

MEDICA®

FOR IMMEDIATE RELEASE
March 27, 2009

For more information, contact:
Greg Bury, Medica
952-992-8437
E-mail: greg.bury@medica.com

Medica Offers Assistance to Individuals/Communities Impacted by Flood, Makes Contingency Plans for Fargo Hospitals and Providers

Medica is actively participating in general flood relief efforts in the Fargo area. The Medica Foundation is donating \$5,000 to the Minn-Kota Chapter of the American Red Cross. And although Medica's office in Fargo likely will be unaffected by the floods, it is temporarily closed to allow Medica employees to participate in sandbagging and other flood relief efforts. Medica has maintained an office in Fargo since 1996.

Medica also is providing assistance directly to North Dakota and western Minnesota residents impacted by the floods.

- **Crisis phone line**—A crisis phone line staffed by highly trained mental health professionals is available at no charge to *all people* (they do not have to be Medica members) needing support, information or referrals to other community resources.
 - *Medica members* may call the Medica® Optum® Employee Assistance Program at 1-800-626-7944
 - *Others* may call Medica® Optum® Crisis Line at 1-866-342-6892
- **Prescription refills**—Special processes are in place to assist those who have left their prescription medications behind during an evacuation and are in need of replacement prescriptions. If the pharmacy's system indicates that it is too soon to refill the prescription, the pharmacist may enter a one-time override and fill the prescription and the claim will be processed as usual.

Medica also will be working with Fargo-area providers to ensure Medica members' health care needs are met during hospital evacuations, clinic closings and other operations impacted by the floods. This includes making sure financial payments to providers are not disrupted in the event they are unable to submit claims to Medica due to systems or facility disruptions.

About Medica

Serving more than 1.3 million members, Medica is a health insurance company headquartered in Minneapolis and active in the Upper Midwest. The non-profit company provides health care coverage in the employer, individual, Medicaid, Medicare and Medicare Part D markets in a growing number of North Dakota counties, South Dakota, Wisconsin and throughout Minnesota. Medica also offers national network coverage to employers who also have employees outside the Medica regional network.

Medica has the highest accreditation status, Excellent, from the National Committee for Quality Assurance (NCQA®) for its Minnesota Medicaid HMO plans and commercial health plans in Minnesota and North Dakota. Medica's vision is to become the community's health plan of choice, trusted for its integrity, respected for its service, and admired for its commitment to innovation and efficiency.

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