

November 2008

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# LaborCare<sup>®</sup> Update

*from* MEDICA.

## Press 3 now for prompt service

Medica Service Center has changed the prompt for LaborCare calls to 3. To call for information on claims, re-pricing and other general payer questions, now dial:

**(800) 858-9060** - prompt 3 *or*

**(952) 992-2500** - prompt 3

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## Health and wellness coaching now available

Medica launched a new health and wellness coaching program October 1, 2008. Health and wellness coaching uses a whole person, goal-oriented approach that encourages members to make healthy decisions that affect their own health. The research-based program promotes better health and more cost-effective use of healthcare dollars by identifying the members who are at risk for becoming high cost/high users of health care. The program aligns with Medica's existing total health management initiatives and is replacing the common and rare disease management programs.

Members are identified by sophisticated predictive modeling software that analyzes medical, behavioral, and pharmacy claims data. Once identified, participants are personally invited to enroll in the health and wellness coaching program, but can choose not to enter program and/or opt out at any time.

Health and wellness coaching is available to LaborCare<sup>®</sup> groups that purchase the Total Health Management package.

[Download the health and wellness coaching fact sheet.](#)

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## Fit Choices by Medica expands nationwide

Exciting news for LaborCare groups with enrollees located outside of Medica's service area and those who frequently travel! Fit Choices<sup>SM</sup> by Medica the popular health club reimbursement program (available for purchase with LaborCare groups) is expanding nationally in response to

the increasing number of requests to provide health club access outside of the Medica service area.

As of September 1, 2008, the same rules and specifics (e.g., \$20 credit for eight or more days of visits) of the Fit Choices by Medica will apply to four nationwide health clubs:

- [Life Time Fitness](#)
- [Anytime Fitness](#)
- [Snap Fitness](#)
- [Curves](#)

**The program has proven to improve health and reduce health costs:** Members who began a new, regular program of exercise saw a 9% decrease in claim costs after just two years in the program while a matched control group experienced an increase of 65%. Ninety-four percent of surveyed participants report their overall health has improved since enrolling in the program. This month, 12 new locations have also been added to the full list of participating clubs. This expansion will increase the number of participating health clubs from approximately 700 to over 8,000.

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### **Get more from Medica Behavioral Health**

Help enrollees get expert care management and accurate coordination of care by encouraging them to call Medica Behavioral Health when they receive a behavioral health hospital referral. Medica Behavioral Health is the number one resource to find in-network participating behavioral health hospital providers.

**Enrollees can call to get detailed information and expert help to:**

- Get the right care management and coordination services
- Ensure accurate screening and assessment with the help of Care Advocates
- Ensure they meet the medical necessity for services and provide a higher level of care if needed

Be sure enrollees have all of the information they need. Call Medica Behavioral Health at **(800) 633-3511** for all questions related to hospital providers in your network. *This information is not available on the Web site.*

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### **Find A Doctor tool now easier to compare providers**

In response to feedback and to ensure members get the information they need fast, improvements have been made to the Find A Doctor tool. The most notable is LaborCare enrollees now have a quick way to go directly to Find A Doctor from the LaborCare Web site.

**The upgrade offers:**

- More provider search options and updated look with more intuitive, icon-based navigation
- The ability to perform side-by-side comparisons of doctors
- More drill-down information on a clinic and its affiliates
- A new left-hand menu to easily refresh results
- Enhanced Google mapping technology with the ability to view pharmacy, clinic, and hospital locations all on one map

[Check out the new Find A Doctor at LaborCareOnline.com.](#)

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## Does your group need Total Health Management?

### ***Total Health Management has something for everyone***

Total Health Management is available for purchase for all LaborCare groups. This suite of programs truly has something for everyone. From the very healthy to the very ill, we have something for your enrollees.

**Here are some examples of programs you can add to help enrollees get healthy and stay healthy:**

- [Health club reimbursement](#) - work out eight or more days in a month, get reimbursed \$20 off monthly membership fee.
- [Health and wellness coaching](#) - focuses on improving results for these members who have chronic disease and multiple health conditions.
- [My Health Manager from Medica<sup>SM</sup>](#) - is a dynamic tool that provides health assessment results and interactive programs for enrollees.
- [Medica CallLink<sup>®</sup> nurse line](#) - is ideal for when enrollees have a medical question that is not an emergency.
- [Healthy Pregnancy Program](#) - promotes early and consistent prenatal care including case management.
- [Tobacco Cessation Program](#) - offers personal coaching by phone, access to online quitting tools, support from others who are trying to quit, and information about medications that may make the quitting process easier.

[Download LaborCare Wellness News for more information.](#)

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## Medica earns certification for valid ROI measurements

Count on Medica to deliver accurate return-on-investment outcomes that provide your clients with the information they need to make educated disease management decisions that pay off.

Medica is one of only 31 nationwide health plans awarded "certification for validity in savings measurement" in recognition of our use of correct metrics to measure our financial and/or adverse event reduction performance in disease management from the [Disease Management Purchasing Consortium \(DMPC\)\\*](#).

Program categories measured include: Pediatric Asthma, Coronary Artery Disease, Cardiac Heart Failure, and Diabetes for plausibility indicators. Plausibility indicators are defined as metrics that are checked to ensure the calculated ROI is plausible. For instance, if a health plan shows they have saved money in asthma, it must be the case that they have reduced the number of asthma attacks that end up in the ER or hospital.

*\*DMPC is led by Al Lewis, who is considered the founder and the most influential leader in the disease management industry. Associate members include national care accreditation organizations such as JCAHO, URAC and the Harvard School of Public Health.*

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## Total Health Management can affect the bottom line

Our total health management programs offer comprehensive support to improve member health and manage health cost trend. Check out our series of value reports that help demonstrate potential return on investment for groups who support and drive wellness initiatives.

**Each value report concisely describes:**

- Disease prevalence along with costs and productivity implications
- How enrollees are identified, engaged and the follow up
- Aggregate outcomes: financial, clinical and enrollee experience

Watch for more value reports in the next edition of *Labor Care Update*.

[Download Managing High Risk Members Value Report](#)  
[Visit Total Health Management Web site to download other Value Reports](#)

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## LaborCare provider network remains strong

LaborCare delivers the largest PPO network in Minnesota and one of the largest in the region.

Type of Network	Available Networks
Primary Care Physicians	19,285
Specialists	37,351
Hospitals	282

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## Provider Updates

We want to keep you up-to-date on providers in your network.

The following providers are no longer in the LaborCare network:

- **Surgical Specialists of Minnesota** (Minneapolis and Edina) - a general surgery facility.
- **Minnesota Pain Center** (Eden Prairie) - an anesthesiology provider.

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LaborCare Resources	
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<ul style="list-style-type: none"> <li>• Sale of new group business</li> <li>• Questions on product portfolio</li> <li>• Sales presentations</li> <li>• Network discount reporting</li> <li>• Geo/disruption reports</li> <li>• Rate and product negotiations</li> </ul>	<ul style="list-style-type: none"> <li>• Group term/add</li> <li>• Savings report</li> <li>• Directory request</li> <li>• Product education</li> <li>• Payer management</li> <li>• Escalated service issues</li> <li>• Provider network questions</li> </ul>
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