



County Connect Newsletter | April 2024

Second Quarter Meetings

We will be scheduling meetings with our county partners throughout the second quarter, based on the preferences you have shared previously. Thanks to all of you who have already scheduled and participated in meetings with our team. For those counties that aren't available or don't want to meet during this quarter, we'll send a written update and a data report.

We're always happy to meet, and we welcome your feedback at any time. You can reach our team at countyengagement@medica.com.

Member Advisory Committee Meetings

We will be holding multiple Member Advisory Committee meetings throughout 2024 and will be including groups of members from each of our Medicaid products. Upcoming meetings:

- 5/29/24 (4-6pm) – Public Library (St. Cloud) – PMAP & MinnesotaCare
- 8/28/24 (11-1pm) – Public Library (Little Falls) – SNBC & ISNBC
- 10/10/24 (11-1pm) – Public Library (Duluth) – MSHO & MSC+

We invite you to send us the names of any individuals you think would be a good fit to share feedback and input with Medica for this or other meetings later in the year. We look for a diverse set of voices and perspectives for these groups. We include members as well as a variety of other stakeholders (providers, advocates, county representatives) as well.

Please let us know if you would like to attend and/or share any potential participant names by emailing us at AdvisoryCommittee@medica.com.

Resource Spotlight: Family Support Program

Medica Behavioral Health offers a variety of programs and interventions to support the behavioral health needs of our members. One of the programs we offer is the Family Support Program, which is designed to provide clinical expertise and navigation support to caregivers of children with complex behavioral health needs. The program is an effort to improve clinical outcomes, build confidence in navigating the health care system, shorten time to treatment and improve overall member experience.

Who is eligible:

- Members aged 0–20 diagnosed with or suspected to have complex BH condition such as Autism Spectrum Disorder, Major Depressive Disorder, Bipolar Disorder, Psychotic Disorder, Eating Disorder, Substance Use Disorder
- Members in foster care with complex needs
- Members transitioning into adulthood who would benefit from condition specific and developmentally appropriate referrals to covered providers
- Members experiencing crisis or admission to high level of care due to a BH condition


How it Works:

- Care advocates help members locate health care providers and resources in their community that fit their individual and unique needs.
- Care advocates coordinate care with community agencies to offer clinically appropriate referrals to covered providers.
- Members have access to on-line wellness support through Medica’s unique Family Support Navigator tool, found at Liveandworkwell.com (access code Medica).

For more information or to make a referral, please call the Medica Behavioral Health Family Support Program at 877-495-9422.

Member Identification Cards

We received a great suggestion from one of our county partners that it would be helpful to have an example of the Medica member identification card, in order to understand what is displayed and to help guide members who have questions. Please see below for examples of the current Medica identification cards.

 <p>Payer ID: 99999 ID: 999999901 Group: 99999 MHCP Name: JOHN Q SUBSCRIBER Care Type: [Plan Name] SVC Type: Medical/Comprehensive Dental/Rx</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> Rx BIN: XXXXXX Rx PCN: XXXXXX Rx Group: XXXXXX </div> <p>In case of EMERGENCY go to the nearest Emergency Room or call 911.</p>	<p>Member Services (TTY: 711): 1 (XXX) XXX-XXXX NurseLine™ by HealthAdvocate™: 1 (XXX) XXX-XXXX Mental Health Crisis: 1 (XXX) XXX-XXXX Pharmacies call ESI: 1 (XXX) XXX-XXXX Providers call: 1 (XXX) XXX-XXXX</p> <p>Appeals and Grievances: Medica: 1 (XXX) XXX-XXXX or Fax: 1 (XXX) XXX-XXXX (TTY: 711) State of MN - DHS Appeals Unit, PO Box 99999, City, ST 99999-9999 Managed Care Ombudsperson, 1 (XXX) XXX-XXXX or 1 (XXX) XXX-XXXX (TTY: 711) Medical: Medica Government Programs, PO Box 99999, City, ST 99999 Delta Dental® (ID 99999): PO Box 9999, City, ST 99999-9999 Optum Chiropractic (ID 99999): PO Box 999, City, ST 99999-9999 Medica Behavioral Health (ID 99999): PO Box 99999, City, ST 99999</p>
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National County Government Month



April is National County Government Month (NCGM). The theme for this year’s celebration of NCGM is “Forward Together”. The theme highlights the powerful role of county governments as intergovernmental partners that:

- **Connect**, building bridges to advance excellence and networks in county government
- **Inspire**, driving community engagement and residents’ trust in county government, and
- **Lead**, spearheading local, state, federal and tribal intergovernmental partnerships and common-sense policy solutions.

Medica appreciates the dedication and vital services that counties provide to the communities and members we serve. Thank you for all your hard work and contributions to our communities.

Recent & Upcoming Events



Our County and Community Engagement Team is excited to sponsor and participate in community events throughout Minnesota. Below are some recent photos and a list of upcoming events.



- 4/16/24: **Project Community Connect** (Mankato)
- 4/17/24-4/19/24: **Autism State Conference** (Bloomington)
- 4/25/24-4/26/24: **Military Mental Health Conference** (Little Falls)
- 4/25/24-4/26/24: **MN Public Health Association (MPHA) Annual Conference** (St. Paul)
- 4/27/24: **Crosslake Senior Expo** (Brainerd)
- 4/29/24: **Damiano Tabling** (Duluth)
- 5/1/24: **Arrowhead Economic Opportunity Agency (AEOA) Senior Expo** (Eveleth)
- 5/3/24: **Health Fair with Breast Cancer Champions (BCC)** (Minneapolis)
- 5/14/24: **Early Childhood Family Education (ECFE) Spring Social** (Maple Grove)
- 5/16/24: **Health Care Homes Learning Collaborative Learning Days** (St. Cloud)
- 5/17/24: **Health Fair with Breast Cancer Champions (BCC)** (Minneapolis)

We always welcome referrals for events happening in your community (metro or regional!) that we may sponsor or participate in – please let us know. If you are at one of these events, please stop by to say hello!



Contact us

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If you would like to unsubscribe or subscribe to this newsletter, please send an email to CountyEngagement@medica.com.

Visit us at <https://www.medica.com/county-and-community-partners/>

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