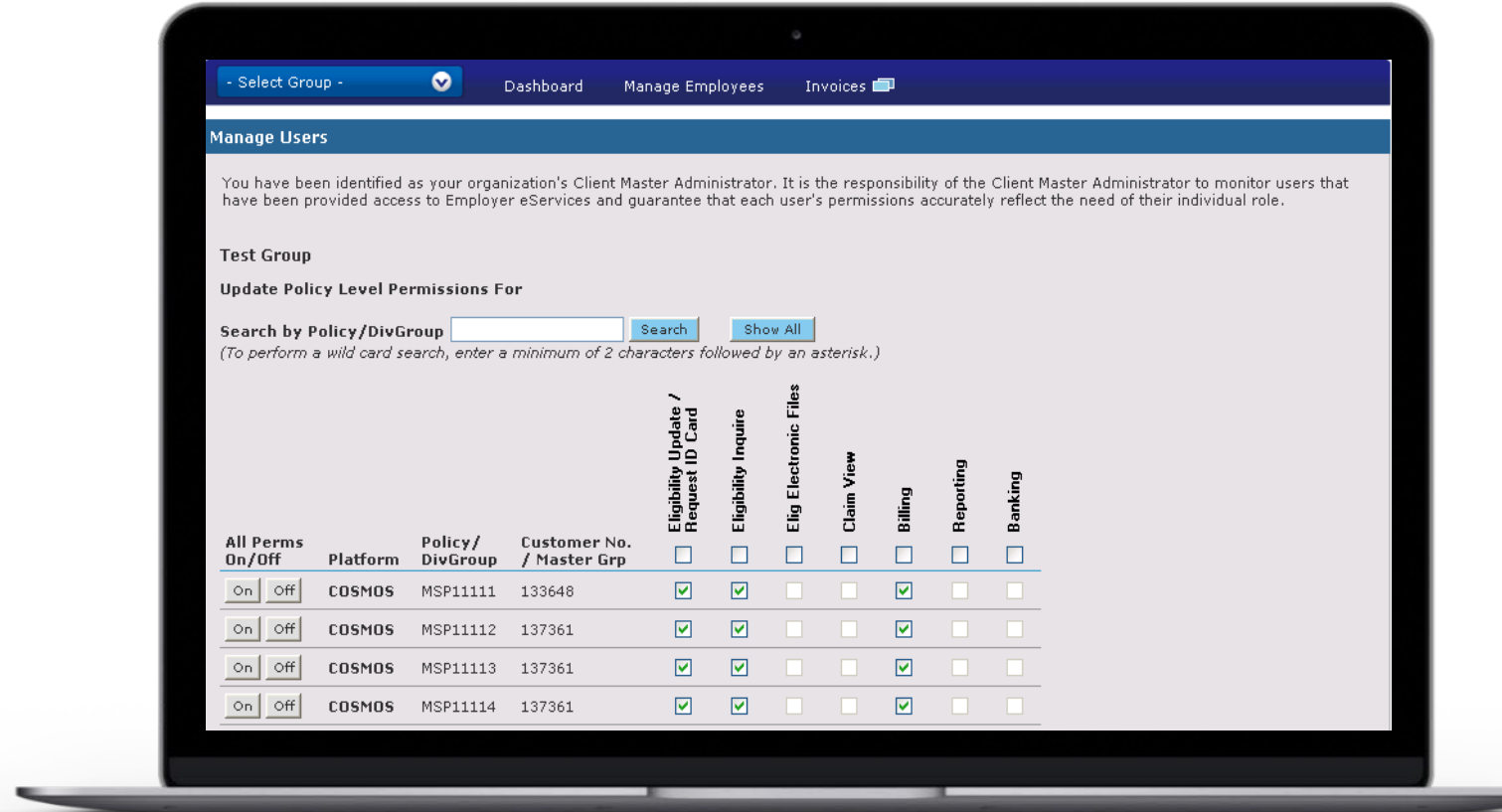
EMPLOYERESERVICES.COM

Employer eServices

Manage access with registered CMA

Client Master Administrator (CMA)

- Manages access of users
- Activate or inactivate access
- Assign functional permissions, such as enrollment or billing



Employer eServices

IF YOU...	CONTACT...
<ul style="list-style-type: none">• Want to register for Employer eServices• Have a general question about Employer eServices or experience a technical issue while using eServices	<ul style="list-style-type: none">• Medica Service Center at 1 (952) 992-2200 or 1 (800) 936-6880• Email the Service Center at MedicaServiceCenter@medica.com
QUESTIONS	

Enrollment Procedures

Enrollment procedures

When can employees enroll?

EMPLOYEES CAN ENROLL...	FORM TO USE...
<ul style="list-style-type: none">• When newly hired• Following a change in family status:<ul style="list-style-type: none">a) Loss of other coverageb) Birthc) Adoptiond) Marriagee) Divorce• During open enrollment	<ul style="list-style-type: none">• The medica enrollment/change/cancellation form

Enrollment procedures

When can employees term?

TERM DATE...	FORM TO USE...
<ul style="list-style-type: none">• Last day of the month• Following a change in employment status:<ul style="list-style-type: none">a) Termination of employmentb) Loss of eligibility due to change in hours or statusc) Dependent age of 26• During open enrollment	<ul style="list-style-type: none">• The medica enrollment/change/cancellation form

Enrollment methods

How do I submit enrollment?

Employer eServices

Electronic Enrollment (75 or more enrolled employees)

Paper forms

Secure upload: <https://portal.medica.com/employer/enrollmentupload?>

Fax: (844)280-3838

Mail: Medica

PO Box 30986

Salt Lake City, UT 84130-0986

Forms may be found online at **Medica.com** or requested from the Medica Service Center at **(952) 992-2200**

Retroactivity is limited to 60 days

Enrollment procedures

Enrollment/Change/Cancellation Form

Use to:

- Add employee
- Add dependent (i.e. spouse, child)
- Waive coverage
- Change information (i.e. name, and address)
- Remove employee from plan (termination date: end of month)

Submit within 31 days of effective date requested or date of change

Minnesota/North Dakota/South Dakota/Wisconsin
Group Enrollment/Change/Cancellation Form **MEDICA.**
 Please type or print clearly. See back page for instructions. Group Number: _____

A. EMPLOYEE INFORMATION

Ⓜ If changing name or address, please enter new information. Have you been a Medica member before? ... Yes No

<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	First name (Legal Name) ⁴	M.I. ⁴	Last name ⁴	Social Security Number ¹	Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married
	Street address		Apt. # City	County	State Zip Code

Email Address _____

Home telephone	Work/cellular telephone	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Birth date (mm/dd/yy)	Do you or any of your dependents speak a language other than English as your primary language? ... <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," please list name and language: _____
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Primary Care Clinic (Required for Medica Elect,² Medica Essential³) _____ Primary Care Clinic identification (PCC ID) number _____

B. DEPENDENT INFORMATION

Ⓜ List all members to be covered. Write name as it should appear on the I.D. card.

Check appropriate box	First name ⁴ M.I. ⁴ Last name ⁴	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Birth date (mm/dd/yy)	Relationship ²	Full-time student? ³	Required for Medica Elect, Medica Essential
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	1 SS#				<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	2 SS#				<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	3 SS#				<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	4 SS#				<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____

Important: 1 Your Social Security number (SSN) is requested to report your coverage status to the federal government. The IRS requires Medica to report this information. If you choose not to provide your SSN, you will likely be contacted by the IRS, and/or Medica asking you to verify your SSN for 1095 tax form purposes.
 2 For court-ordered or adopted dependent(s), legal documentation must be attached.
 3 Medica does not administer student status verification, however, your employer may request this information for their records.
 4 Please provide each applicant's name as stated on their Social Security card, if they have a Social Security card.

C. PRODUCT SELECTION

Medical Plan
 If your employer offers you a choice of medical plans, please write your medical plan selection here:

D. WAIVER OF MEDICAL COVERAGE

Ⓜ This entire section must be completed if you or your dependents DO NOT want coverage.

1) I understand that I am eligible for coverage through my employer. I DO NOT want coverage for:
 Me and my dependents My spouse My dependents only

2) The reason I am declining coverage at this time is because I or my dependents have coverage provided through:
 Spouse's group plan Individual Policy South Dakota Risk Pool (dates of coverage): _____
 Medicare Group Coverage Continuation (COBRA) CHAND (dates of coverage): _____
 MinnesotaCare Medical Assistance Other: _____

Employee Signature: X _____ Date Signed: _____
 (only sign if you are waiving coverage)

COSMOS • COM9406-1-00816

Continuation Eligibility

To re-enroll members who have elected continuation

- Terminate coverage
- Notify members of continuation rights
- Re-enroll

COBRA Tip Sheet

<https://www.medica.com/-/media/Documents/Group/Employer/Admin-Guides/COBRA-Enrollment-Tip-Sheet-COM20261.pdf>



Continuation Eligibility Questions

To determine Eligibility:

COBRA/Continuation laws and requirements are the responsibility of the employer (contact your legal counsel)

For more information see the Department of Commerce or Department of Health in the state you are situated

Federal COBRA questions: US Department of Labor at 1-866-487-2365 or www.dol.gov

Billing Procedures

Billing procedures

Billing

- Pay as billed, wait for adjustments
- Payment due by first of the month
- Bills run on or around 11th of the month
- Changes are due 30 days prior to reflect on billing statement
- Automatic Clearing House (ACH), an automated payment option, is available upon request
- Questions? Call the Service Center at **(952) 992-2200**



Billing procedures

Invoices

Invoice reflects:

- Account summary
- Current invoice summary
- Invoice detail at the subscriber level
- Applicable adjustments

Review monthly and contact Medica Service Center with questions.



Contracts

Medica Contract

Many questions can be answered by referring to your contract with Medica. This is a legal contract between your company and Medica that lists the following:

- Term of contract
- Grace period
- Acceptance of contract
- Eligibility
- Rates

Certificates of Coverage are sent to you and available to your employees on [Medica.com](https://www.Medica.com).



Communications Support

Communications support

Employer update E-Newsletter

- Monthly employer newsletter
- Employer events
- Policy changes
- Product, network, and service changes
- Ideas for helping you manage your health care costs and engage your employees in healthy lifestyles
- Contact Medica if you aren't currently receiving the Employer Update and would like to

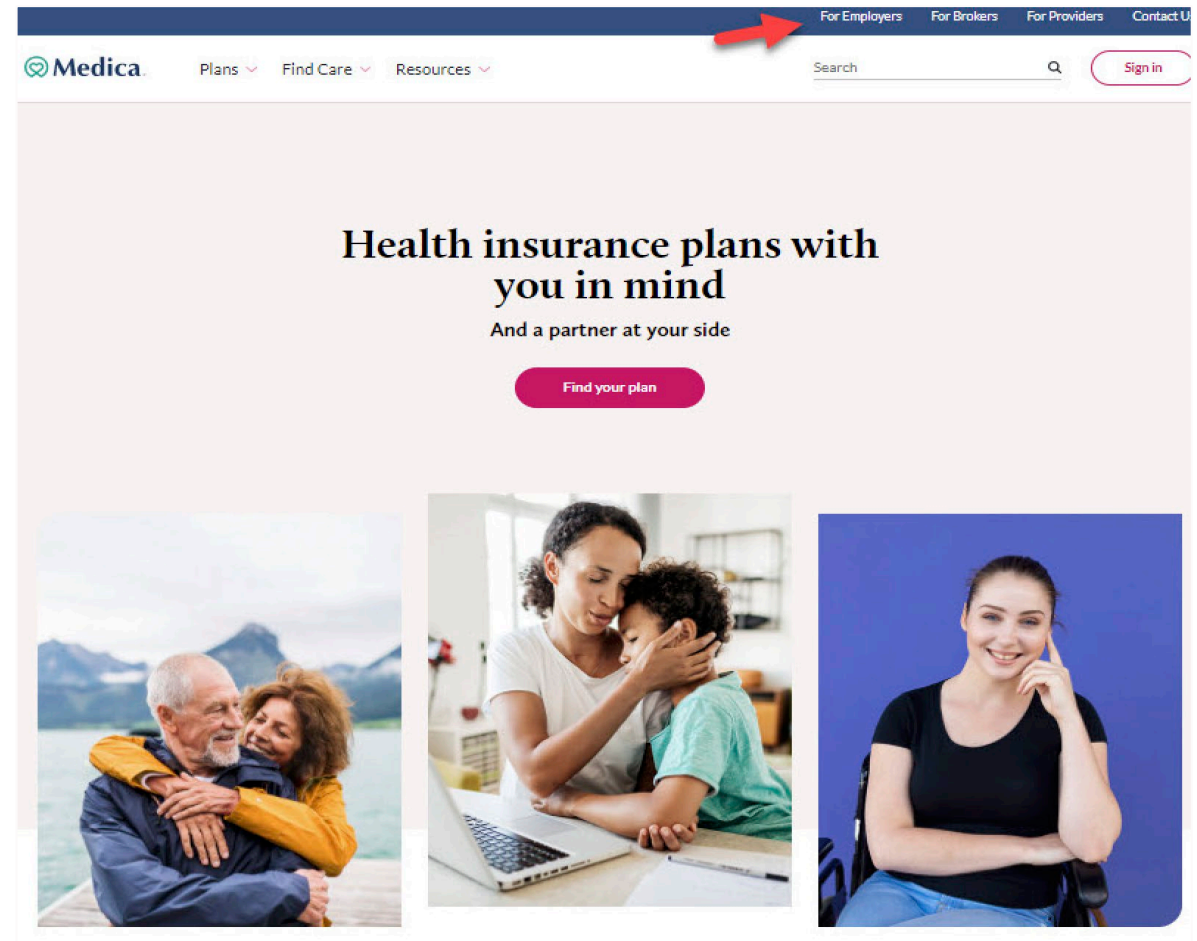
The screenshot shows the Medica Employer Update newsletter interface. At the top, the Medica logo and 'EMPLOYER UPDATE' are displayed. Below this is a green header with the text 'NEWS FOR EMPLOYERS'. A navigation bar contains links for 'Forms', 'eServices', 'Worksite Wellness Resources', and 'Member Materials'. The main content area features two articles. The first article, titled 'My Health Rewards by Medica® offers new tool to help members eat well', discusses the Foodsmart by Zipongo tool and lists benefits such as recipes, grocery lists, online grocery ordering, and NutriQuiz. The second article, titled 'Learn how to administer your plan through group administrator training', describes a training session. Below the second article is a table with training details.

Topic	Date/Location	Register
Group Administrator Training	March 15 (9-10 a.m.) WebEx	Register

Communications support

Medica.com for employers

- Plan information
- Employer and member information resources
- Valuable health and wellness programs and resources for employers and members
- Find a physician or facility
- Online versions of our publications
- Recent Medica news
- Member tip sheets



Communications support -member newsletter


Be.Well

- General health and wellness lifestyle content
- Emailed three times per year to members with a member website account
- Content lives on our Medica.com blog for employers to share

To begin receiving *Be.Well*, you can activate your online member website account at [Medica.com/SignIn](https://www.Medica.com/SignIn).


FOR EMPLOYER-PROVIDED PLAN MEMBERS

Be.Well by Medica
February 2023



Find Your Focus


We all have a choice on how to proceed with our days, even when it feels like things are working against us. It all starts with intention and purpose. And it ends by focusing on what matters most — family, friends, and health.



Ease the Sneeze

Tame and treat your seasonal allergies.

[Find relief >](#)



Save Your Skin

Get and keep a healthy glow.

[Learn how >](#)

2024 Action plan calendar

Visit <https://www.medica.com/employers/worksites-wellness> for resources.

MONTH	TOPIC(S)	RESOURCE(S)
January	Importance of a wellness goal	My Health Rewards by Medica®
February	American Heart Month	My Health Rewards: Connect a fitness tracker, Get Moving Journeys® Life Time® Digital fitness program Omada®
March	National Nutrition Month	My Health Rewards: Nutrition Guide, Eat Fit Go, Foodsmart by Zipongo, Monj
April	Importance of sleep	My Health Rewards: Sleep Guide
May	Mental Health Awareness Month	Medica's behavioral health resources Live and Work Well Self Care by AbleTo Amwell Ovia
June	Men's Health Month	My Health Rewards: My Care Checklist Omada
July	Summer healthy eating	My Health Rewards: Nutrition Guide, Foodsmart, Monj
August	Financial fitness	Live and Work Well My Health Rewards: Managing my Finances Journeys
September	Virtual care	Amwell Virtuwell®
October	Breast Cancer Awareness Month/Importance of preventive screenings	My Health Rewards: My Care Checklist Ovia
November	Diabetes Awareness Month	My Health Rewards: Diabetes-related Journeys Omada
December	Healthy holidays	Medica's behavioral health resources Live and Work Well Self Care by AbleTo Amwell Ovia

Medica Behavioral Health

Medica Behavioral Health

24/7/365 resources: Find the right behavioral health provider for your needs through our extensive network of over 81,000 practitioners nationwide

Available to all groups: Whether you have Optum EAP or not, you have access to these resources.

How to find a behavioral health provider:

Call Medica Behavioral Health at
1 (800) 848-8327

Use the Online Directory at **Medica.com/FindCare**

- (Look for the "Start here" option in the Behavioral Health tile)

Access comprehensive resources at
LiveAndWorkWell.com with access code **MEDICA**

- Includes 24/7 professional care, self-help programs, and valuable information



Need to speak with someone? [Get help now](#)

What type of Behavioral Health Care can we help you find near:

Hopkins, MN 55305

[Change Location >](#)

Search for providers and services

[Search](#)

Frequent Searches

[Psychologist >](#) [Anxiety >](#) [Therapists >](#) [Depression >](#)

Find Care by Category



People



Places



Services



Conditions



Cost Estimates

In case of crisis:

Optum Behavioral Health Crisis Line:
1 (800) 848-8327 (Press #8)

Optum Substance Use Disorder Helpline:
1 (855) 780-5955

Optum Behavioral Health manages the Medica Behavioral Health program

Live and Work Well

Features

Well-being support and resources

- Explore a **wealth of self-help services, interactive tools and action-oriented advice** to help you take steps toward feeling healthier, happier, and in control of your well-being.
- **View the latest news, events and library of expert articles** and advice, to learn about conditions and issues that may be affecting your life.
- **Participate** in a variety of interactive, customizable self-improvement programs.
- Access the substance use disorder (SUD) helpline and online chat, a free, confidential resource available to you or a loved one. Provides **direct access to a substance use recovery advocate 24 hours a day, 7 days a week.**
- **Create an account** to access more personalized services.



Medica[®] Optum[®] Emotional Wellbeing Solutions (formerly Optum EAP)

- **Five** counseling sessions per issue, per year covered at 100%
- A **robust collection** of interactive resources, webinars, screeners, and information on **LiveAndWorkWell.com**
- Legal and mediation services, including a **30-minute legal consultation at no cost and a 25% discount** if they hire an attorney
- Community resources
- Financial advisor support
- Parenting and child care or elder care services and more
- Employers have access to **150 hours** for training workshops and crisis response.

Nearly **80%** of issues are resolved within EAP, without referral to additional behavioral health services*

83% were more effective at work/school*

Medica[®] Optum[®] Emotional Wellbeing Solutions (formerly Optum EAP)

EAP work life areas



Adult/Eldercare Services

financial planning | retirement planning | legal services | housing assistance | support services | respite care
insurance information | transportation | Medicare/Medicaid support | long-distance caregiving | aids to daily living



Child/Parenting Services

childcare | parenting support | child development experts | special needs support | help for teens
pregnancy services | childbirth/Nursing professionals | camps | family activities | adoption support | grand parenting
assistance | pet services | help for non-traditional families | communication training | domestic relocation



Chronic Condition Support

aids to daily living | medical suppliers | food/nutrition assistance | self care tools | travel assistance
social services | home healthcare | mail order pharmacies | medical alert systems | special housing



Life Learning

school issues | special education resources | college selection | lectures | career consulting | online learning
financial aid assistance | alternative education programs | community education programs
adult education classes | enrichment classes | music, dance, art and craft classes



Convenience Services

household needs | personal issues | recreational activities | shopping entertainment | dining
nightlife options education | health & wellness

Virtual Care

Virtual care options

Clinic-based	Amwell	Virtuwell	CallLink Nurseline
Many clinics offer virtual care, online care or e-visits	24/7 online clinic available in every state Includes coverage for medical and behavioral health care services	24/7 online clinic available in select states	Available 24/7
Prices vary	Medical: Each visit is \$67 or less Behavioral health: Price varies by type of service	Medical: Each visit is \$79 or less	FREE
Check with your clinic to see if they offer virtual care and how you can connect with your provider online	Mobile, web and phone visits with a board-certified doctor	Online visits with a certified nurse practitioner	Phone visits with trusted advisors and nurses
Clinic's website	Amwell.com	Virtuwell.com	

Medica CallLink®

Getting the best care and the best value

- Learn more about a diagnosis
- Decide what type of care meets your needs
- Understand symptoms and treatment options
- Create a plan for adding healthy habits to your routine
- Understand how to take medications safely and effectively
- Find a doctor or hospital and schedule an appointment
- Get information about preventive screening services



Available 24-7

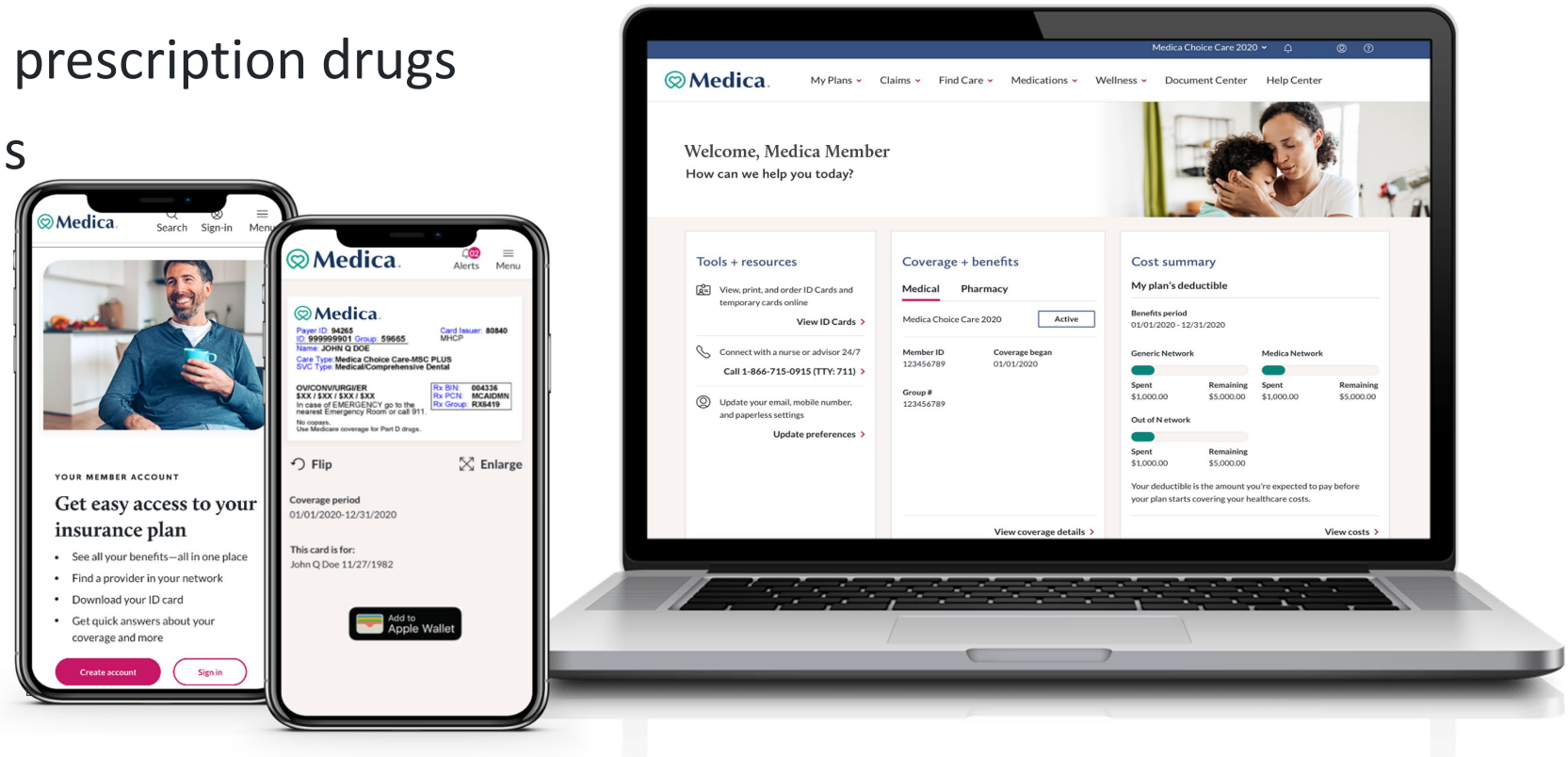
1 (800)-962-9497

Member Resources

Member Website: Medica.com/SignIn

Member's one-stop health plan resource

- Download or print Medica ID card
- Find in-network providers and pharmacies
- Track medical claims and prescription drugs
- Find plan coverage details



My Health Rewards

Overall Goal

Earn points and get up to \$225 in rewards per year with My Health Rewards, an online tool that helps you take small steps to reach your health goals.

Eligibility

Medica subscribers, spouses, and dependents ages 18 and older.

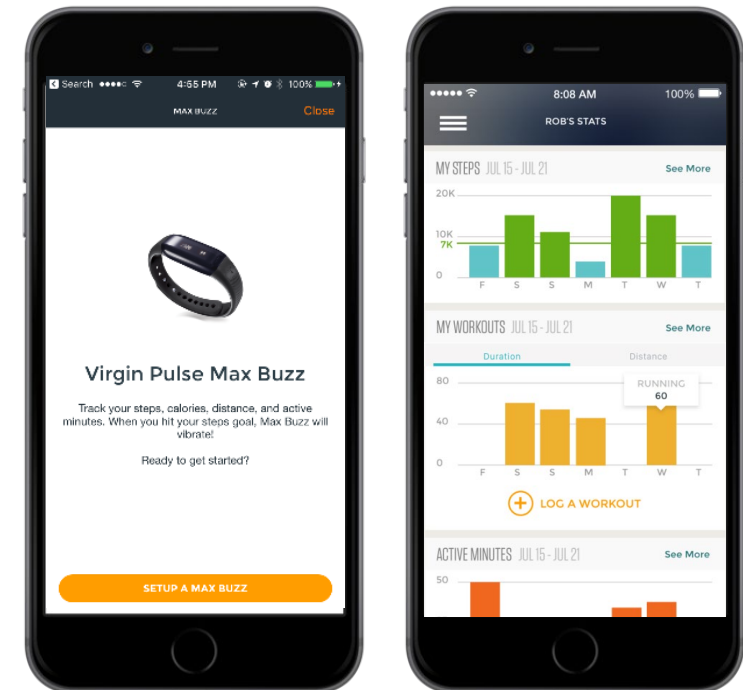
WAYS TO EARN	POINTS	PULSECASH REWARD AMOUNT	REWARD TYPE
EARN PROGRAM POINTS	2,000	\$10	E-gift card or other options
	10,000	\$20	E-gift card or other options
	25,000	\$50	E-gift card or other options
	40,000	\$80	E-gift card or other options
\$160 per year			
20-DAY TRIPLE TRACKER	Track* any combination of the following activities on 20 or more days in a calendar month to earn a bonus reward: <ul style="list-style-type: none"> 7,000 steps a day and/or; 15 active minutes a day and/or; 15 workout minutes a day. 	\$5 per month	E-gift card or other options
\$60 per year			
PREVENTIVE CHECKUP	Get your annual preventive health checkup and mark your completion date in "My Care Checklist"	\$5 per year	E-gift card or other options
Point-based rewards + 20-day triple tracker + preventive checkup rewards =		\$225 in rewards potential per year	E-gift card or other options

*You must connect your fitness tracker to your My Health Rewards account. Manual tracking of steps and active minutes will not count toward earning the monthly reward.

Rewards

Get rewarded for using the tools and programs that work for you.

- Earn a bonus \$5 reward each year for completing your annual preventive health checkup
- Track physical activities, daily steps, sleep
- Completing Healthy Habits activities
- Completing self-guided courses, called Journeys
- Daily Learning Cards



Omada for Prevention

Overall Goal

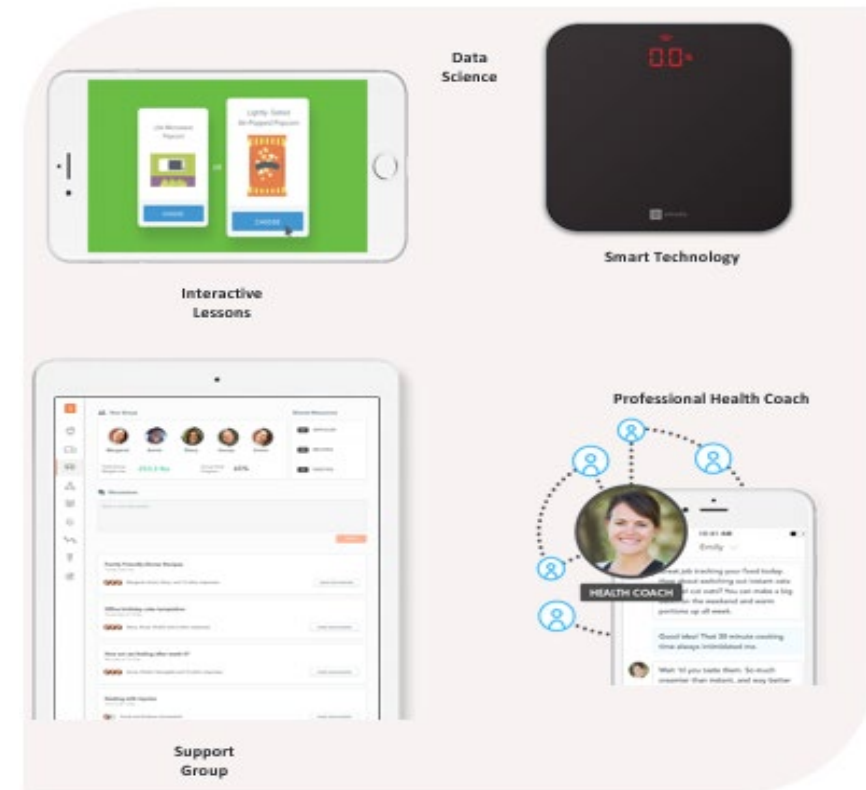
Offer a digital lifestyle program that is designed to help at-risk individuals lose weight and combat obesity-related chronic disease such as diabetes and heart disease.

Eligibility

Medica subscribers, spouses, and dependents 18 years of age and over.

Program Features

- Health coach to provide one-on-one guidance and support.
- Connected scale and mobile app to track weight, activity, and food.
- Participants learn to build strategies for healthy eating, activity, sleep, and stress management.



Take a quick online health assessment to see if you're eligible at [OmadaHealth.com/Medica](https://www.OmadaHealth.com/Medica).

Self Care by AbleTo

Overall Goal

Empowers individuals to engage with coping tools, meditations, sleep tracking, healthy habits and more to improve their mental health and build life skills.

Eligibility

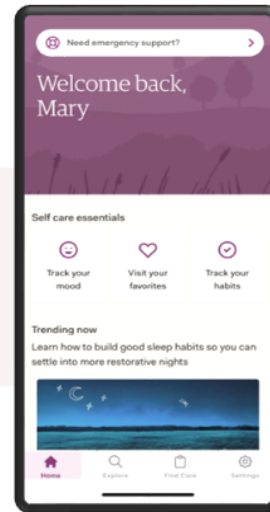
Medica members 13 years and older as part of their Medica Behavioral Health Plan

Program features

- Assessments & tracking
- Mental health skills & tools
- Collections
- Community
- Find Care – Connect w/ a therapist online

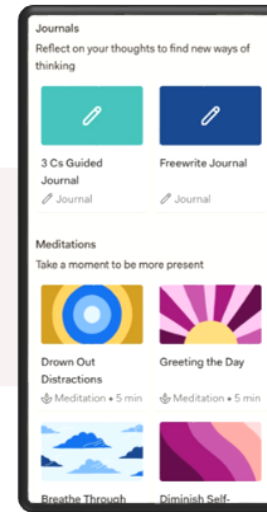
Getting started

- Go to AbleTo.com/Begin
- Click “Get started” and enter “Medica” for access



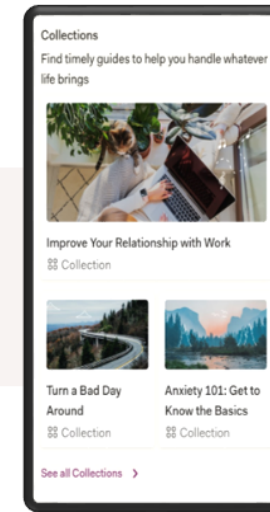
Assessments and tracking

Mood tracking and assessments help members understand their emotional state, track progress and access focused content, tools and support.



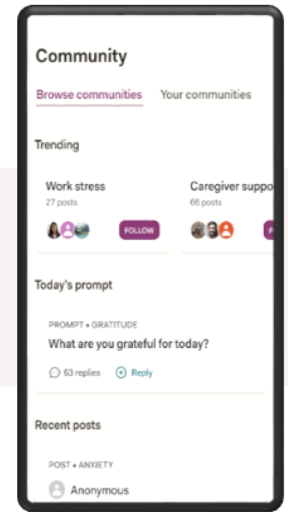
Mental health skills and tools

Clinical tools and techniques help members learn and practice evidence-based mental health tactics to build long-term life skills.



Collections

Topical content helps members learn and apply skills relevant to specific needs or situations.



Community

Coming later in 2023, will feature structured chats and message boards invite peer-to-peer discussions and allow users to connect and learn from one another.*

Ovia – digital tools for modern parenthood

Overall Goal

Ovia Health offers three apps to guide members through some of life's biggest transitions: planning and starting a family, pregnancy, balancing life as a working parent, and managing menopause.

Eligibility

Medica members who are female and 18-46 years of age can access personalized Ovia Health resources.

Getting Started

1. Download Ovia Fertility, Ovia Pregnancy, or Ovia Parenting from the App Store or Google Play.
2. Sign up and choose “I have Ovia Health as a benefit.”
3. Enter your state, health plan (Medica), employer name, and personal details.
4. Get started!



Ovia Fertility



Ovia Pregnancy



Ovia Parenting

With Ovia Health apps, you get:

A health assessment and symptom tracking

Get alerts and personal coaching when you need it.

Calendars, updates, and checklists

Use a pregnancy calendar, daily baby updates, and a development checklist to track milestones for you and your baby.

Health and wellness programs

Explore health and wellness programs to help you learn about infertility, sexual health, birth planning, preterm delivery, mental health, breastfeeding, and more.

Unlimited one-on-one coaching

Send instant messages to registered nurse health coaches to ask all your questions.

Benefits library

Learn about all of your health care benefits from one, easy-to-find place.

Career and return-to-work programs

Find coaching and career advice about maternity leave, returning to work, and being a working parent.

Life Time[®] Digital Fitness Program

Overall Goal

Get active anywhere, anytime with the Life Time Digital app membership at no additional cost to your members

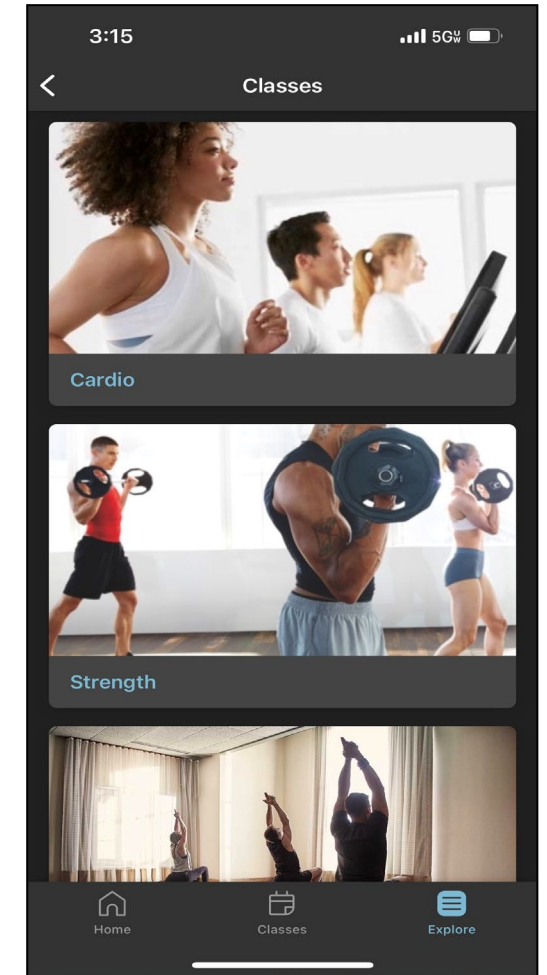
The Life Time Digital program includes both on-demand and live virtual classes, digital wellness content, meditations, and resources for all fitness levels

Eligibility

Medica subscribers, spouses, and dependents ages 18 and older

Getting Started

1. Log in to member account at [Medica.com/SignIn](https://medica.com/SignIn)
2. Select “Programs + Tools” under the “Wellness” section in the navigation menu
3. Under “Life Time Digital,” click “Sign up”
4. Download the Life Time Digital app from the Apple Store or Google Play





Thank you