



# Welcome

Group Administrator Training



# Client Operations

Joy Shelby

# Agenda

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- Welcome
- Account Management
- Medica Service Center
- Group Administration
  - Employer eServices®
  - Enrollment procedures
  - Billing procedures
  - Communications support
- Employee Assistance Program
- Wellness programs and resources
- Wellness Consultation Partnership

# Account Management

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# Account management

## Account managers

- Group set-up
- Pre- and post-enrollment meetings
- Health and wellness events
- Broker assistance



# Medica Service Center

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# Medica Service Center

Phone numbers



**One call does it all!**

**1 (952) 992-2200**

**1 (800) 936-6880**

# Medica Service Center

## Capabilities

- Clarify benefit information
- Address enrollment and, eligibility concerns
- Check billing, claims, and provider status
- Check on the status of an enrollment
- Order materials for you on behalf of your employees
- Answer questions about the secure member portal  
**Medica.com/SignIn**

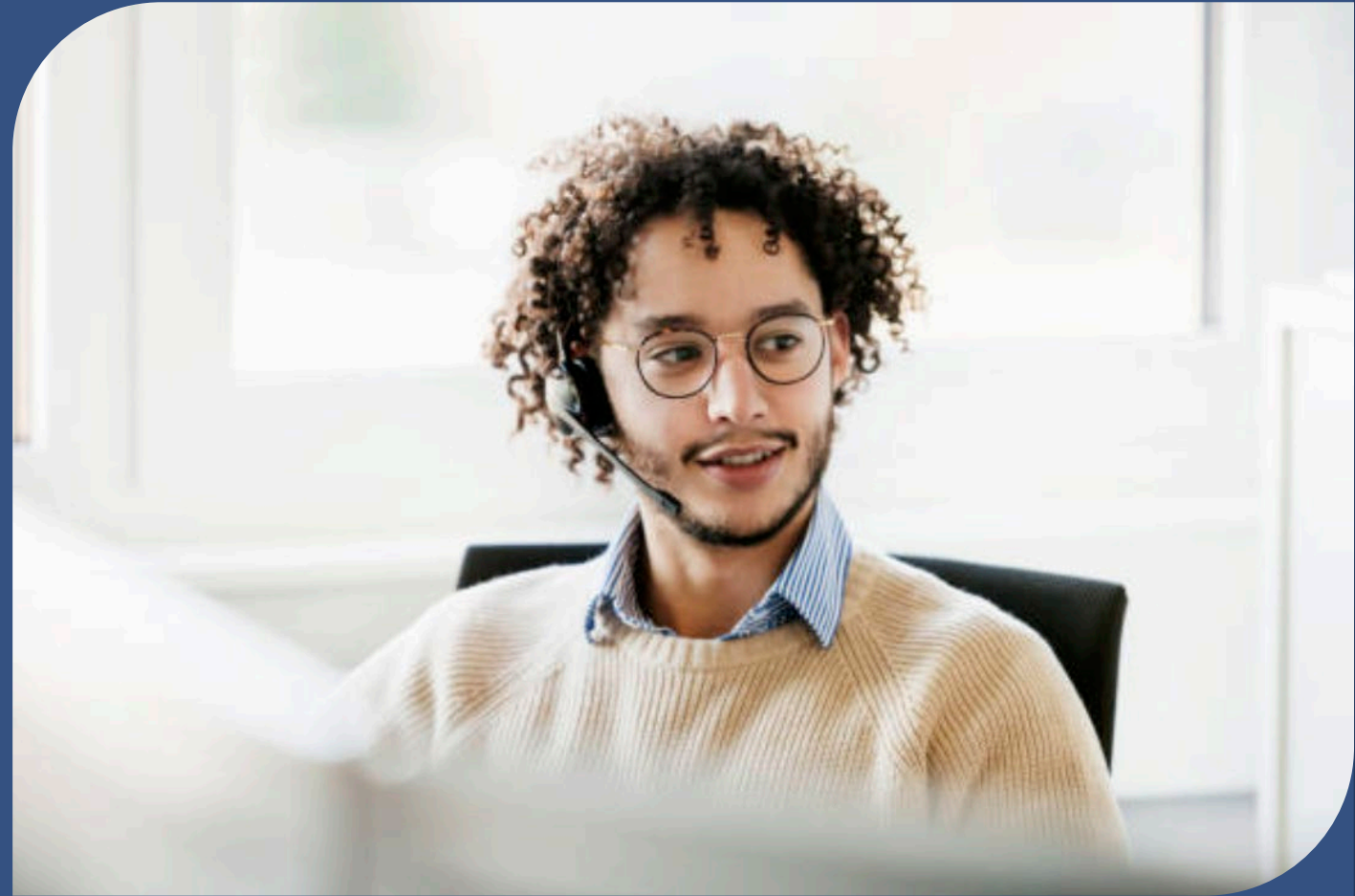




# Medica Service Center

## Excellence

- Dedicated team
- Committed to quality
- Extensive plan knowledge
  - All representatives have member service experience
  - Core competency assessments completed annually; refresher training provided weekly
  - Average monthly quality score: 98%





# Group Administration

Brent Peterson

# Group Administration

Topics

**Employer eServices**  
**Enrollment procedures**  
**Billing procedures**  
**Communications support**

# Employer eServices

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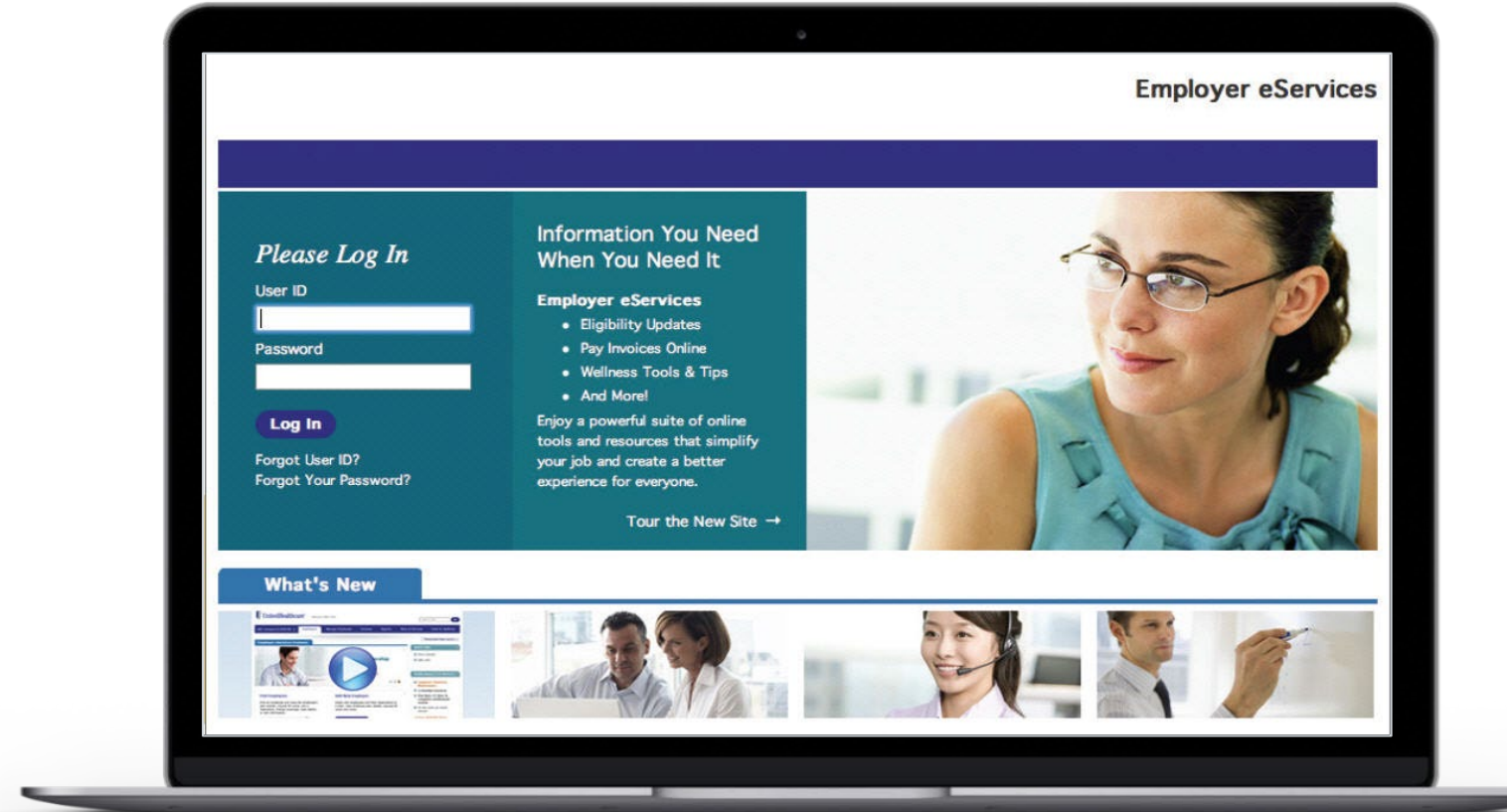
# Employer eServices

## Features

Real-time online administration

Secure internet connection 24/7

- Manage access
- Enrollment
- ID cards
- Billing
- Pay online



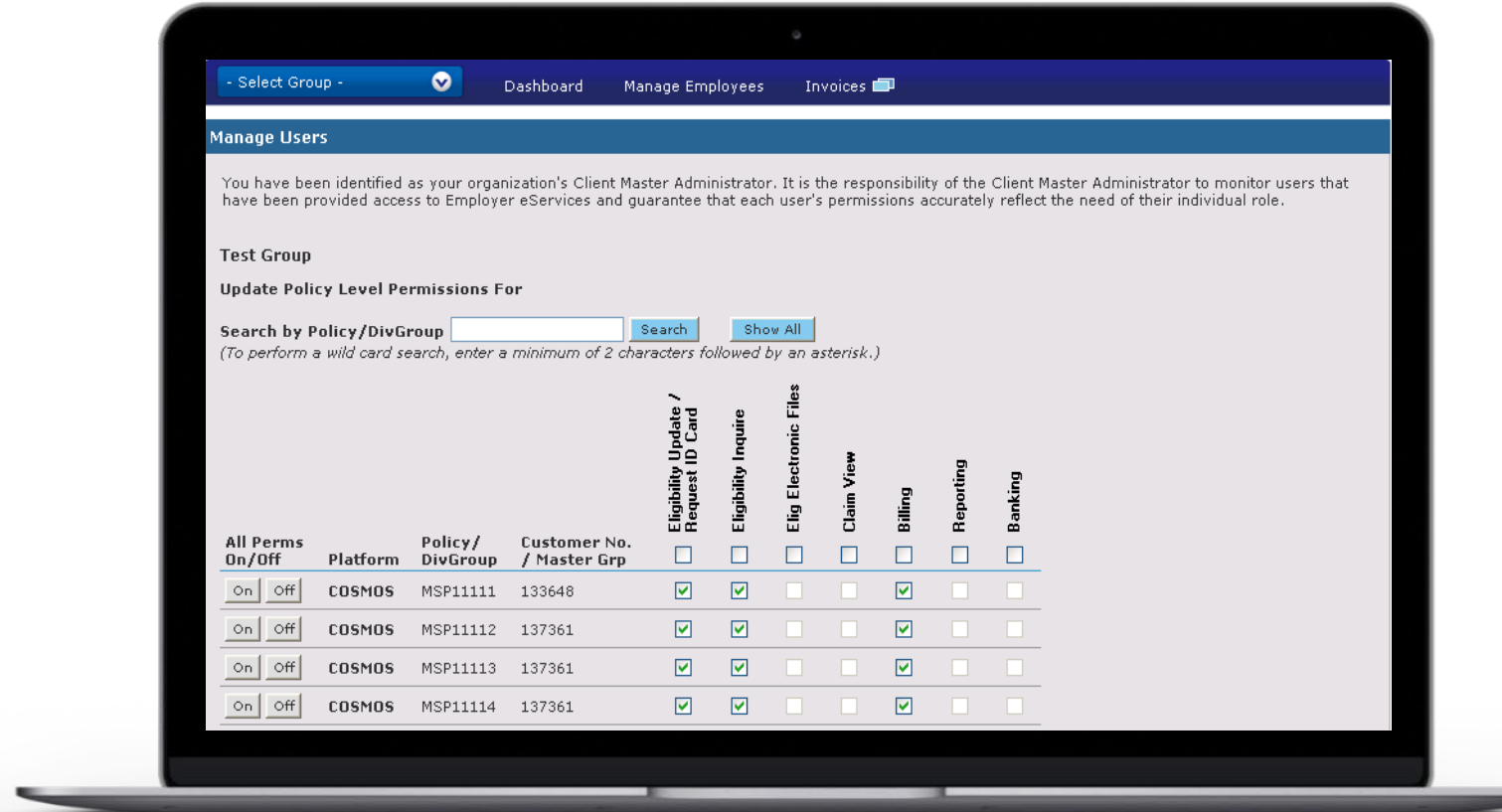
# EMPLOYERESERVICES.COM

# Employer eServices

Manage access with registered CMA

## Client Master Administrator (CMA)

- Manages access of users
- Activate or inactivate access
- Assign functional permissions, such as enrollment or billing



# Employer eServices

IF YOU...	CONTACT...
<ul style="list-style-type: none"><li>• Want to register for Employer eServices</li><li>• Have a general question about Employer eServices or experience a technical issue while using eServices</li></ul>	<ul style="list-style-type: none"><li>• Medica Service Center at 1 (952) 992-2200 or 1 (800) 936-6880</li><li>• Email the Service Center at <a href="mailto:MedicaServiceCenter@medica.com">MedicaServiceCenter@medica.com</a></li></ul>
<b>QUESTIONS</b>	

# Enrollment Procedures

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# Enrollment procedures

When can employees enroll?

EMPLOYEES CAN ENROLL...	FORM TO USE...
<ul style="list-style-type: none"><li>• When newly hired</li><li>• Following a change in family status:<ul style="list-style-type: none"><li>a) Loss of other coverage</li><li>b) Birth</li><li>c) Adoption</li><li>d) Marriage</li><li>e) Divorce</li></ul></li></ul>	<ul style="list-style-type: none"><li>• The medica enrollment/ change/cancellation form</li></ul>
<ul style="list-style-type: none"><li>• During open enrollment</li></ul>	

# Enrollment procedures

## Enrollment/Change/Cancellation Form

Submit within 31 days of event

Use to:

- Add employee
- Add dependent (i.e. spouse, child)
- Waive coverage
- Change information (i.e. name, and address)
- Remove employee from plan (termination date: end of month)

Minnesota/North Dakota/South Dakota/Wisconsin  
**Group Enrollment/Change/Cancellation Form** **MEDICA.**  
 Please type or print clearly. See back page for instructions. Group Number: \_\_\_\_\_

**A. EMPLOYEE INFORMATION**

Ⓜ If changing name or address, please enter new information. Have you been a Medica member before? ...  Yes  No

<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	First name (Legal Name) <sup>4</sup>	M.I. <sup>4</sup>	Last name <sup>4</sup>	Social Security Number <sup>1</sup>	Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married
	Street address		Apt. # City	County	State Zip Code

Email Address \_\_\_\_\_

Home telephone	Work/cellular telephone	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Birth date (mm/dd/yy)	Do you or any of your dependents speak a language other than English as your primary language? ... <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," please list name and language: _____
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Primary Care Clinic (Required for Medica Elect<sup>®</sup> Medica Essential<sup>™</sup>) \_\_\_\_\_ Primary Care Clinic identification (PCC ID) number \_\_\_\_\_

**B. DEPENDENT INFORMATION**

Ⓜ List all members to be covered. Write name as it should appear on the I.D. card.

Check appropriate box	First name <sup>4</sup>	M.I. <sup>4</sup>	Last name <sup>4</sup>	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Birth date (mm/dd/yy)	Relationship <sup>2</sup>	Full-time student? <sup>3</sup>	Required for Medica Elect, Medica Essential
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	Dependent's SSN <sup>1</sup>						<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	SS#			<input type="checkbox"/> M <input type="checkbox"/> F			<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	SS#			<input type="checkbox"/> M <input type="checkbox"/> F			<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____
<input type="checkbox"/> Enroll <input type="checkbox"/> Cancel <input type="checkbox"/> Change	SS#			<input type="checkbox"/> M <input type="checkbox"/> F			<input type="checkbox"/> Yes <input type="checkbox"/> No	PCC name: _____ PCC ID: _____

**Important:** 1 Your Social Security number (SSN) is requested to report your coverage status to the federal government. The IRS requires Medica to report this information. If you choose not to provide your SSN, you will likely be contacted by the IRS, and/or Medica asking you to verify your SSN for 1095 tax form purposes.  
 2 For court-ordered or adopted dependent(s), legal documentation must be attached.  
 3 Medica does not administer student status verification, however, your employer may request this information for their records.  
 4 Please provide each applicant's name as stated on their Social Security card, if they have a Social Security card.

**C. PRODUCT SELECTION**

Medical Plan  
 If your employer offers you a choice of medical plans, please write your medical plan selection here:  
 \_\_\_\_\_

**D. WAIVER OF MEDICAL COVERAGE**

Ⓜ This entire section must be completed if you or your dependents DO NOT want coverage.

1) I understand that I am eligible for coverage through my employer. I DO NOT want coverage for:  
 Me and my dependents  My spouse  My dependents only

2) The reason I am declining coverage at this time is because I or my dependents have coverage provided through:  
 Spouse's group plan  Individual Policy  South Dakota Risk Pool (dates of coverage): \_\_\_\_\_  
 Medicare  Group Coverage Continuation (COBRA)  CHAND (dates of coverage): \_\_\_\_\_  
 MinnesotaCare  Medical Assistance  Other: \_\_\_\_\_

Employee Signature: X \_\_\_\_\_ Date Signed: \_\_\_\_\_  
 (only sign if you are waiving coverage)

COSMOS • COM9406-1-00816

# Enrollment procedures

## Plan Selection Change Form

Submit within 31 days of event or plan change

Use to:

- Move already enrolled employee from one plan to another

**MEDICA®**

Minnesota/North Dakota/South Dakota/Wisconsin  
**Medica Plan Selection Form**  
Plan Selection Change Form

Employer or Group Administrator; please fax forms to: 248-733-6064  
or send to: Medica, PO Box 30986, Salt Lake City, UT 84130-0986

Employer Name (please print): \_\_\_\_\_  
Current Group Number: \_\_\_\_\_ New Group Number: \_\_\_\_\_  
Effective Date of Change: \_\_\_\_\_ Employer Signature: \_\_\_\_\_  
Employee Name (First, M, Last) \_\_\_\_\_ Social Security Number: | | | | | | | | | |

① Please identify your coverage level designation for the eligible product offerings with this renewal election:

Medical Benefits for:  Employee  Spouse  Children  All family members  
Note: If you have a Flexible Spending Account (FSA) plan you will need to fill out a new FSA form.

① Please check benefit selection in the space provided below.

Plan option name: \_\_\_\_\_  Plan option name: \_\_\_\_\_  
 Plan option name: \_\_\_\_\_  Plan option name: \_\_\_\_\_  
 Plan option name: \_\_\_\_\_  Plan option name: \_\_\_\_\_

Please provide clinic information if enrolling in Medica Elect, Medica Essential or Medica Focus.

Name	Relationship	Care Clinic Name (when applicable)	Clinic ID Number
_____	Employee	_____	_____
_____	Spouse	_____	_____
_____	Dependent	_____	_____
_____	Dependent	_____	_____
_____	Dependent	_____	_____

Care Clinic selections can be changed once per month. All changes received by the 20th of the month will take effect on the 1st of the following month. Please contact Medica Customer Service at 952-945-8000 or 1-800-952-3455 to make future Care Clinic changes.

Note: • I understand and agree that I will not be able to change my benefit plan selection noted above until next year's renewal unless a qualified special enrollment has occurred.

**EMPLOYEE AUTHORIZATION & REPRESENTATION – Read this section, date and sign the application.**

On behalf of myself and anyone enrolled on or added to this form ("Us"), I authorize any hospital, clinic, institution, physician, insurance company, employer or other person to give Medica or any of its designees any and all records or information pertaining to medical history or services rendered to Us. I understand that this information will be used for underwriting, risk rating, enrollment or eligibility for benefits. I understand that in certain circumstances Medica may disclose the information collected to third parties without authorization and that the individuals enrolled on or added to this form have the right to see and correct their personal information in accordance with applicable law. I understand that I have the right to review Medica's Privacy Notice before signing this form and to request a copy at any time. I authorize on behalf of Us the use of a Social Security Number for the purpose of identification. The information provided on this form is accurate and complete, to the best of my knowledge and/or belief. I understand and agree that any omissions or incorrect statements knowingly made by Us on this form may invalidate my or my dependent's coverage. I understand that I may revoke this authorization by notifying Medica in writing. If I revoke the authorization, it will not affect any actions already taken by Medica prior to Medica's receipt of the revocation. If I refuse to sign this authorization, it will affect my dependents' and my eligibility and enrollment for benefits. I understand that I may request a copy of this completed authorization form. Information used or disclosed pursuant to this authorization will remain subject to Medica's privacy standards.

**For North Dakota and South Dakota residents:** For purposes of facilitating enrollment, unless revoked, this authorization permits Medica to obtain information about Us for 24 months from the date of signature.

**For Minnesota residents:** For purposes of facilitating enrollment, unless revoked, this authorization permits Medica to obtain information about Us from the date of signature until termination of our coverage. This authorization does not extend to a release concerning the performance of, or results of, a test to determine the presence of the HIV antibody or other bloodborne pathogen performed on (1) a criminal offender or crime victim as a result of a crime that was reported to the police; (2) a patient who received the services of emergency medical services personnel at a hospital or medical care facility; or (3) emergency medical services personnel who were tested as a result of performing emergency medical services. This coverage does not provide benefits for a condition for which medical advice, diagnosis, care, or treatment (including treatment with prescription drugs) was recommended or received during the 6 months immediately preceding the enrollment date, until the coverage has been active for at least 12 consecutive months, or for late entrants, 18 consecutive months. Credit will be given for prior creditable coverage to reduce the pre-existing condition limitation period. For Wisconsin residents: For purposes of facilitating enrollment, unless revoked, this authorization permits Medica to obtain information about Us for 30 months from the date of signature.

① Employee Signature: **X** \_\_\_\_\_ Date Signed: \_\_\_\_\_

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[CSMOS] • CCM7245-1-00812

# Enrollment procedures

## Continuation eligibility

### To determine Eligibility:

COBRA/Continuation laws and requirements are the responsibility of the employer (contact your legal counsel)

For more information on Minnesota State Continuation:

- MN Department of Commerce  
651-539-1500 or 1-800-657-3602 <https://mn.gov/commerce>
- MN Department of Health  
651-201-5000 or 888-345-0823 <http://www.health.state.mn.us/>

Federal COBRA questions: US Department of Labor at 1-866-487-2365 or [www.dol.gov](http://www.dol.gov)

# Enrollment procedures

Continuation eligibility

## To re-enroll members who have elected continuation

- Terminate coverage using the Enrollment/Change/Cancellation Form
- Notify members of continuation rights
- Re-enroll using the Enrollment/Change/Cancellation Form



# Enrollment procedures

Employee enrollment information or changes

- **Send enrollment information or changes to:**

**Medica**

**PO Box 30986**

**Salt Lake City, UT 84130-0986**

Fax to: (844)280-3838

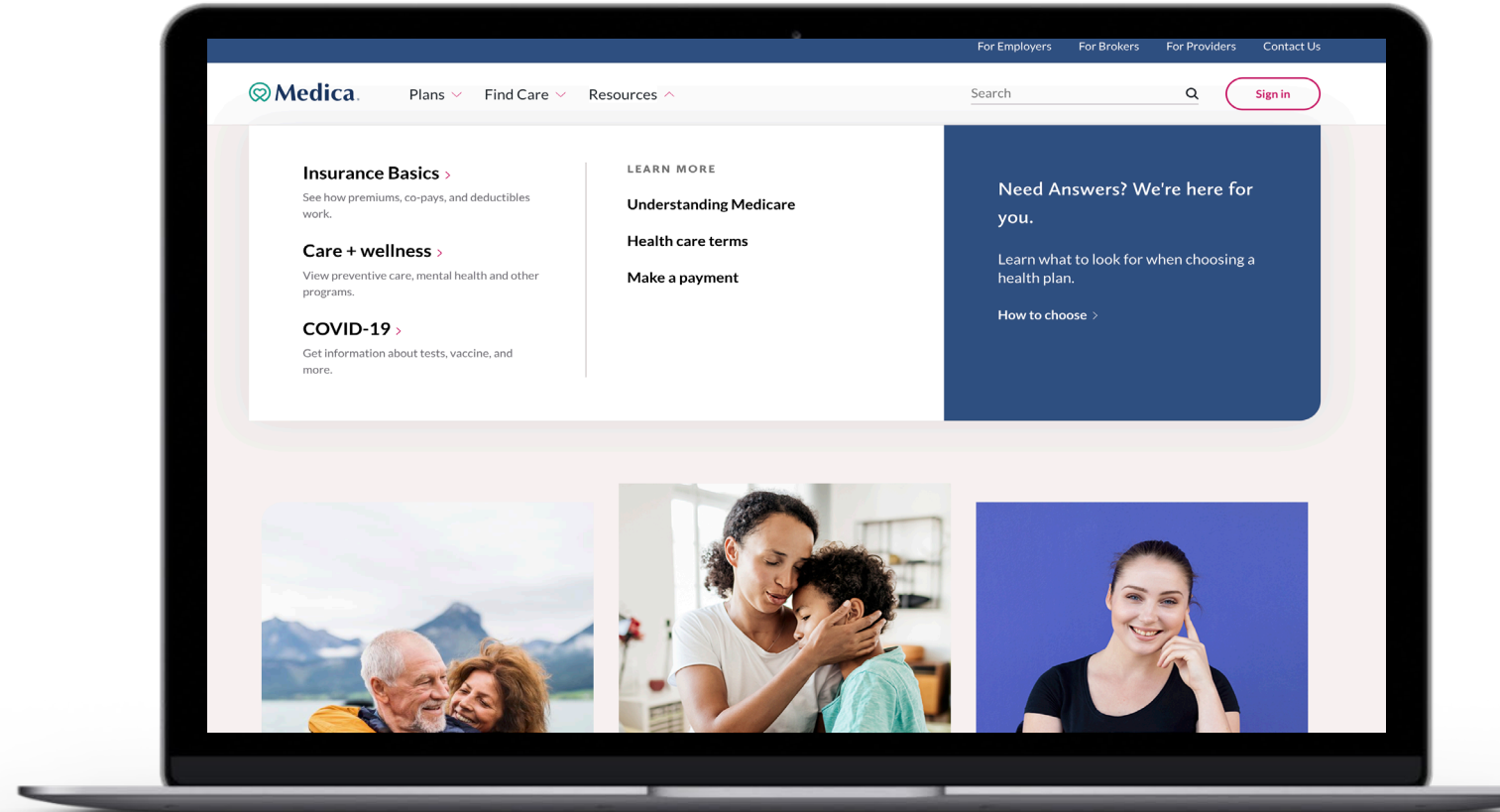
Or use secure upload:

**<https://portal.medica.com/employer/enrollmentupload?>**

# Enrollment procedures

Material orders

Forms may be found online at **Medica.com** or requested from the Medica Service Center at **(952) 992-2200**



# Master Group Contract

Many questions can be answered by referring to your Master Group Contract (MGC). The MGC is a legal contract between your company and Medica that lists the following:

- Term of contract
- Grace period
- Acceptance of contract
- Eligibility
- Rates





# Billing Procedures

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# Billing procedures

## Billing

- Pay as billed, wait for adjustments
- Payment due by first of the month
- Bills run on or around 11<sup>th</sup> of the month
- Do not terminate employees on billing statement
- Changes are due a full 30 days prior to reflect on billing statement
- Automatic Clearing House (ACH), an automated payment option, is available upon request
- Questions? Call the Service Center at **(952) 992-2200**



# Billing procedures

## Invoices

Invoice reflects:

- Account summary
- Current invoice summary
- Invoice detail at the subscriber level
- Applicable adjustments



# Communications Support

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# Communications support

## Member newsletter

### 4MEMBERS

- A quarterly distribution
- Emailed to members who register at [Medica.com/SignIn](https://www.Medica.com/SignIn); available as PDF for employers to distribute

The screenshot shows the Medica 4MEMBERS website interface. At the top, the Medica logo and '4MEMBERS' are displayed. Below the header, there are two article cards. The first card is titled 'COVID-19 updates for kids + adults' and features an image of a family. The second card is titled 'Diabetes and your health' and features an image of a family in a kitchen. Below these cards, there is a large image of a woman with curly hair looking at her smartphone. At the bottom, there is a section titled 'Your new Medica member website experience' with a short paragraph of text.

Medica. 4MEMBERS

**COVID-19 updates for kids + adults**

The COVID-19 vaccine is now available to kids ages 5-11 at no cost to Medica members. It's approved as a safe and effective way to protect your family. By having your child vaccinated, you're helping to stop the spread of COVID-19, and it's the best way to protect their health.

[View Article](#)

**Diabetes and your health**

Diabetes is a chronic health condition that affects more than 34 million people in the U.S., and one in five people don't even know they have it, according to the [Centers for Disease Control and Prevention \(CDC\)](#).

[View Article](#)

**Your new Medica member website experience**

Coming soon! A new and easy way to access your Medica health plan benefits and wellness resources. Members were recently asked to reset their password and security questions as we transition to the new site.

# Communications support

## Employer update E-Newsletter

- Monthly employer newsletter
- Employer events
- Policy changes
- Product, network, and service changes
- Ideas for helping you manage your health care costs and engage your employees in healthy lifestyles
- Contact your account manager if you aren't currently receiving the Employer Update and would like to

The screenshot shows the Medica Employer Update newsletter interface. At the top, the Medica logo and 'EMPLOYER UPDATE' are displayed. Below this is a green header with the text 'NEWS FOR EMPLOYERS'. A navigation bar contains links for 'Forms', 'eServices', 'Worksite Wellness Resources', and 'Member Materials'. The main content area features two articles. The first article, titled 'My Health Rewards by Medica® offers new tool to help members eat well', discusses the Foodsmart by Zipongo tool and lists benefits such as recipes, grocery lists, online grocery ordering, and NutriQuiz. The second article, titled 'Learn how to administer your plan through group administrator training', describes a training session for group administrators. Below the second article is a table with training details.

Topic	Date/Location	Register
Group Administrator Training	March 15 (9-10 a.m.) WebEx	<a href="#">Register</a>

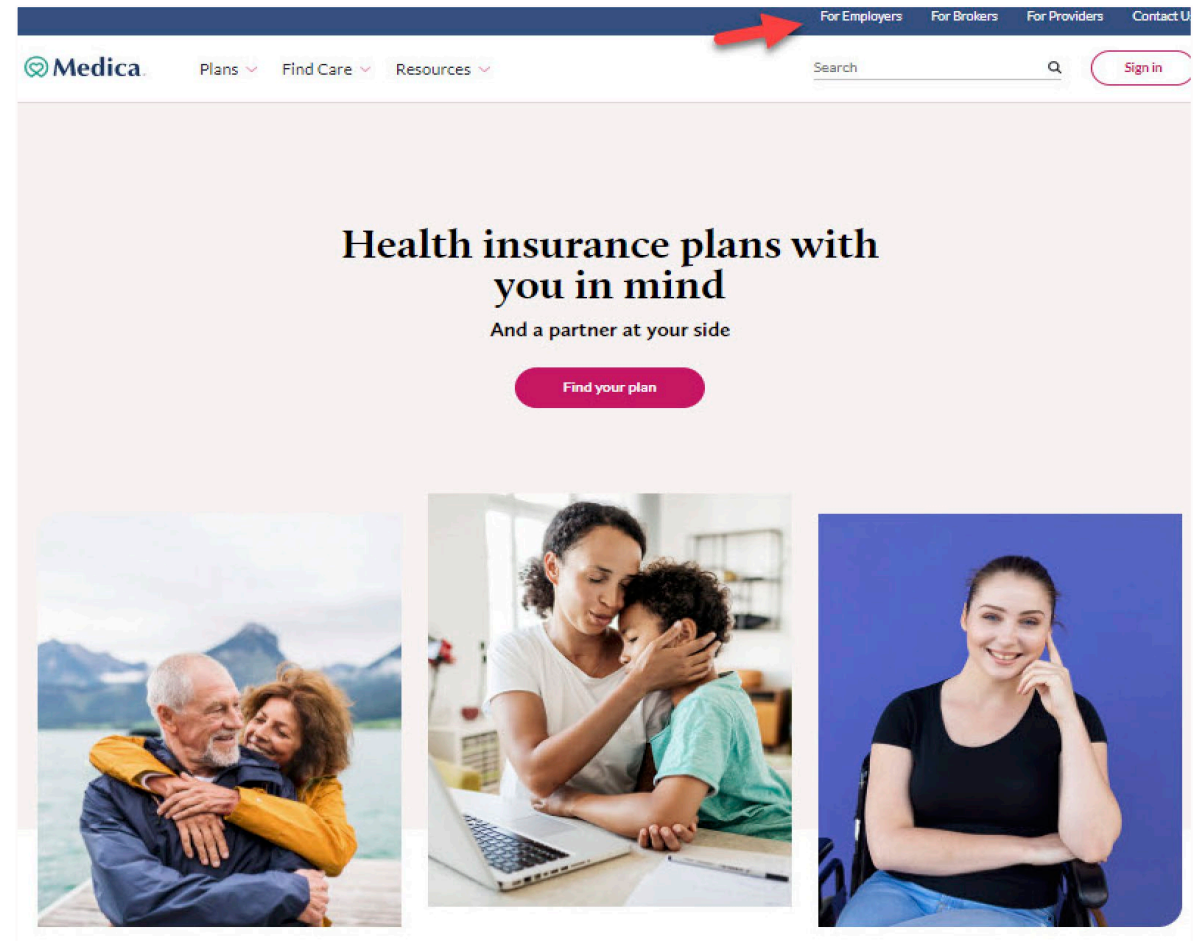
The third article, 'Health plan survey mailing to members', mentions that some group plan members will receive a survey in the coming weeks.



# Communications support

## Medica.com for employers

- Plan information
- Employer and member information resources
- Valuable health and wellness programs and resources for employers and members
- Find a physician or facility
- Online versions of our publications
- Recent Medica news



# Medica Behavioral Health

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Live and Work Well



# Live and Work Well

## Features

### Well-being support and resources

- Explore a **wealth of self-help services, interactive tools and action-oriented advice** to help you take steps toward feeling healthier, happier, and in control of your well-being.
- **View the latest news, events and library of expert articles** and advice, to learn about conditions and issues that may be affecting your life.
- **Participate** in a variety of interactive, customizable self-improvement programs.
- Access the substance use disorder (SUD) helpline and online chat, a free, confidential resource available to you or a loved one. Provides **direct access to a substance use recovery advocate 24 hours a day, 7 days a week.**
- **Create an account** to access more personalized services.



# Medica Behavioral Health

Employee Assistance Program (EAP)

# Medica behavioral health

## EAP

- **Five** counseling sessions per issue, per year covered at 100%
- A **robust collection** of interactive resources, webinars, screeners, and information on **LiveAndWorkWell.com**
- Legal and mediation services, including a **30-minute legal consultation at no cost and a 25% discount** if they hire an attorney
- Community resources
- Financial advisor support
- Parenting and child care or elder care services and more
- Employers have access to **150 hours** for training workshops and crisis response.

Nearly **80%** of issues are resolved within EAP, without referral to additional behavioral health services\*

**83%** were more effective at work/school\*

# Medica behavioral health

## EAP work life areas



### Adult/Eldercare Services

financial planning | retirement planning | legal services | housing assistance | support services | respite care  
insurance information | transportation | Medicare/Medicaid support | long-distance caregiving | aids to daily living



### Child/Parenting Services

childcare | parenting support | child development experts | special needs support | help for teens  
pregnancy services | childbirth/Nursing professionals | camps | family activities | adoption support | grand parenting  
assistance | pet services | help for non-traditional families | communication training | domestic relocation



### Chronic Condition Support

aids to daily living | medical suppliers | food/nutrition assistance | self care tools | travel assistance  
social services | home healthcare | mail order pharmacies | medical alert systems | special housing



### Life Learning

school issues | special education resources | college selection | lectures | career consulting | online learning  
financial aid assistance | alternative education programs | community education programs  
adult education classes | enrichment classes | music, dance, art and craft classes



### Convenience Services

household needs | personal issues | recreational activities | shopping entertainment | dining  
nightlife options education | health & wellness

# Medica behavioral health

## Additional services



### Management consultation

- Unlimited consultation with clinically-licensed management consultants 24/7/365
- Management referrals and Fitness for Duty coordination
- Federally-regulated DOT cases, SAP services and case monitoring



### Critical incident preparation & response

- Immediate telephonic help available 24/7 by specialized CIRS intake team
- On-site group and individual counseling from a national network of more than 156K clinicians
- Follow-up consultation with managers within 24 hours to assess satisfaction and determine additional needs



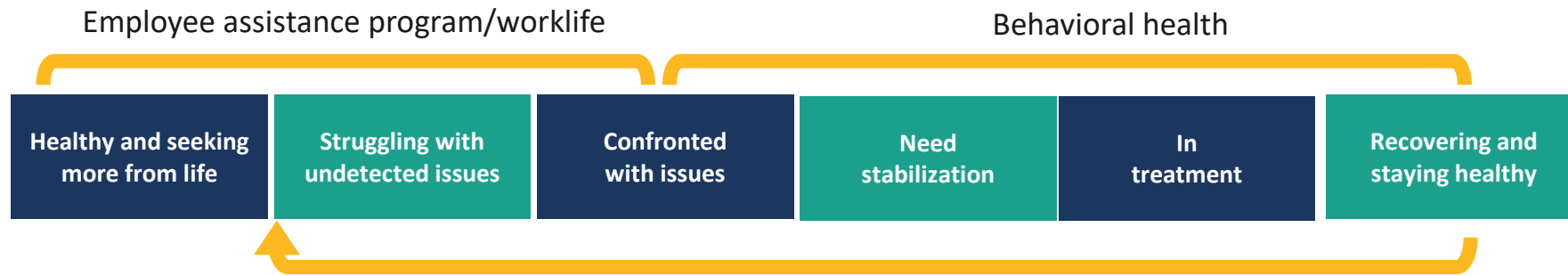
### Training services

- Training programs can be developed from more than 50+ options
- Topics include:
  - Professional development
  - Human resource/workplace concerns and work skills
  - Wellness and work-life seminars
  - Life skills and challenges
- <https://www.medica.com/employers/worksit-e-wellness/employee-assistance-program-training>

# Medica Behavioral Health

Employee Assistance Program (EAP)

Connect employees to the care they need.



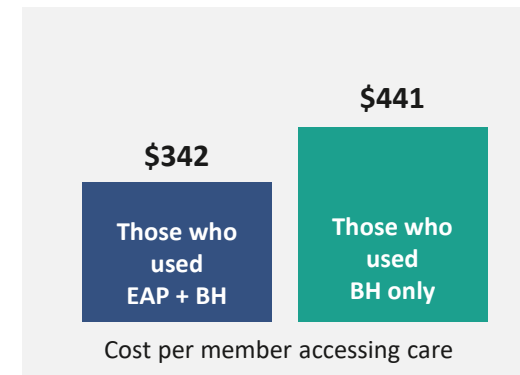
Nearly  
**80%**  
of issues are resolved  
within EAP without use of behavioral  
benefits<sup>1</sup>

Use of out-of-network services  
**3%** with EAP    **29%** without EAP<sup>2</sup>

For employees who used EAP before behavioral health care<sup>3</sup>

**22% ↓**  
outpatient cost

**18% ↓**  
outpatient visits



1. Drydale. 2018. 78.1% resolution based on 2017 Optum book of business for all visit model.

2. Cross. October 2017. Analysis of BH + EAP claim costs. 3. 2018 Optum analysis of behavioral health claims of large national employers, Smith, May 2019.



**SENIOR WELLNESS  
CONSULTANT  
MARY ALICE NOEL**

# Take Action with Medica's Resources to Live a Healthy Lifestyle

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# Medica's Wellness Partnership – The First Step



Knowledge Action Step:  
Offer awareness, motivation, engagement and a comfort level in creating a simple wellness strategy in meeting your employees' whatever path they are on!

*You can change your life, by changing your behavior!*

# The Power of a Change Agent!

Each person holds so much power within themselves that needs to be let out. Sometimes they just need a little nudge, a little direction, a little support, a little coaching, and the greatest things can happen.

*Pete Carroll*



# Agenda

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- **Medica's Wellness Resources (Knowledge)**
  - My Health Rewards
  - Omada for Prevention
  - Self Care by AbleTo
  - Ovia
  - Virtual care options
  - Medica CallLink
  - 2023 Take Action Calendar/HealthE Messages
  - 2024 Wellness Enhancements
- **Wellness Consultation Partnership**



# My Health Rewards Overview



My Health Rewards by Medica®



# My Health Rewards

## My Health Rewards, an online tool that helps you build healthy habits and live your best life!

- You'll earn up to \$220 in rewards annually as you complete activities personalized just for you.
- You can make small, daily changes that are focused on the areas you want to improve the most.
- Those small steps can lead to lasting behavior change.

## Who's eligible?

- Medica subscribers, spouses, and dependents 18 years of age and over.





# Five simple steps

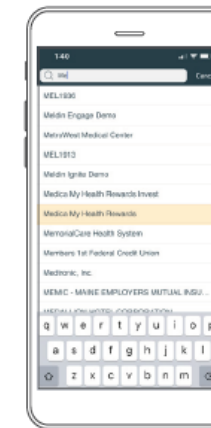
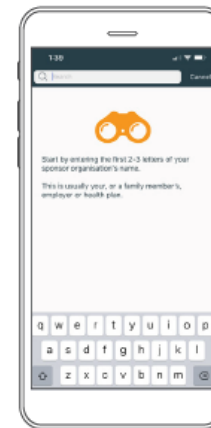


# Registration steps



- Download the free Virgin Pulse app from the App Store or Google Play. Follow these simple instructions and you'll be ready to roll!
- Prefer to sign up online? Go to **Medica.com/MyHealth Rewards** to create your account.

STEP 1	STEP 2	STEP 3	STEP 4
Click on Create Account under the Sign In button	Search for <b>Medica</b> on the Sponsor Organization list	From the list, select <b>Medica My Health Rewards</b>	Follow the steps to sign in. Enter your name exactly as it appears on your Medica ID card.



# 2022 My Health Rewards Pulsecash earnings



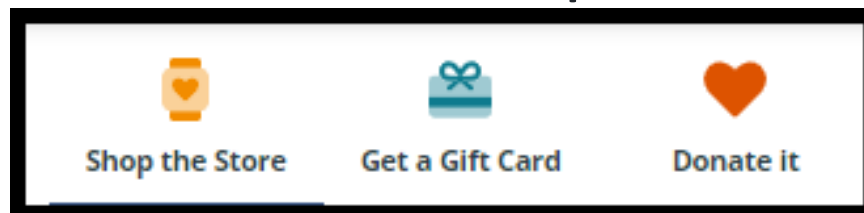
WAYS TO EARN	POINTS	PULSECASH REWARD AMOUNT	REWARD TYPE
EARN PROGRAM POINTS	2,000	\$10	E-gift card or other options
	10,000	\$20	E-gift card or other options
	25,000	\$50	E-gift card or other options
	40,000	\$80	E-gift card or other options
		<b>\$160 per year</b>	
20-DAY TRIPLE TRACKER	Track* any combination of the following activities on 20 or more days in a calendar month to earn a bonus reward: <ul style="list-style-type: none"> <li>• 7,000 steps a day and/or;</li> <li>• 15 active minutes a day and/or;</li> <li>• 15 workout minutes a day.</li> </ul>	\$5 per month	E-gift card or other options
		<b>\$60 per year</b>	
Point-based rewards + 20-day triple tracker rewards =		<b>\$220 in rewards potential per year</b>	E-gift card or other options



## Learn how to earn Rewards:

- 1) Go to Home
- 2) How to Earn

## Three Reward Options





# Max Buzz – it's worth the buzz

You have the option of redeeming points for the Max Buzz™, a Virgin Pulse fitness tracker that can be used to track activity and sleep.

The Max Buzz is available in the Virgin Pulse store for 2,000 reward points (or \$10 PulseCash). Or you can purchase the Max Buzz anytime you'd like for a reduced price of \$9 + tax.

- Go to *Profile*, then click *Shop/Store*.
- Find the Max Buzz and click *Buy Now* to add it to your cart and see the reduced price.
- Apply your rewards cash in the cart (if applicable).
- Complete the checkout process, and look for your Max Buzz in your mailbox in about 7-10 days!



# Steps to personalize your wellness path



- Go to *Profile*.
- Click on *Pillars*.
- Choose the areas of daily nudges to receive.

**HEALTH SITUATIONS**

Looking for support on a specific health topic? Learn how to take control with small, healthy changes that can have a big impact.

**LEARN MORE**

- Alcohol Use
- Anxiety & Depression
- Back, Muscle & Joint Health
- Being Tobacco-Free
- Blood Pressure
- Cholesterol
- Coronavirus (COVID-19)
- Diabetes
- Grief and Loss
- Heart Health
- Lung Health
- Medicine Support
- Menopause
- Obesity
- Pregnancy

**DRIVE**

Feed your emotional drive by connecting with others, contributing to your community and building financial security.

**LEARN MORE**

- Contributing to My Community
- Building Relationships
- Managing My Finances
- Acting Sustainably

**ENERGY**

Maximize your physical energy by eating right, exercising regularly and sleeping well.

**LEARN MORE**

- Getting Active
- Eating Healthy
- Sleeping Well

**FOCUS**

Improve your mental focus. Start reducing stress, fostering wisdom and wonder, and prioritizing what's most important.

**LEARN MORE**

- Reducing Stress
- Being Productive
- Learning New Things
- Staying Safe
- Being Effective

# Reap the benefits of learn & do




## Daily Learning Cards



**Love What You Do**  
*Being Productive*  
"Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful."  
—Albert Schweitzer

20 POINTS








**Right Back at It**  
*Eating Healthy*  
Remember, it's okay if you slip on a healthy eating habit. Maybe you're not drinking enough water, skipped a meal or not getting many veggies.  
That doesn't mean the rest of your day's healthy habits are ruined.

GOT IT!

20 POINTS

## Daily Health Habits

<p><b>Hobby Time</b></p> <p>Did you reserve time to spend on your hobby today?</p> 	<p><b>Train the Brain</b></p> <p>Did you brush your teeth with your opposite hand today?</p> 	<p><b>Time Out</b></p> <p>Did you stay safe and refreshed by taking regular breaks throughout the day?</p> 
<p><b>Lists</b></p> <p>Did you reduce your cognitive load by writing lists of what you need to remember?</p> 	<p><b>Hard Stuff First</b></p> <p>Did you do your most demanding work first today?</p> 	<p><b>Fit in Strength</b></p> <p>Did you do some strength exercises today?</p>

Did you take time to relax your mind before bed?

**No** **Yes**

# My Care Checklist

## Preventive Care Reminders

After completing the Health Assessment, you will receive personalized reminders of recommended preventive care exams based on one's:

- Age
- Gender
- Health Situations

### My Health Rewards Earned Points

- 250 points for each exam and/or immunization completed



### My Care Checklist

**Things To Know**  
Think of My Care Checklist as your handy personal assistant when it comes to your healthcare. Use it to stay on top of appointments, tests and shots. We'll send reminders—you'll earn rewards for checking things off your list!  
*The recommendations listed here are based on clinical guidelines. They might not be applicable for everyone—talk to your healthcare provider if you have questions.*

**Get Rewarded**  
The quickest way to earn is by completing your healthcare activities. (Don't forget to enter the completion date!) Visit Rewards to learn more.


**Complete Eye Exam**  
✔ 250 Points < 1 / 11 >

**Preventive Care** [Edit](#)  
These activities are recommended based on your age and sex.

<b>COVID Vaccine</b> Add more doses. <a href="#">View History</a>	<b>Pap Test</b> You're up to date until August 13, 2023! <a href="#">View History</a>
<b>Dental Checkup</b> You're up to date until September 22, 2023! <a href="#">View History</a>	<b>Health Checkup</b> You're up to date until August 26, 2023! <a href="#">View History</a>
<b>Flu Shot</b> You're up to date until October 21, 2023! <a href="#">View History</a>	<b>Stool Test</b> You're up to date until October 14, 2023! <a href="#">View History</a>
<b>Mammogram</b> You're up to date until August 12, 2024! <a href="#">View History</a>	<b>Eye Exam</b> You're up to date until May 26, 2024! <a href="#">View History</a>
<b>Shingles Shot</b> You're up to date! <a href="#">View History</a>	<b>Colon Cancer Screening (Visual)</b> You're up to date until October 6, 2030! <a href="#">View History</a>




# Benefits – Medica Resources



**findhelp.org**

Alcohol Use   Contributing to My Community   Eating Healthy   ...


Use findhelp.org to find free and reduced-cost community support resources for you and your loved ones.



**Foodsmart**

Eating Healthy


Foodsmart is pioneering the world's first Foodcare network that makes healthy eating easy, affordable, and accessible.



**Fresh & Healthy Meals from Eat Fit Go**

Eating Healthy   Managing My Finances

Delicious and healthy ready-to-eat vacuum packed meals delivered directly to your home or office. Real ingredients with no added preservatives. Meals are fresh for 10+ days in your refrigerator. Take 10% OFF your purchase! At checkout, use code: VPEATS.



**Journeys®**

Reaching a personal health goal starts with a single step. Journeys® are daily, self-guided courses to help you build healthy habits. Take that first step by starting a Journey today.



## Monj: Cook Up Healthy Habits

Eating Healthy

Did you know the simple act of cooking can make you healthier and happier? Pick up new tricks as Monj walks you through preparing healthy, delicious meals that your friends & family will love!



## My Care Checklist

Take the guesswork out of preventive care with My Care Checklist. This handy, personalized checklist makes it easy to keep track of all your health checkups, in one place.



## Next-Steps Consult

Get personal support mapping your next steps. During your 15 minute call with a health guide, you'll go over your health assessment or biometric screening results.



## Ovia

Pregnancy

Ovia helps women learn more about their health & fertility with cycle tracking, expert research and tips, personalized insights, and unlimited health coaching.

# Member services support

## Questions about the program, how to register and how to use the app:

Virgin Pulse Member Services is available by phone, chat, or email:

- Phone: **1 (800) 450-4074**
  - Hours: Monday – Friday, 7 a.m. - 8 p.m. CT
- Chat: Use the Chat button if using a web browser.
  - Hours: 7 a.m. - 8 p.m. CT Monday - Friday
- Email: [Medica.Support@VirginPulse.com](mailto:Medica.Support@VirginPulse.com)

# Medica's Wellness Resources Overview

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# Omada for Prevention

## Overall Goal

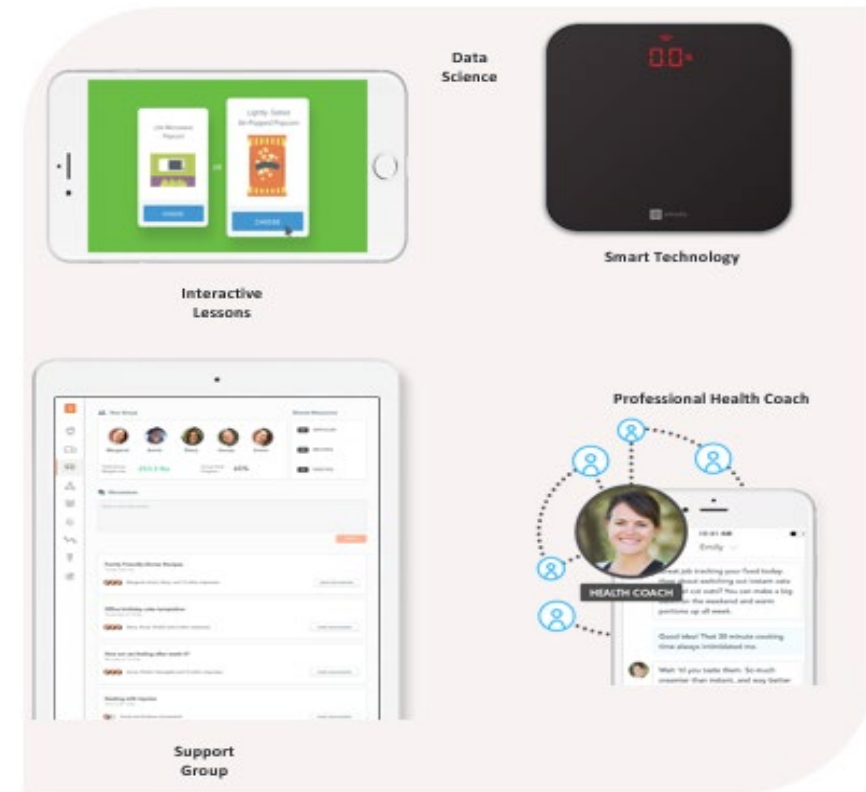
Offer a digital lifestyle program that is designed to help at-risk individuals lose weight and combat obesity-related chronic disease such as diabetes and heart disease.

## Eligibility

Medica subscribers, spouses, and dependents 18 years of age and over.

## Program Features

- Health coach to provide one-on-one guidance and support.
- Connected scale and mobile app to track weight, activity, and food.
- Participants learn to build strategies for healthy eating, activity, sleep, and stress management.



Take a quick online health assessment to see if you're eligible at [OmadaHealth.com/Medica](https://www.OmadaHealth.com/Medica).



# Self Care by AbleTo

## Overall goal

Empowers individuals to engage with coping tools, meditations, sleep tracking, healthy habits and more to improve their mental health and build life skills.

## Eligibility

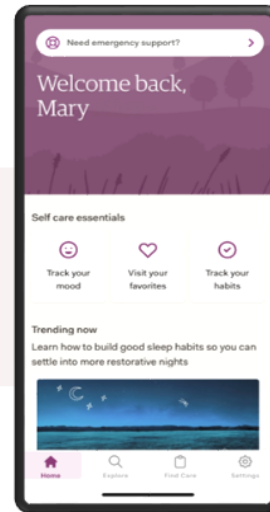
Medica members 13 years and older

## Program features

- Assessments & tracking
- Mental health skills & tools
- Collections
- Community
- Find Care – Connect w/ a therapist online

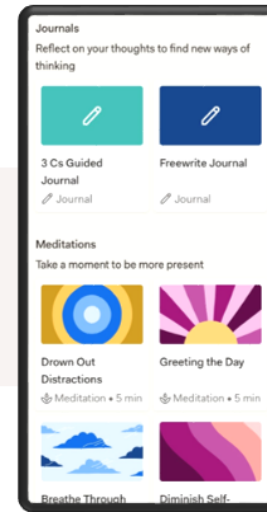
## Getting started

- Go to [AbleTo.com/Begin](https://AbleTo.com/Begin)
- Click “Get started” and enter “Medica” for access



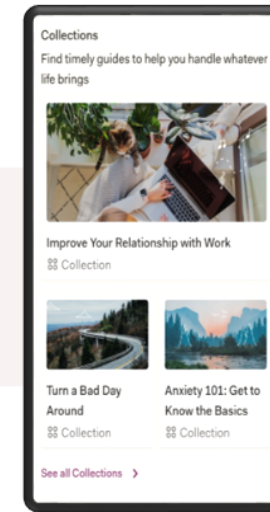
### Assessments and tracking

Mood tracking and assessments help members understand their emotional state, track progress and access focused content, tools and support.



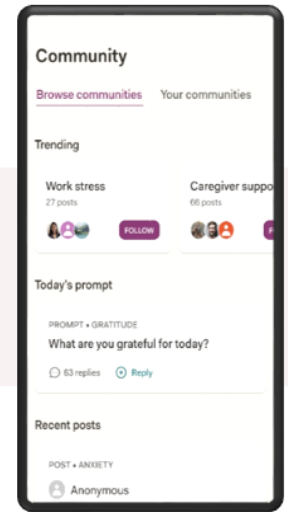
### Mental health skills and tools

Clinical tools and techniques help members learn and practice evidence-based mental health tactics to build long-term life skills.



### Collections

Topical content helps members learn and apply skills relevant to specific needs or situations.



### Community

Coming later in 2023, will feature structured chats and message boards invite peer-to-peer discussions and allow users to connect and learn from one another.\*

# Ovia – digital tools for modern parenthood

## Overall Goal

Ovia Health app gives an on-demand personalized support through parenthood.

## Eligibility

Medica members who are female and 18-46 years of age can access personalized Ovia Health resources.

## Getting Started

1. Download Ovia Fertility, Ovia Pregnancy, or Ovia Parenting from the App Store or Google Play.
2. Sign up and choose “I have Ovia Health as a benefit.”
3. Enter your state, health plan (Medica), employer name, and personal details.
4. Get started!



Ovia Fertility



Ovia Pregnancy



Ovia Parenting

With Ovia Health apps, you get:

### **A health assessment and symptom tracking**

Get alerts and personal coaching when you need it.

### **Calendars, updates, and checklists**

Use a pregnancy calendar, daily baby updates, and a development checklist to track milestones for you and your baby.

### **Health and wellness programs**

Explore health and wellness programs to help you learn about infertility, sexual health, birth planning, preterm delivery, mental health, breastfeeding, and more.

### **Unlimited one-on-one coaching**

Send instant messages to registered nurse health coaches to ask all your questions.

### **Benefits library**

Learn about all of your health care benefits from one, easy-to-find place.

### **Career and return-to-work programs**

Find coaching and career advice about maternity leave, returning to work, and being a working parent.

# Virtual care overview



ACCESS	SERVICES	PROCESS
<ul style="list-style-type: none"><li>• Computer</li><li>• Smartphone</li><li>• Tablet</li></ul>	<ul style="list-style-type: none"><li>• Diagnosis</li><li>• Treatment plan</li><li>• Prescriptions (if needed)</li></ul>	<ul style="list-style-type: none"><li>• Online/email or phone/video consultation</li><li>• Symptoms are discussed and diagnosed</li><li>• Course of treatment is put into place</li></ul>

# Virtual care options

Clinic-based	Amwell	Virtuwell	CallLink Nurseline
Many clinics offer virtual care, online care or e-visits	24/7 online clinic available in every state Includes coverage for medical and behavioral health care services	24/7 online clinic available in select states	Available 24/7
Prices vary	Medical: Each visit is \$64 or less Behavioral health: Price varies by type of service	Medical: Each visit is \$59 or less	FREE
Check with your clinic to see if they offer virtual care and how you can connect with your provider online	Mobile, web and phone visits with a board-certified doctor	Online visits with a certified nurse practitioner	Phone visits with trusted advisors and nurses
Clinic's website	Amwell.com	Virtuwell.com	<a href="https://partner.medica.com">partner.medica.com</a>

# Medica CallLink®

Getting the best care and the best value

- Learn more about a diagnosis
- Decide what type of care meets your needs
- Understand symptoms and treatment options
- Create a plan for adding healthy habits to your routine
- Understand how to take medications safely and effectively
- Find a doctor or hospital and schedule an appointment
- Get information about preventive screening services



**Available 24-7**

**1 (800)-962-9497**



# 2023 Action plan calendar

## A year at a glance

Your Medica plan may not include all of these programs. Select the topics and resources available to your employees.

Visit [Medica.com/WellnessToolkit](https://www.Medica.com/WellnessToolkit) for these and additional resources to share with employees.

MONTH	TOPIC(S)	RESOURCE(S)
January	Fit Choices <sup>SM</sup> by Medica health club reimbursement program	Fit Choices by Medica flier*
February	<ul style="list-style-type: none"> <li>My Health Rewards by Medica® - Getting Started</li> <li>Member website</li> </ul>	My Health Rewards mobile app flier* My Health Rewards compatible devices flier* My Health Rewards getting started and registration videos Medica member website flier*
March	My Health Rewards healthy eating resource	My Health Rewards healthy eating resources flier
April	<ul style="list-style-type: none"> <li>Healthy pregnancy and parenting</li> <li>How to find a network provider</li> </ul>	Ovia Health flier How to find a network provider tip sheet
May	Behavioral health	Behavioral health resources brochure Sanvello flier
June	When and where to get care	When and where to get care tip sheet
July	<ul style="list-style-type: none"> <li>Preventive care</li> <li>Omada for Prevention</li> </ul>	Preventive care tip sheet Omada for Prevention flier
August	<ul style="list-style-type: none"> <li>Flu shots</li> <li>My Health Rewards Journeys®</li> </ul>	Flu shot flier My Health Rewards Journeys guide
September	Medica CallLink®	Medica CallLink flier*
October	Virtual care	Virtual care flier* Amwell flier*
November	Live and Work Well	Live and Work Well flier*
December	My Health Rewards sleep guide	My Health Rewards sleep guide

# HealthE by Medica

2023 Editorial Calendar

Month	Topic
January	Importance of preventive care
February	Heart healthy activities
March	Mindful eating
April	World Health Day
May	Mental Health Month
June	Men's Health Month
July	Healthier grilling and picnic ideas
August	Flu/immunizations
September	Building balance/avoiding burnout
October	Sleep hygiene
November	Diabetes Awareness Month
December	Holiday stress



# Medica's Wellness Resources 2024 Enhancements

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# My Health Rewards 2024 Incentive Structure

Level	Points earned	Reward
1	2,000	\$10
2	10,000	\$20
3	25,000	\$50
4	40,000	\$80

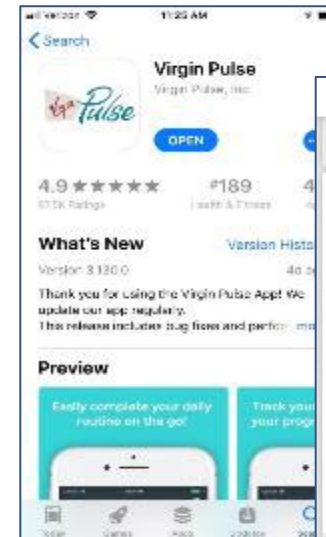
\$5/monthly reward upon completion of 7000 steps/15 active minutes/15 workout minutes. 20 days in a calendar month.

NEW \$5 one-time reward for annual exam (self-attestation)

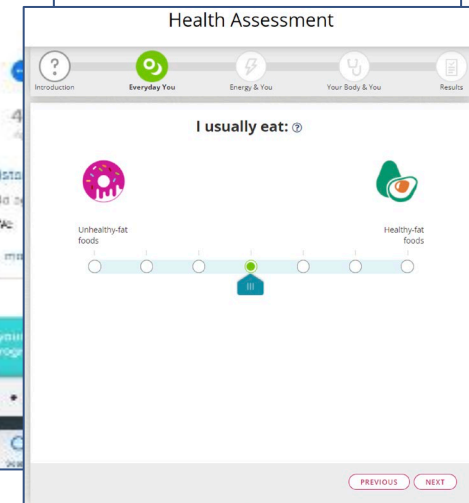
Members 18 years and older can earn up to **\$225** in gift cards funded by Medica 

Getting started is easy!

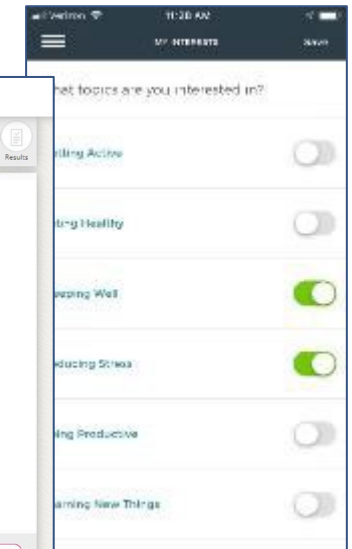
Download the App



Take the health assessment

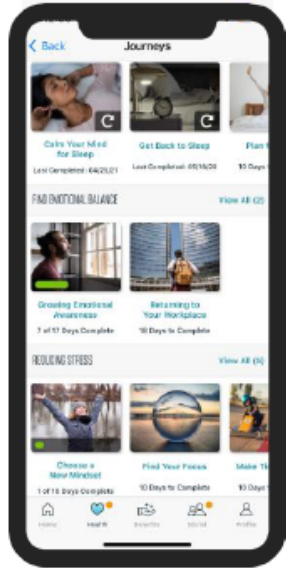


Save your interests



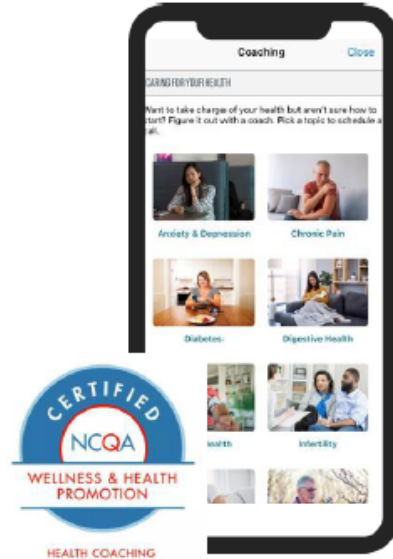
# My Health Rewards 2024 – Live Coaching Services

Digital Coaching Journeys, and Live Coaching Services



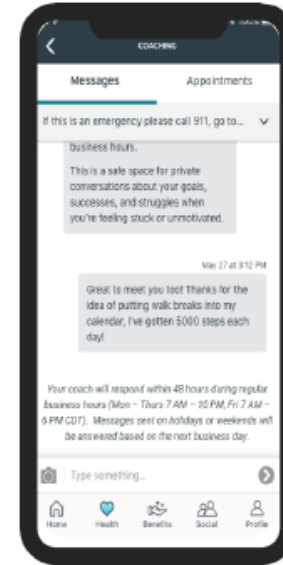
## Digital Coaching Journeys

Each Journey breaks a key behavior or a larger goal into smaller achievable steps, helping people improve their health literacy and form new habits as they go.



## Live Coaching Services

1:1 multimodal coaching where members are matched to a coach based on their goals and preferences, across all lifestyle topics, including mental wellbeing.



## Coach Messaging

Once a member has had a call with a coach, they can communicate with their coach both telephonically and through messaging. With increased access, they can seek support, information and guidance in a more convenient and flexible manner.

# 2024: Introducing Life Time Digital Fitness



On-demand classes



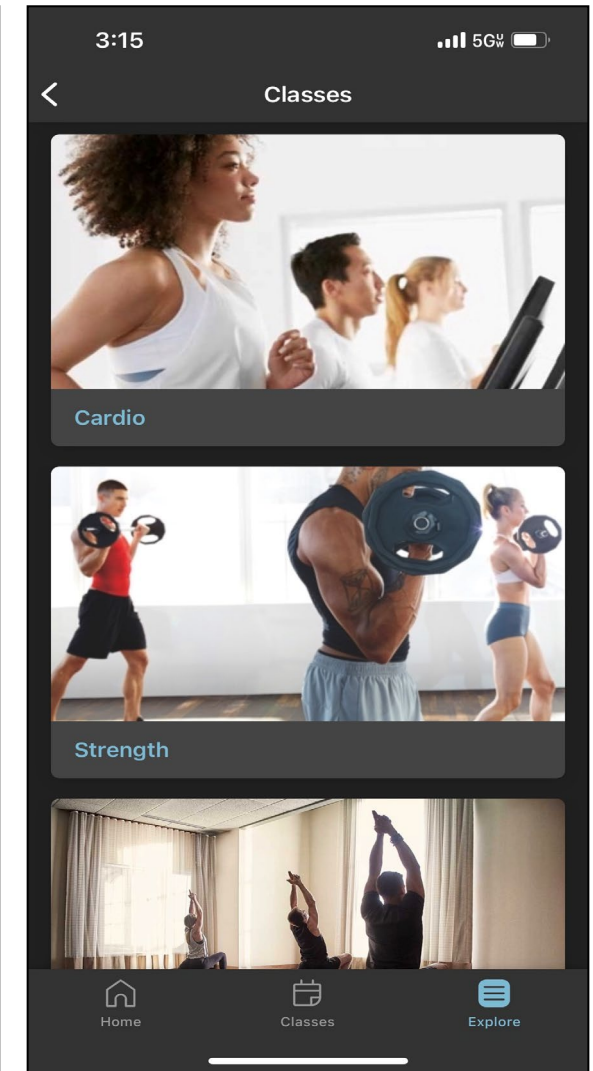
Livestream classes from health clubs around the nation



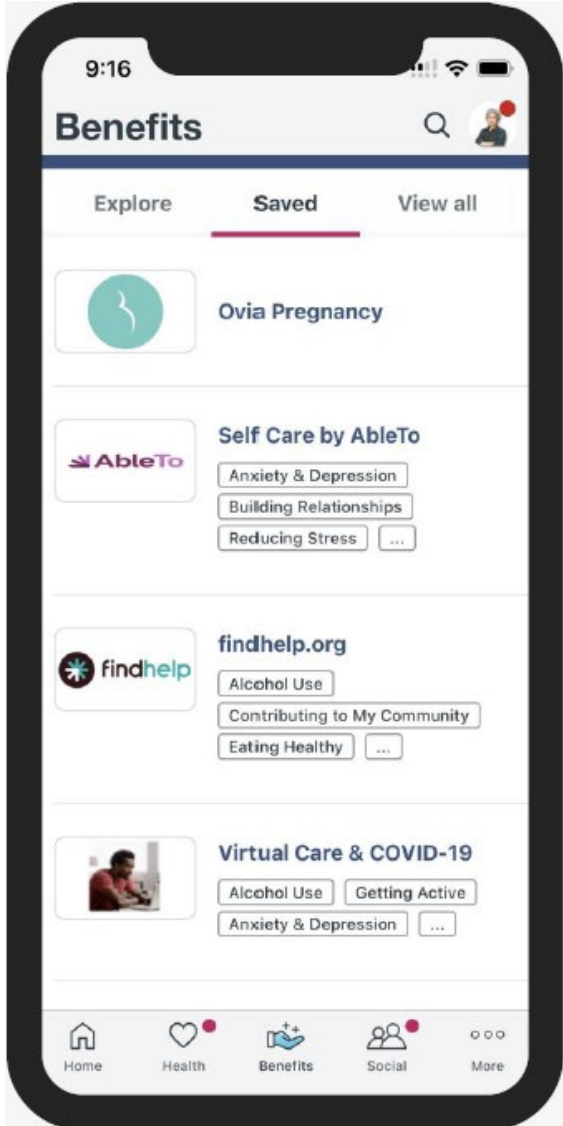
Structured training programs



Curated health and wellness content



# Introducing Medica's Resources via Benefit Tiles

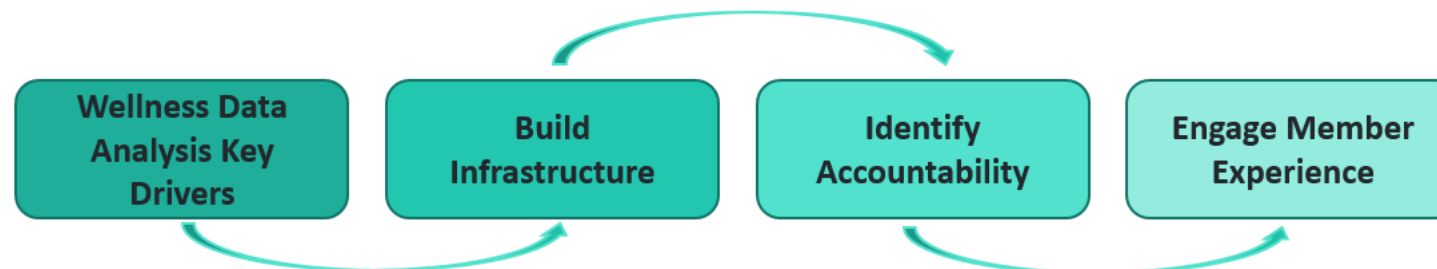


# Wellness Consultation Partnership

**Goal:** Offer a data-driven wellness strategy focusing on optimizing health improvement opportunities meeting the uniqueness of the employer population.

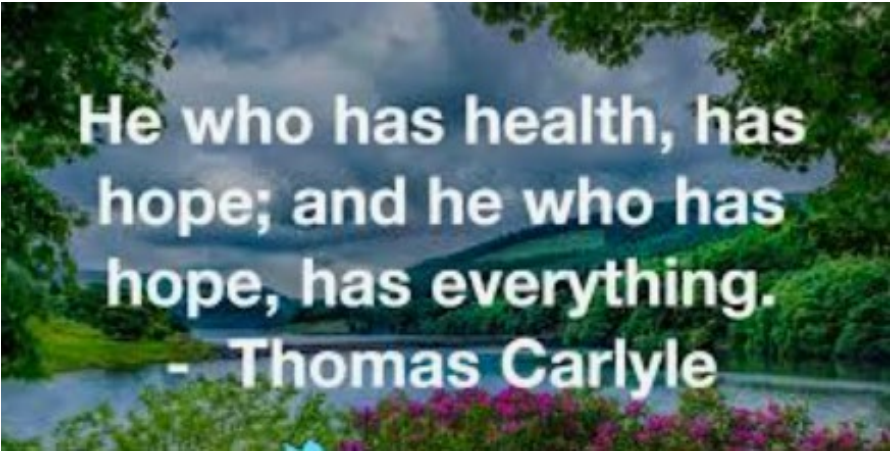
## Wellness Consultation Services

- Identify wellness goals
- Review wellness data analysis & wellness resources engagement
- Develop wellness strategy building blocks
- Identify wellness key drivers and approaches to address
- Highlight a proposed wellness calendar
- Review Medica's wellness resources





# What will your wellness inspiration be?



## **MISSION**

To be the trusted health plan of choice for customers, members, partners and our employees.



## **VISION**

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.



## **VALUES**

Customer-Focused • Excellence • Stewardship • Diversity • Integrity



Thank you