

 **EMPLOYER UPDATE**

News for employers

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Happy Thanksgiving from Medica

We wish you and your families a happy and healthy Thanksgiving.

See what your friends at Medica are thankful for.

COVID-19 resources on Live and Work Well site

Your employees may be looking for extra support to help cope during these challenging times. We want to remind you of a behavioral health and well-being resource that is available for Medica members to access anytime. The Live and Work Well site provides self-care tools and a variety of helpful COVID-19 related resources including a crisis line, webinars, mindfulness techniques for anxiety and more. Members can search for a provider and contact them to schedule a virtual or in person visit.

COVID-19 resources on LiveandWorkWell.com

To access the full Live and Work Well site, select the link below and enter access code *MEDICA*.
[LiveandWorkWell.com](#)

[View the Live and Work Well member flier.](#)

Deadline for submitting open enrollment changes

For new and renewing fully insured groups, all open enrollment changes need to be submitted to Medica by Tuesday, Dec. 1, 2020 in order to receive an accurate January invoice. Invoices for January are generated on Dec. 14, 2020.

If open enrollment changes are not submitted in time and your January invoice doesn't reflect any changes made,

please pay your invoice as billed. Adjustments will appear on your February invoice.

Ensure member information is complete on enrollment forms and files

Before sending enrollment forms or files to Medica, please ensure that all member information is complete, including members' home or cell phone numbers, personal email addresses and Social Security Numbers (SSNs). For fully insured business, Medica is required to ask for SSNs for subscribers and all dependents, regardless of age. By including this information on your forms and enrollment files, Medica is able to do the necessary Centers for Medicare & Medicaid Services (CMS) reporting and won't have to contact your employees to gather the additional data.

Phone numbers and email addresses are also important for outreach for a variety of programs that help support our members. Every member has the ability to opt out of non-required communications if they wish, and can do so by working with Customer Service. Please contact your Medica representative if you have any questions.

Reminder for ordering member open enrollment materials

As a reminder, fulfillment of open enrollment material orders takes 5-7 business days*. Please send Medica open enrollment material requests as soon as possible in order to have them ready for open enrollment meetings.

Please contact your Medica representative if you have any questions or need assistance with requesting materials.

*Materials such as open enrollment kits may take longer than 5-7 business days.

Member topic of the month: Preventive care

Every month we feature ready-made promotional materials for one of our member programs or services. Print the flier or email it to your employees, whichever you prefer!

The topic this month is preventive care. The attached flier outlines the services that Medica typically covers under preventive benefits.

[View preventive care tip sheet.](#)

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