



# Group Administrator Training

Welcome

# Your Account Management Team



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ACCOUNT MANAGEMENT*



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**KORTNEY TEST**  
*ACCOUNT MANAGEMENT*

# What We'll Cover

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- About Medica
- Account Management
- Medica Service Center
- Group Administration
- Communication Support
- Medica Member Portal
- Pharmacy Benefits
- Health and Wellness Resources

# About Medica

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Dedicated to Being Your Trusted Health Plan of Choice

## **MISSION**

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

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## **VISION**

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

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## **VALUES**

Customer-Focused • Excellence • Stewardship • Diversity • Integrity

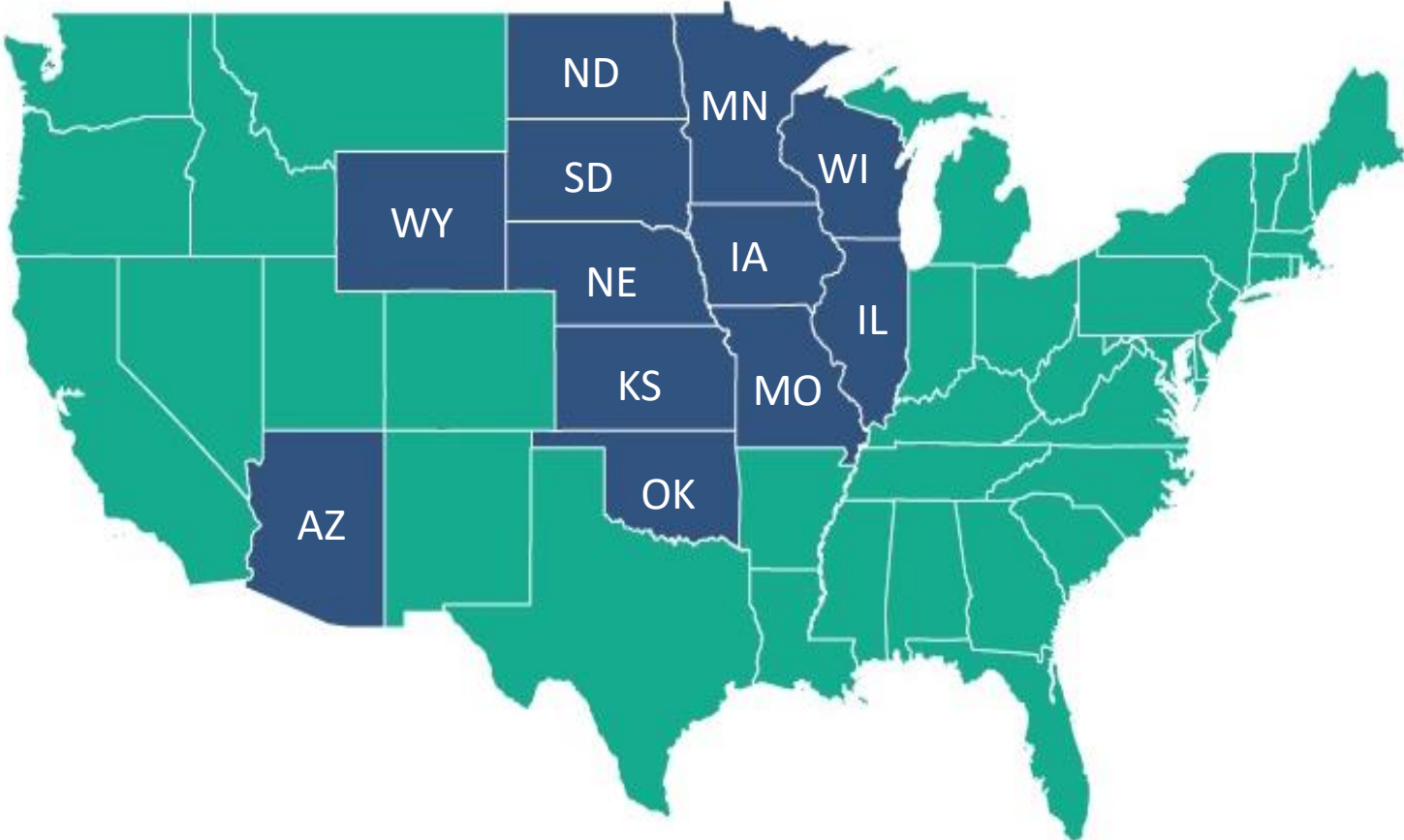
# Medica Overview



3,000 team members

**Not-for-profit**

Our focus is on the communities we serve



**\$6.0 billion**

Annual revenue

**Medica  
Foundation**

Support for customers and  
the greater community

**12  
states**

**24  
Accountable Care  
Organizations  
(ACOs)**

Nearly **1.5 million members**

**160,000**  
Individual and Families

**422,000**  
Medicare & Medicaid

**900,000**  
Commercial

# Provider Networks

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Medica Choice National and Medica with CHI Health

# Medica Choice National: Reliable coverage across the nation

Count on comprehensive coverage from coast-to-coast

## With Medica Choice National:

- Access over one million network providers nationwide, including specialists
- Enjoy a straightforward member experience centered around your needs
- Benefit from an unparalleled national network

## Your needs, our priority:

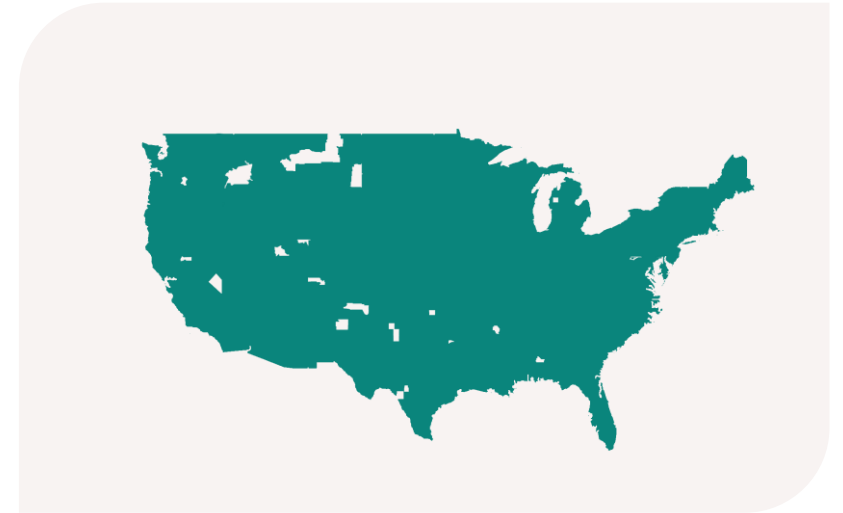
- We collaborate with providers to ensure effortless care while you're away from home
- One contact number for billing, coverage, and inquiries: 1 (866) 209-4222

## Unmatched flexibility:

- Choose any network provider at any time, or select any network facility
- Directly engage primary or specialty care providers within the Medica Choice National network without a referral
  - Certain specialty clinics may require a primary care provider visit to guide your care

## Stay covered on the go:

- Maintain coverage when you travel, granting access to in-network care away from home





# Medica with CHI Health

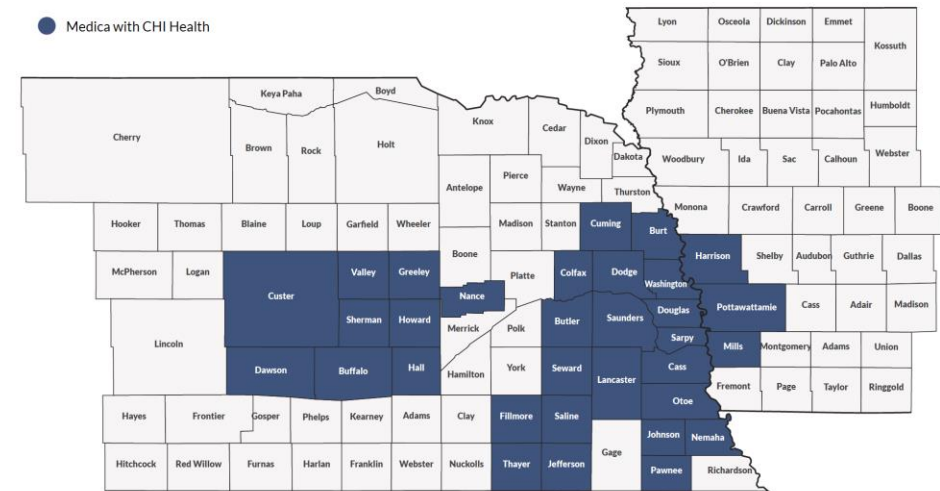
## Quick facts

- CHI Health centered network with access to 40 hospitals and more than 575 clinics
- Integrated network of more than 4,000 physicians, specialists and advanced practice clinicians providing life-changing coordinated care



## Features

- Direct access to primary or specialty care providers without a referral; try **MyProviderMatch.com** to find one that best suits your needs and interests
- Single phone number
- Priority Care provides quick and easy access to providers that treat non-threatening illnesses and injuries for all ages. Extended hours available, no appointment needed.
- Quick Care available inside select Hy-Vee stores for minor medical care in a walk-in setting. Available to patients 18 months or older



Nebraska and southwestern Iowa

# Account Management

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## Services

# Account Management | Account Managers

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



# Service Center

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Striving for Excellence in Every Interaction

# Service Center | Phone Numbers:

## Employer Services:

**1-866-894-8052**

## Member Services:

**Medica Choice National: 1-866-209-4222**

**Medica with CHI Health: 1-877-335-9108**

**Monday – Friday 7am – 8pm CST  
(closed Thursdays 8am – 9am CST)**

**Saturday 9am-3pm CST**



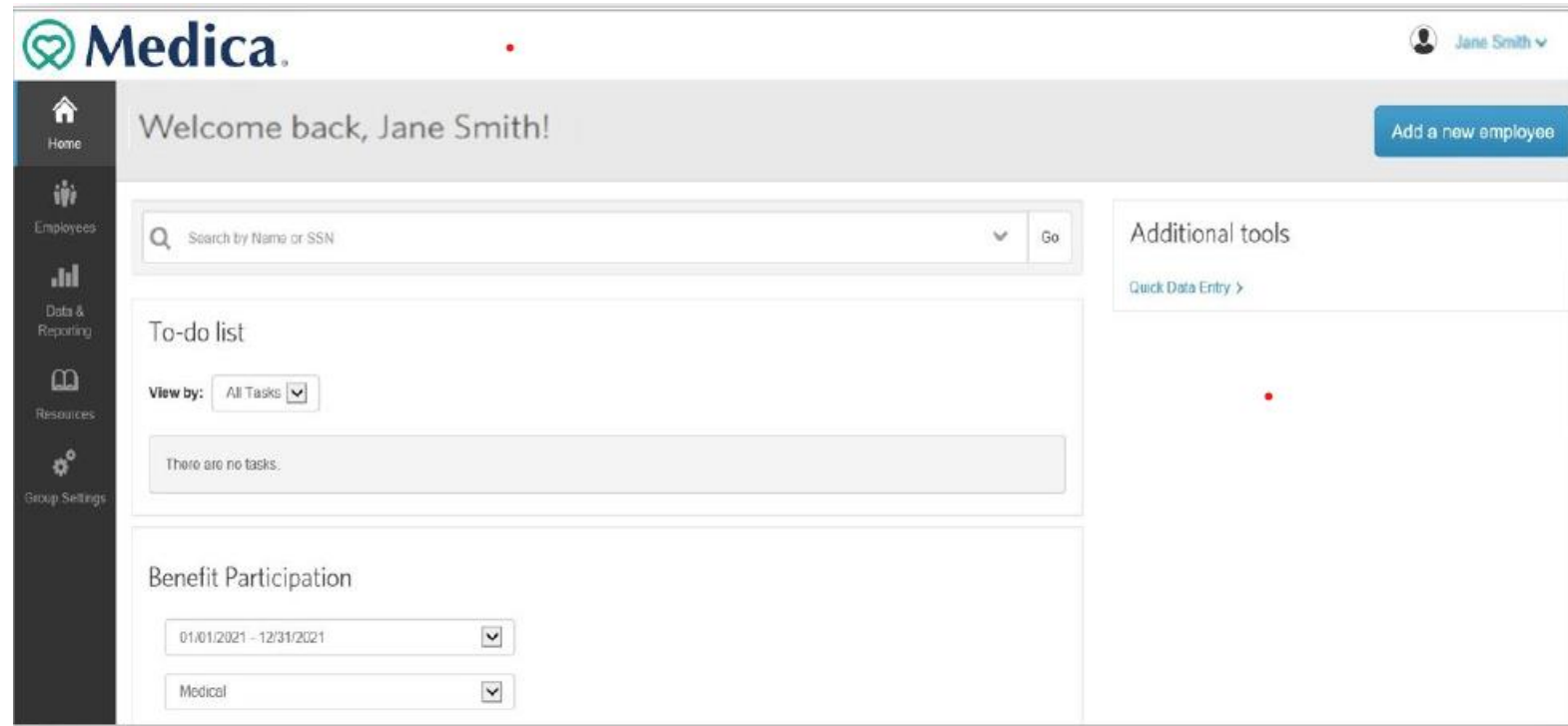
# Group Administration

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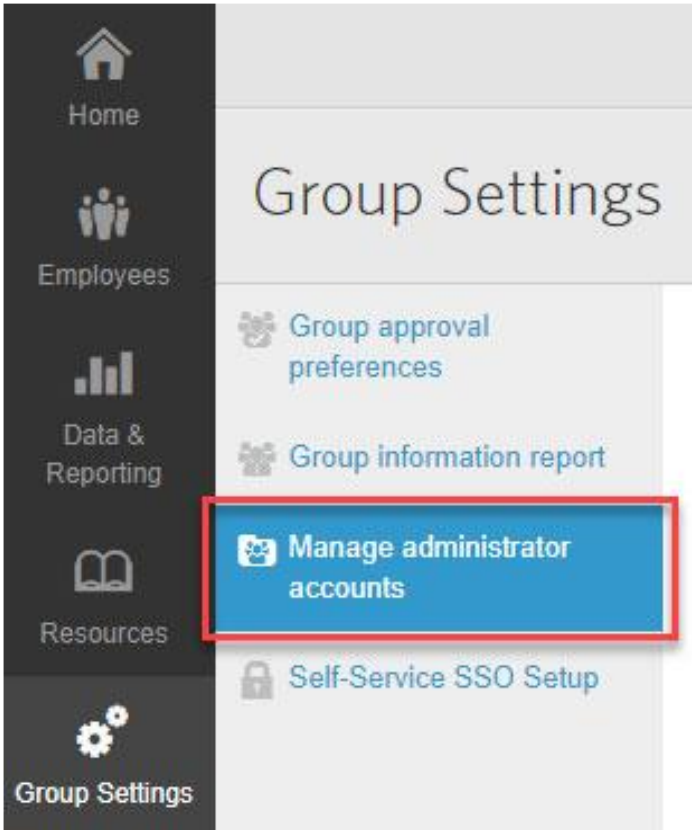
# Medica Employer Services

## Features

- Real-time online administration
- Secure connection 24/7
- Manage Access
- Enrollment
- Billing



# Medica Employer Service | Manage Access



- Primary Group Administrator
  - Manage access of users
  - Activate or inactivate access
  - Assign functional permissions, such as enrollment or billing



# Enrollment Procedures | Enrollment/Change/Cancellation

Enter changes within 31 days of event

- Add employee
- Add dependent (i.e. spouse, child)
- Waive coverage
- Change information (i.e. name and address)
- Change plans
- Remove employee from plan (termination date: end of month)
- Newborns are automatically covered for the first 31 days.

## Employees Can Enroll...

When newly hired

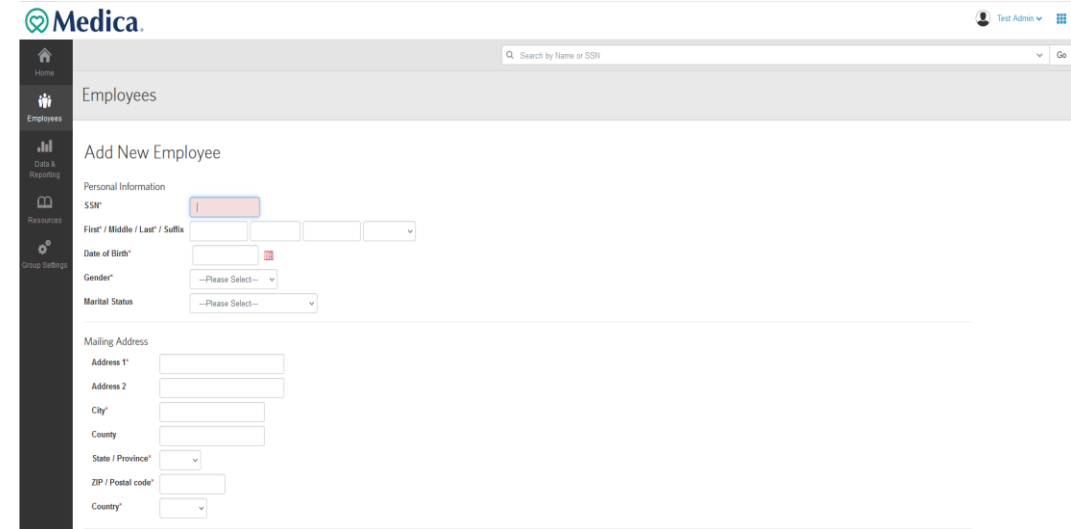
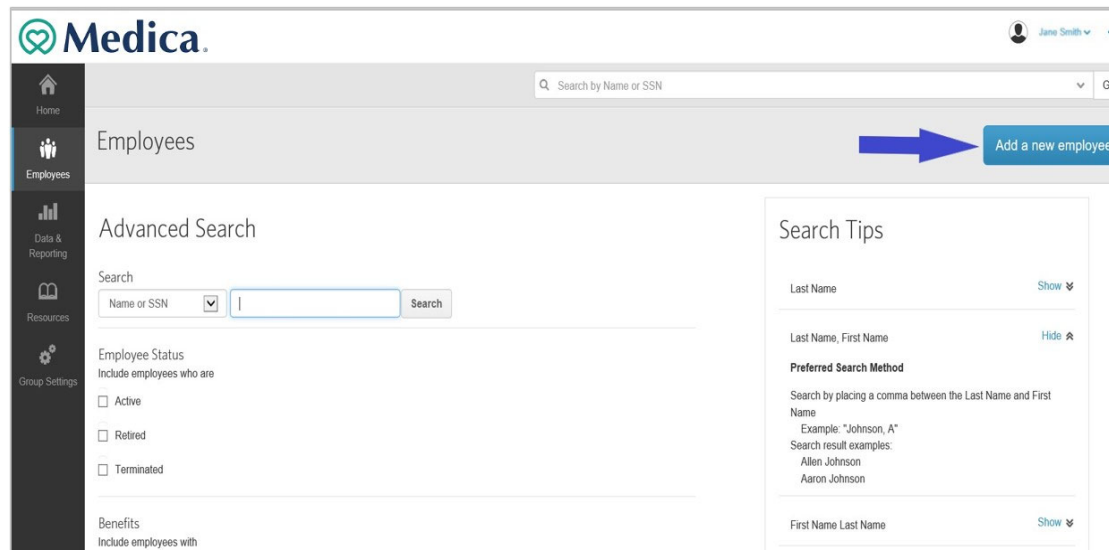
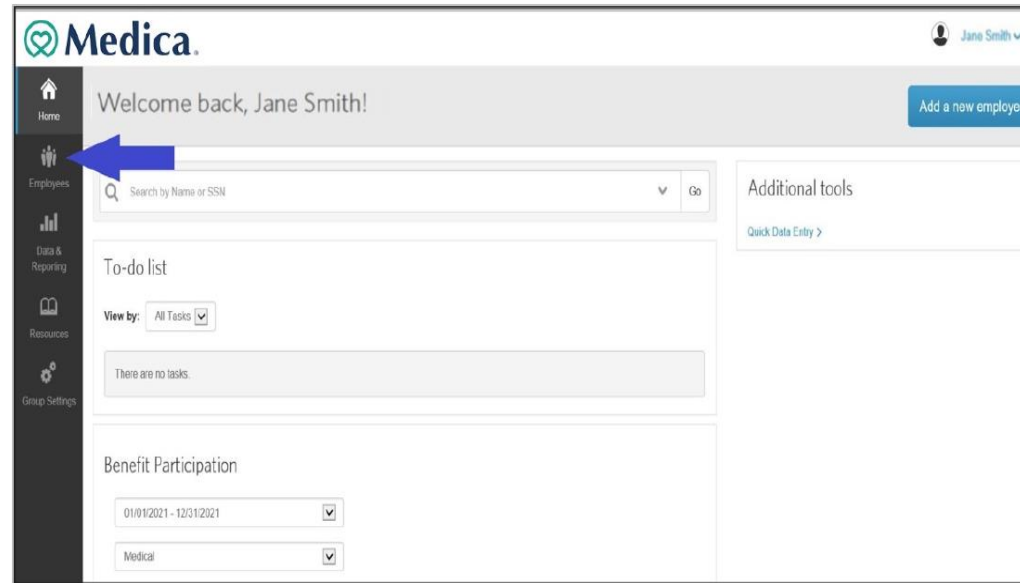
Following a change in family status:

- a) Loss of other coverage
- b) Birth
- c) Adoption
- d) Marriage
- e) Divorce

During Open Enrollment

# Medica Employer Service | Enrollment

- Add members
- Update dependents
- Term members
- Update member information



# Enrollment Procedures | 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



# Enrollment Procedures | Continuation Eligibility

## To Determine Eligibility:

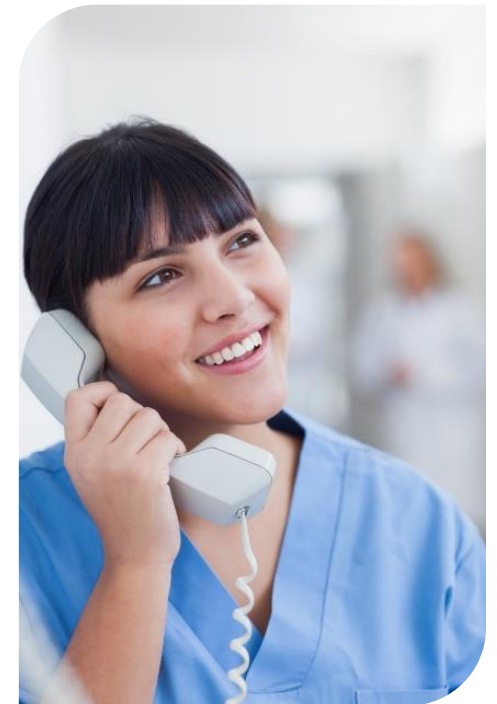
COBRA/Continuation laws and requirements are the responsibility of the employer (contact your legal counsel)

For more information on State Continuation:

- NE Department of Insurance  
402-471-2201 or 1-877-564-7323 <https://DOI.Nebraska.gov>
- IA Insurance Division  
515-654-6600 or 877-955-1212 <http://IID.iowa.gov>
- Federal COBRA questions: US Department of Labor at 1-866-487-2365 or [www.dol.gov](http://www.dol.gov)

## \*To re-enroll Members Who Have Elected Continuation

- Terminate coverage; Notify members of continuation rights
- Re-enroll if continuation is requested



# Billing Procedures | Billing

- Email reminder that invoice is ready
- Bills reflected in the MES portal on or around the 15<sup>th</sup> of the month
- Payment due by first of the month
- Pay as billed, wait for adjustments
- Changes are due a full 30 days prior to reflect on next billing statement
- Online payment and Automatic Clearing House (ACH), an automated payment option, are available within Medica Employer Service
- Questions? Call the Service Center at 866-894-8052



# Medica Employer Service | Billing



Groups Individuals Reports Account Management System Setup

Billing | My Account | Logout

Group Name  Search

- Search Invoices
- Set up ACH
- Pay Invoice

View Invoices

Your Current Invoices View: Current Submit

1 Items | 1-1

Invoice Level	Billing Period	Invoice #	Invoice Date	Payment Due Date	Total Amount Due
<input type="button" value="Options"/> A00082 (S&M Body Co Inc)	04/01/2021-05/01/2021	14211	03/15/2021	04/01/2021	\$4,432.64

View Invoice Pay Invoice Print Invoice

[Medica.com](#) | [Privacy](#) | [Terms of Use](#) | [Non-Discrimination notice](#)

Iowa and Nebraska: 1-866-894-8052  
Employer Service Center Monday - Friday 8 a.m. to 5 p.m.  
Closed 8 to 9 a.m. Thursdays  
[Email us](#)

Technical Questions? Please call: 1-855-962-1320 Monday - Friday 8 am - 5 pm  
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# Billing | Invoices

## Invoice reflects:

- Account summary
- Current invoice summary
- Invoice detail at the subscriber level
- Adjustment details (if any)
- Payment remittance slip



QA\_NE LGFI\_Split Broker\_1

Group ID A00347	SubGroup ID A00347-001	Division	Invoice Date 07/01/2021	Billing Period 02/01/2021-03/01/2021
Invoice # 34601	Payment Due Date 02/01/2021	Total Amount Due \$9,436.09		

ACCOUNT SUMMARY	
Original Totals	
Previous Amount Due	\$0.00
Payments	\$0.00
Balance Forward	\$0.00
Current Charges	\$9,436.09
Fees/Credits	\$0.00
Current Adjustment	\$0.00
Total Amount Due	\$9,436.09

# Communications Support

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- Medica.com for Employers
- Employer Update E-Newsletter
- Member Newsletter



# Communications for Employers

- 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 receive

## Member topic of the month: My Health Rewards by Medica<sup>®</sup>

Every month we feature ready-made promotional materials for a member program or resource. Share this month's topic — My Health Rewards by Medica<sup>®</sup>\* — with your employees. Print the materials or email it to your employees, whichever you prefer.

My Health Rewards by Medica is program that rewards employees for taking actions to improve their health. This personalized program motivates employees to make better health decisions. Employers can use our promotional materials to raise awareness of the program and encourage their employees to participate.

[View promotional materials.](#)

\* My Health Rewards is included with fully insured plans and is a standard offering for self-insured plans.


# Communications – member newsletter

## *Be.Well*


- General health and wellness lifestyle content
- Emailed three times per year to members with a member website account
- Content lives on our Medica.com blog for employers to share

To begin receiving *Be.Well*, you can activate your online member website account at [Medica.com/SignIn](https://www.Medica.com/SignIn).

FOR EMPLOYER-PROVIDED PLAN MEMBERS


 **Be.Well** by Medica

February 2023



**Find Your Focus**


We all have a choice on how to proceed with our days, even when it feels like things are working against us. It all starts with intention and purpose. And it ends by focusing on what matters most — family, friends, and health.



**Ease the Sneeze**

Tame and treat your seasonal allergies.

[Find relief >](#)



**Save Your Skin**

Get and keep a healthy glow.

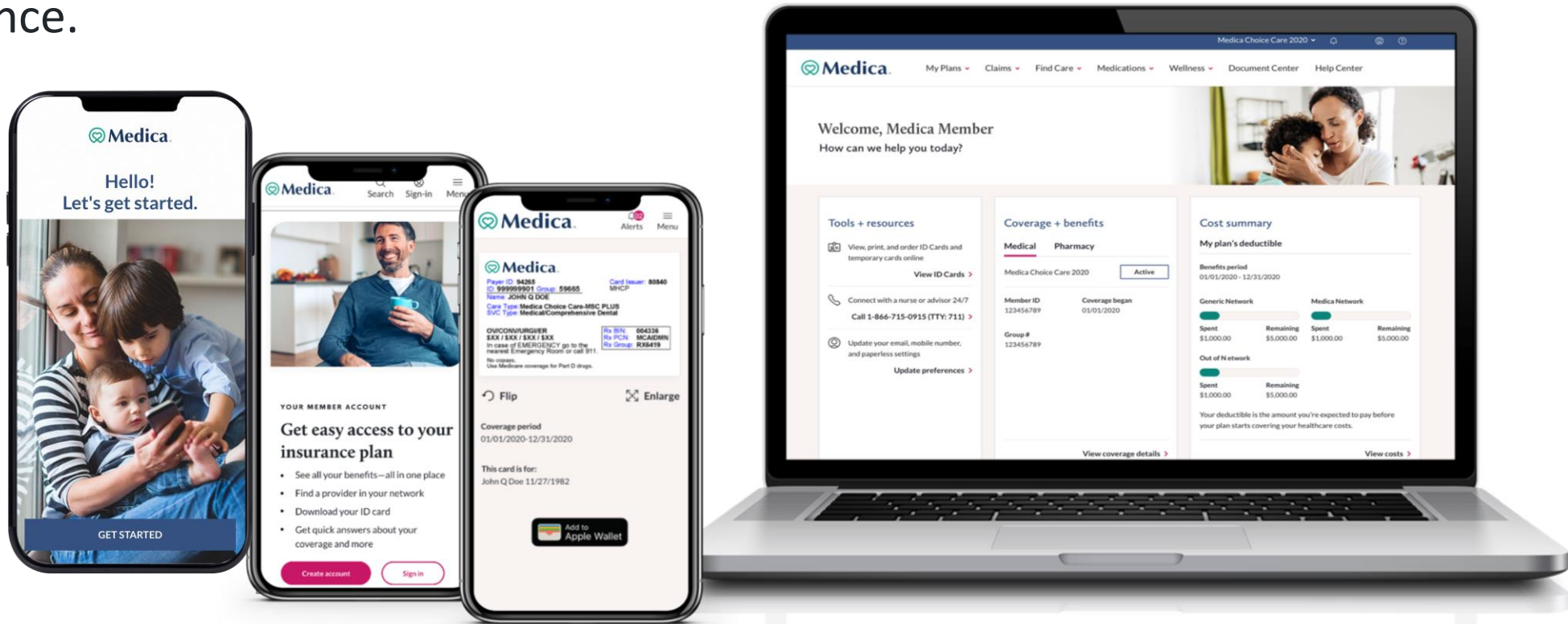
[Learn how >](#)

# Medica Member Portal

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# Discover the new Medica.com experience

Your digital one-stop health plan resource, paired with a mobile app for on-the-go convenience.



Find "Medica Member" in the iOS and Android app stores

Or visit [Medica.com/SignIn](https://Medica.com/SignIn)

# Pharmacy Benefits

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# Pharmacy solutions

## Partnering for your well-being:

- Access to an expansive network of over 64,000 retail pharmacies
- Benefit from consistently low negotiated rates across all network pharmacies
- Convenient home delivery option available
- Leverage the Express Scripts mobile app for:
  - Checking drug costs
  - Locating pharmacies
  - Viewing prescription drug history
  - Printing forms and ID cards
  - Accessing drug information
  - Receiving medication-related alerts



## Navigating specialty needs:

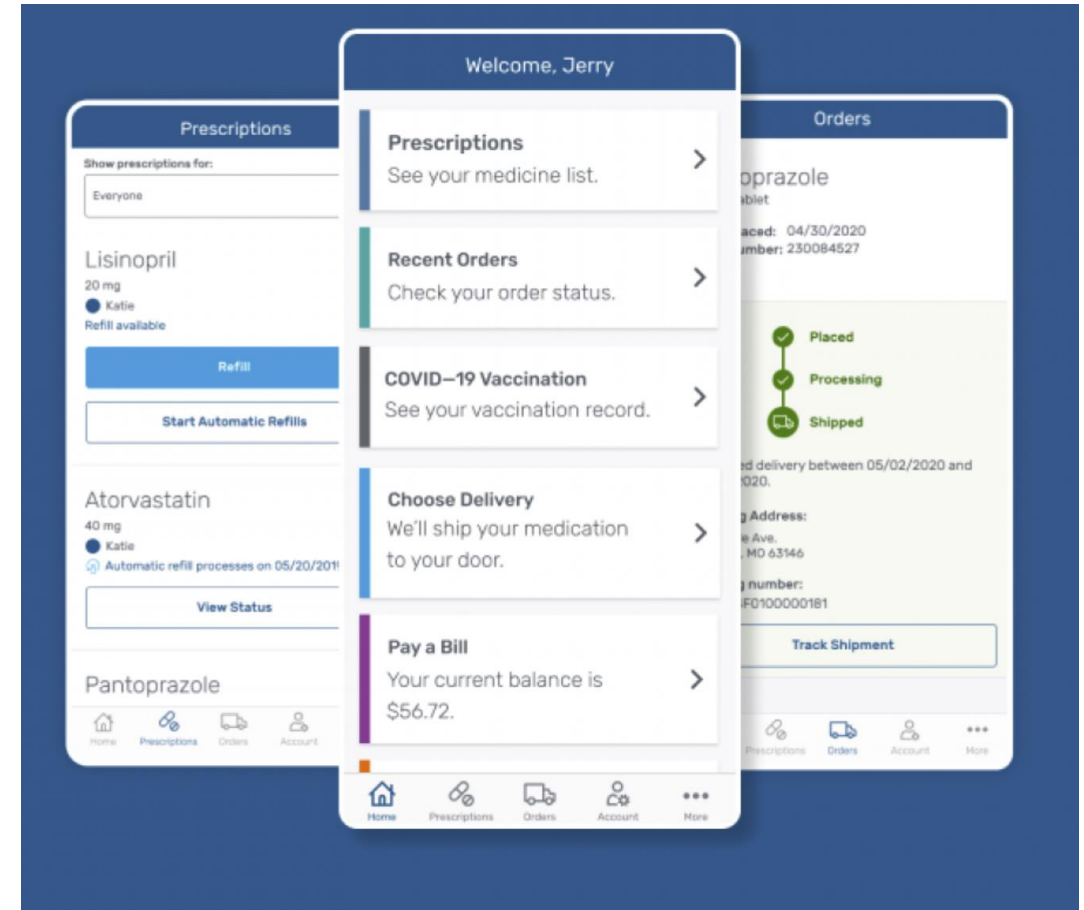
- Specialty Pharmacies including Accredo
- Tailored for specialty medications
  - Self-injectable, oral, high-tech, or high-cost treatments for complex diseases
- May require specialized handling
- Frequently prescribed by specialists
- Round-the-clock access to dedicated pharmacists and nurses for specialized support



# Pharmacy Benefits | On the Go

Members can manage their prescription through **Medica.com/Signin** or download the Express Scripts app from Google Play or iOS app store

- Check drug costs
- Locate a pharmacy
- View prescription drug history
- Order refills
- Reminders and drug interaction checker
- Submit mail order
- Enroll in automatic refills



# Pharmacy Benefits | Preventive Drug List

Your health plan includes an extended Preventive Drug List, which includes maintenance medications used to treat a variety of common disease states/chronic conditions.

- All medications covered at 100%
- \$0 member cost share
- Conditions such as:
  - Diabetes
  - Hypertension
  - Respiratory Disorders
  - Mental Health



## Medica Preventive Drug List

(1/1/2024)

Certain health plans provide a specific benefit for preventive outpatient drugs that are considered maintenance drugs used to treat common disease states. Plan terms vary and members should consult their benefit plan documents to determine whether they have coverage for preventive maintenance drugs and, if so, with lower or no member cost sharing. Some strengths or dosage forms, noted with an \*, may not be included in the Preventive Drug List, regardless of their appearance in this document. Certain products or categories may not be covered or may be subject to utilization management edits such as step therapy, prior authorization or quantity limits. Please check with your plan provider should you have any questions about coverage. If your benefit includes mail order, please note that some drugs and supplies may not be available through this service.

### ANTICOAGULANTS/

### ANTIPLATELETS

### ANTICOAGULANTS

enoxaparin  
fondaparinux

### COMBINATION ANTIHYPERLIPIDEMICS

amlodipine/atorvastatin  
ezetimibe/simvastatin

### DIABETES

FARXIGA  
JANUMET  
JANUMET XR  
JANUVIA  
JARDIANCE  
SUNVION



# Health and Wellness Resources

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Innovative Programs and Services Designed to Help Your employees Achieve their Best Health

# Medica Behavioral Health

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Providing Care to Help You Achieve Overall Well-Being

# Medica behavioral health

**24/7/365 resources:** Find the right behavioral health provider for your needs through our extensive network of over 81,000 practitioners nationwide

## How to find a behavioral health provider:

- Call Medica Behavioral Health at **1 (800) 848-8327**
- Use the Online Directory at **Medica.com/FindCare**
  - (Look for the "Start here" option in the Behavioral Health tile)
- Access comprehensive resources at **LiveAndWorkWell.com** with access code **MEDICA**
  - Includes 24/7 professional care, self-help programs, and valuable information

**Available to all groups:** Whether you have Optum EAP or not, you have access to these resources.



Need to speak with someone? [Get help now](#)

## What type of Behavioral Health Care can we help you find near:

Hopkins, MN 55305

[Change Location >](#)

Search for providers and services

[Search](#)

### Frequent Searches

[Psychologist >](#) [Anxiety >](#) [Therapists >](#) [Depression >](#)

### Find Care by Category



People



Places



Services



Conditions



Cost Estimates

## In case of crisis:

- Optum Behavioral Health Crisis Line:  
**1 (800) 848-8327** (Press #8)
- Optum Substance Use Disorder Helpline:  
**1 (855) 780-5955**

*Optum Behavioral Health manages the Medica Behavioral Health program*

# Employee Assistance Program (EAP)

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Medica<sup>®</sup> Optum<sup>®</sup> Emotional Wellbeing Solutions

# Medica<sup>®</sup> Optum<sup>®</sup> Emotional Wellbeing Solutions

This employee assistance program supports you through life events:

- Starting a new job
- Getting married or divorced
- Buying a new home
- Work stress
- Having children
- Moving or relocation
- Financial stress
- Returning to work
- Childcare or eldercare issues
- Retirement issues

For assistance 24/7/365: 1 (800) 626-7944

## Core Services and Benefits:

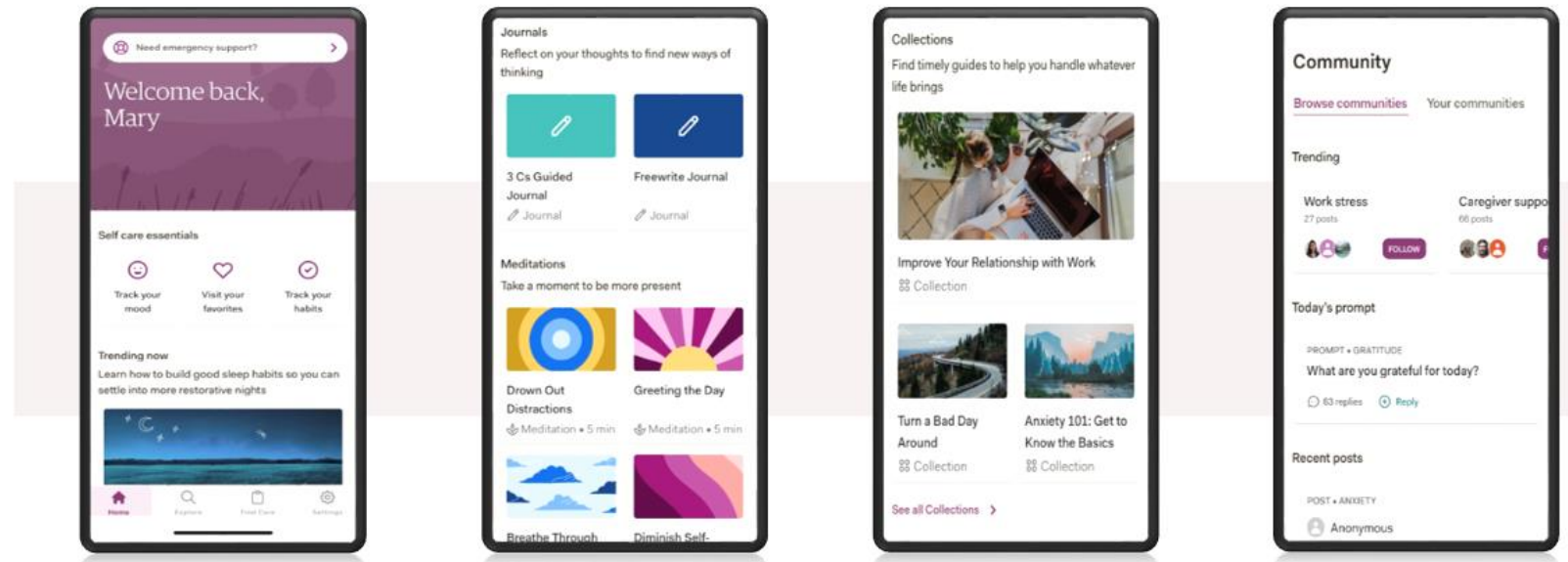
- Specialist availability around the clock, every day of the year, to discuss personal, financial, or legal concerns
- Five counseling sessions per issue per year, fully covered
- A wealth of interactive resources, webinars, screeners, and valuable information accessible at [LiveAndWorkWell.com](https://www.LiveAndWorkWell.com)
- A complimentary 30-minute legal consultation, either in-person or via phone
- Consultation and support for management

# Self Care by AbleTo

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# 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 as part of their Medica Behavioral Health Plan
- **Program features:**
  - Assessments and tracking
  - Mental health skills and tools
  - Collections
  - Community (*coming soon*)
  - Find Care – Connect with a therapist online
- **Getting started:**
  - Go to [AbleTo.com/Begin](https://AbleTo.com/Begin)
  - Choose “Get started” and enter “Medica” for access



# My Health Rewards by Medica®

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# My Health Rewards

## Overall goal

- Earn points and get up to \$225 in rewards per year with My Health Rewards, an online tool that helps you take small steps to reach your health goals.

## Eligibility

- Medica members 18 years and older

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>			
PREVENTIVE CHECKUP	Get your annual preventive health checkup and mark your completion date in "My Care Checklist"	\$5 per year	E-gift card or other options
Point-based rewards + 20-day triple tracker + preventive checkup rewards =		<b>\$225 in rewards potential per year</b>	E-gift card or other options

\*You must connect your fitness tracker to your My Health Rewards account. Manual tracking of steps and active minutes will not count toward earning the monthly reward.

## Rewards

Get rewarded for using the tools and programs that work for you.

- New for 2024: Earn a bonus \$5 reward each year for completing your annual preventive health checkup
- Tracking physical activities and daily steps
- Completing Healthy Habits activities
- Completing self-guided courses, called Journeys
- Daily Learning Cards
- Tracking sleep



### 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.

# My Health Rewards

Program overview

## Nutrition + healthy eating resources

**Foodsmart** makes it easy to eat well with a variety of nutrition and recipe tools.

- Recipes
- Grocery list
- NutriQuiz
- Tips & Resources

## Eat Fit Go

- Fresh, healthy ready-to-eat vacuum packed meals delivered directly to your home or office.

**Monj** teaches you how to cook-up healthier food habits with an online interactive program.

- Daily missions
- Cooking lessons
- Shopping tools
- Pantry essentials



# Life Time<sup>®</sup> Digital Fitness Program

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# Life Time Digital Fitness



On-demand classes – starting 1/1/24



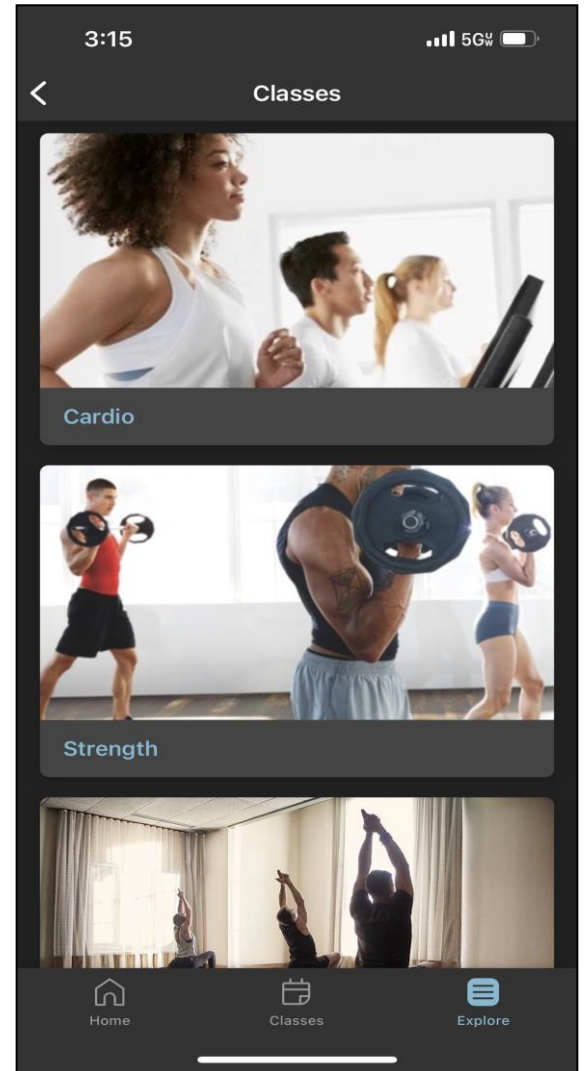
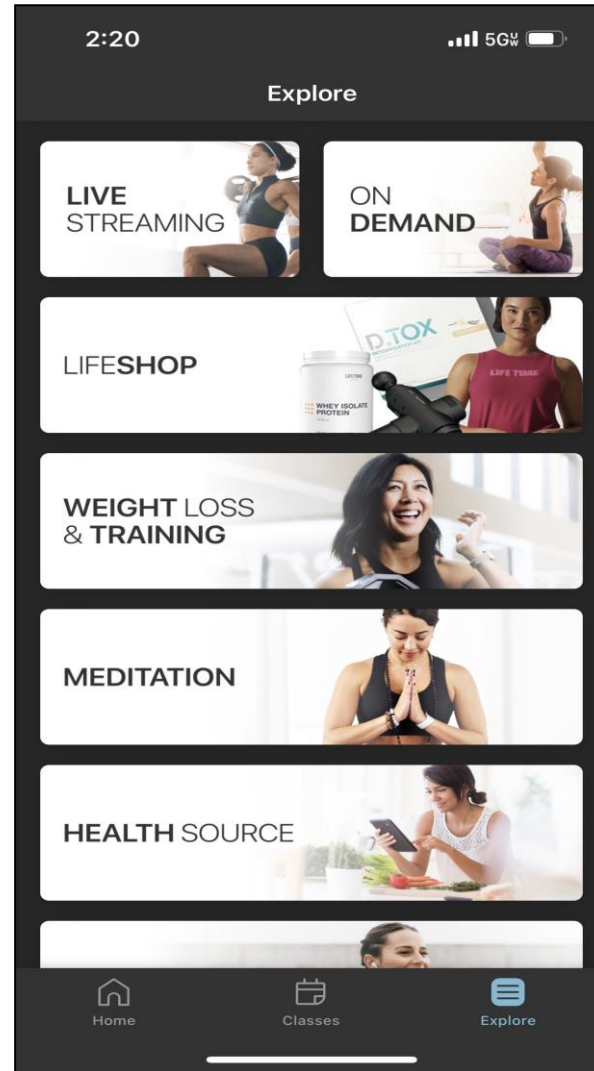
Stream on-demand and live virtual classes from health clubs around the nation



Structured training programs, wellness content, meditations, and more for all fitness levels



All Medica subscribers, spouses, and dependents ages 18 and older are eligible



# OMADA for Prevention

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# Omada for Prevention

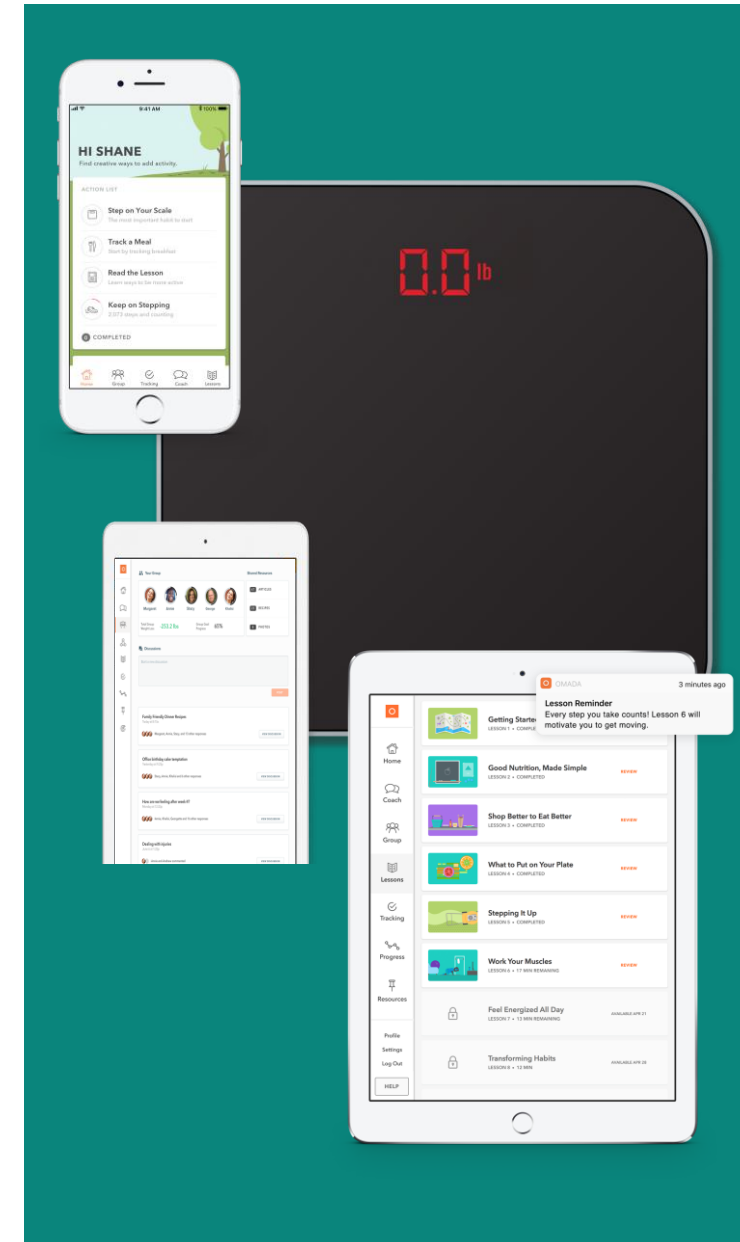
Unlock the power of a digital lifestyle change program designed to enhance your overall well-being, shed excess weight, and lower your risk of chronic conditions such as Type 2 diabetes and heart disease.

## Your journey to wellness

- **Learn + apply:** Discover the art of meaningful changes in eating, activity, sleep, and stress management, with a focus on long-term sustainability
- **Your way, your health:** This program is yours, with no extra cost

## Your toolbox of wellness

- **Dedicated health coach + care team:** Guidance tailored to your unique needs
- **Interactive weekly lessons:** Engaging lessons that empower you
- **Wireless scale:** Delivered to your doorstep
- **10 minutes a day:** Achieve a healthier lifestyle at your pace, anytime, anywhere
- **Habit + behavior change:** Long-term well-being that's built to last



# Ovia Health

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# Ovia Health

Three mobile apps that span the reproductive health and parenting spectrum.

## Ovia Pregnancy

- Weekly baby development summaries
- Daily articles and tips
- Supportive weekly videos
- Return-to-work planning tools and support
- Unlimited in-app coaching with nurse health coaches

## Ovia Parenting

- Learn about child development and health
- Track baby's feedings, diapers, and sleep
- Get guidance and support for mental health and wellness
- Access thousands of parenting articles and tips
- Unlimited in-app coaching with nurse health coaches

## Ovia

- Enter a personalized journey and receive support based on three key areas of reproductive health: trying to conceive (TTC), not trying to conceive (non-TTC), and menopause

The logo for Ovia Health, featuring the text "oviahealth" in a lowercase, sans-serif font. The "o" is white, and "viahealth" is dark blue. A horizontal line with a color gradient from orange to green is positioned below the text.



# Medica CallLink

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# Medica CallLink®: Your guide to quality care and value

Discover how Medica CallLink® assists you in:

- Gaining insights into diagnoses
- Determining suitable care options
- Understanding symptoms and treatments
- Developing healthy habits
- Safely using medications
- Locating and scheduling appointments with doctors and hospitals
- Accessing details about preventive screening services



**Need help? We're here.**

Talk with an advisor or nurse, 24/7. **1 (800) 962-9497 (TTY: 711).**

# Virtual Care

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# Discover virtual care

- Virtual care brings convenience and affordability to your health needs.
- **Clinic-based Options:**
  - Numerous clinics offer virtual care or online visits
  - Prices vary, so check your clinic's offerings
  - Connect with your provider through the clinic's website
- **Amwell:**
  - 24/7 online clinic serving all states
  - Covers medical and behavioral health services
  - Medical visits: \$67 or less
  - Behavioral health prices vary
  - Visit: [Amwell.com/cm](https://www.amwell.com/cm)

# Wrapping Up | Committed to You

We're committed at all levels of our organization to you and your family. From health care and pharmacy support to customer service to health and well-being programs, we strive every day to create high-quality, more affordable health care that helps you achieve your best life. Welcome to Medica.





Thank You