

COUNTY PARTNER UPDATE

Visit the [Medica County and Community Partners page](#)



The health and well-being of our members is always a top priority at Medica. We continue to monitor the effects of COVID-19 in all the communities we serve and will share what we learn with you. Learn more at:

- [Medica.com COVID-19 resource page](#) has health plan updates and is updated regularly.
- [Optum's COVID-19 website](#) has timely information available in 18 languages (selection box in the upper right corner of the home page).

Get the latest COVID-19 information pertaining to our Minnesota Health Care Programs [here](#).

First Medica Midway team members on board

Our Midway Member Services office is all set up for business and ready for our first group of our Medica Midway team members, who joined us mid-January. Until then, 13 new Health Plan Specialists are working from home until it's safe to work in their new office in the Amherst H. Wilder Foundation building in St. Paul.

This new service location is an exciting step forward with our commitment to provide jobs, training, and economic opportunities in 2021 to the Midway area of St. Paul. We're looking forward to moving the team there when it is safe to do so and immersing the new team in this vibrant community.

Our Midway office is initially offering call center and claims operations positions. We're recruiting for additional positions, including claims processors and Health Plan Specialists. This team will make a positive impact in this diverse community by providing meaningful work while listening to and serving the needs of Medica members.

Medica County Innovation Fund is resource for you

The January issue of this newsletter highlighted 2021 [Medica Foundation](#) funding news. Now we'll look this month at the County Innovation Fund.

Our Government Programs team offers assistance to counties through our Medica County Innovation Fund. We created this fund to help you as you begin/continue to return to a "new normal" following pandemic conditions.

Knowing that things will change and improve in the months ahead, we want to help you support **any Medicaid population in your county**. Please identify ways we can help you with this important work. For example, are you planning a mail campaign to county members about the importance of immunizations, flu shots, or COVID-19 vaccinations? Do you need a sponsor for flu/COVID-19 shot clinics?

Just be sure your requests relate to health concerns and care.

[Let us know!](#) Renee Farrow is ready and waiting for your questions.

Successful drive supports troops in Africa

Medica employees contributed generously to a drive supporting the [2nd Battalion 135th Infantry Regiment](#) deployed at the Horn of Africa for Operation Enduring Freedom until the spring of 2021.

The Beyond the Yellow Ribbon Drive in November and December gathered **12 full cases** and almost **300 pounds of goods** including personal hygiene items, dry snacks, puzzles, books, coffee, and more. These greatly needed items are sure to boost morale and show appreciation to these Minnesota National Guard soldiers. The soldiers deployed for Operation Enduring Freedom represent several communities throughout Minnesota, as well as communities in Wisconsin, Texas, South Dakota, North Dakota, Missouri, Ohio, Illinois, Iowa and Florida.

Community First Services and Supports (CFSS)

The Community First Services and Supports (CFSS) is a new self-directed home and community-based service being developed by the Minnesota Department of Human Services (DHS). CFSS is a service for people living in the community who need help with day-to-day activities.

When CFSS is implemented, it will replace the Personal Care Assistance service. CFSS is similar to PCA in many ways, but it will offer participants more control, flexibility, responsibility, and choice in how they use the service. CFSS is a program under Medical Assistance and Elderly Waiver.

The DHS website provides more detailed information about the service: [DHS CFSS Webpage](#)

DHS has recently updated its interactive video on CFSS services. The video is available on the CFSS website under "Frequently asked questions" and "How can I learn more about CFSS?"

[Interactive video](#)

DHS is forecasting a level of implementation mid-2021. We'll share updates we receive from DHS about the progress of CFSS and any new training opportunities.

Supporting MSSA

Medica is a sponsor of the 2021 Minnesota Social Service Association's ([MSSA\) 128th Annual Training Conference and Expo](#), March 17-19. The conference will be an all-virtual event this year.

Community Engagement is eager to learn of community or professional events happening in your area. Please contact Beatriz Martinez, Community Engagement Manager, at beatriz.martinez@medica.com to discuss ways we can collaborate to make these events possible.

Ordering provider directories

There are three easy ways to obtain provider directories as needed for Medica Choice CareSM MSC+; Medica DUAL Solution[®] (HMO D-SNP) (MSHO), Medica AccessAbility Solution[®] (SNBC), and Medica AccessAbility Solution[®] Enhanced (HMO D-SNP) (SNBC):

- [View them and all plan documents online](#) (they are searchable and updated monthly)
- Request a PDF via email

- Request paper copies by mail

Send any document requests to: GovtDocProduction@medica.com.

Reminder: Medica AccessAbility Solution® Enhanced (SNBC SNP) service area expansion

This is a reminder that as of Jan. 1, 2021, Sherburne and Wright counties are now part of our [Medica AccessAbility Solution Enhanced](#) (HMO D-SNP) (SNBC SNP) service area.

The counties joined our 2020 service area of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington counties. We're very happy to offer this plan's benefits to adults 18-64 with Medicare and Medical Assistance coverage and certified disabilities.

Find Medica in Minnesota!

We're proud to serve Minnesotans across our state. Learn where we are by viewing the [map of our 2021 plans and coverage areas](#) for your easy reference and use.

Medica newsroom is always open

Keep current with Medica news by regularly visiting our Medica online Newsroom. Catch up on:

- [Medica Names Gaye Adams Massey to Board of Directors](#) (Oct. 20)
- [Alex Tittle Joins Medica as Senior Director, Diversity, Equity and Inclusion](#) (Oct. 1)
- [Medica is bringing jobs to St. Paul's Midway area](#) (Sept. 10)
- ['The Power of Community' report of the Medica Foundation work](#)

We thank each and every one of you and all your county colleagues for supporting our MHCP Members during the pandemic – and every day.



Contact us

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