🤝 CARE COORDINATOR NEWSLETTER

All Products

Time for a flu shot- this year more than ever

COVID-19 is not a reason to avoid getting a flu shot. Having the flu weakens our immune system and makes us more susceptible to getting COVID-19. While some people opt to get a flu vaccine as early as August, it's best to aim for October. Flu shots are easy to get. Members should consider getting one while at the pharmacy picking up medications or while at the clinic for a lab test. These combined steps also reduce out-of-home trips and exposure risks. Please speak to your members about getting their flu shot.

Is it COVID-19 or the flu?

The Centers for Disease Control and Prevention (CDC) nicely outlines the similarities and differences between the pandemic virus and flu. Learn more.

Member service improvements ahead

Member plan pages improved

We're upgrading our Minnesota Health Care Programs (MHCP) member pages so they're easier to navigate and offer a better member experience. All updates will be completed this fall. We hope our members, and you, find the updates helpful. We welcome your feedback once the pages are up and running!

ID cards refreshed

We're also refreshing MHCP ID cards issued this fall thanks to helpful feedback from members and

stakeholders. Key improvements include:

- A simplified front side of the Medica DUAL Solution® (HMO D-SNP) (MSHO) and Medica AccessAbility Solution® Enhanced (HMO D-SNP) (SNBC SNP) ID cards.

- A cleaner look to the back side of all MHCP cards, which will have only the Medica Member Services number and a mental health crisis line.

We're also updating call routing options to help members connect with Medica staff most able to quickly answer their questions. These ID card updates do not affect members' access to care and benefits. They'll receive new ID cards only as they change Medica plans, are assigned a new group number, or request replacement of a lost card.

Live and Work Well service supports member mental health

September is National Suicide Prevention month. Here's a timely reminder that MHCP members and providers can access our <u>Live and Work Well</u> 24/7 for confidential access to professional resources for mental health concerns, substance and alcohol use, self-help and care programs, disaster planning and recover, and other helpful information. Information on this site is available in English and Spanish.

MSHO/MSC+

Environmental Accessibility Adaptations Consultation

The Minnesota Health Care Programs Manual defines <u>Environmental Accessibility Adaptions (EAA)</u> as physical adaptations to a person's primary home or primary vehicle to ensure the person's health and safety or enable them to function with greater independence. A person is eligible to receive this service if the home or vehicle modification is for the person's direct and specific benefit, necessary to ensure the person's health and safety or enable to person to function with greater independence and necessary to meet the person's assessed needs. The person must be on the Elderly Waiver and all services fit within the member's case mix budget. There are limitations as to what is allowable under EAA and DHS has information available on their website, click on link above link for more information.

We understand that authorizing EAA requires a process that may be new to Care Coordinators, or there

are complex circumstances and a consultation would be helpful. The Medica Benefit Managers have had experience consulting with internal Care Coordinators over the past few years on EAA and are now available to you to provide guidance, either before exploring EAA and/or during the process. If you have a member who my benefit from an EAA and would like to consult with a Medica Benefit Manager, please reach out to MedicaCCSupport@Medica.com .

SNBC/SNBC Enhanced

Ovia Health – Daily support for fertility, pregnancy and parenting

Female members ages 18-46 of Medica AccessAbility Solution® Enhanced (HMO D-SNP) (SNBC) and Medica AccessAbility Solution® (SNBC) have a new benefit this year. It's a trio of Ovia Health apps: Ovia Fertility, Ovia Pregnancy and Ovia Parenting. The apps offer personalized guidance, support and coaching for fertility health tracking, getting pregnant and navigating pregnancy, postpartum and parental wellness.

Eligible members can easily download the apps from the App Store or Google Play and activate their account. They'll have access to health assessment and symptom tracking, health and wellness programs, unlimited 1:1 coaching, and career and return-to-work programs. Some eligible expectant mothers will receive additional pregnancy support through delivery of prenatal vitamins and a supply of Omega via DHA daily capsules from Innovix Labs.

"Medica is transforming the way people are supported in their health journey," said Medica Senior Medical Director Dr. Stacy Ballard, OB/GYN. "Our goal is to make it convenient and easy for our members to engage in their health. Solutions such as Ovia Health delivering quality products to expecting moms' homes are ways we can improve the chances their babies receive a full 40 weeks in utero, which is the best place for a growing baby."

More information is available here and here.

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