



## EMPLOYER UPDATE

December 2017



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### New and improved My Health Rewards site

The My Health Rewards site will have a new look in the New Year. Starting in January 2018, the site will have a new homepage that is more engaging and easier to navigate.

There's no change to the activities or the ways in which employees earn rewards, but employees will be able to access Compass, Journeys, Track, Next-Steps Consult and their Rewards directly from the homepage. Employees will also be able to easily edit their personal information, sync devices and track their progress - all on the same homepage.

Employees can access their member website, [mymedica.com](http://mymedica.com), and click on the *Health & Wellness* tab to get started with My Health Rewards.



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## Group or policy number changes upon renewal

If a member's group or policy number changes upon renewal, they will need to re-register on mymedica.com at the beginning of their new plan year. Please remind your employees to have their Medica ID card handy because they will need to enter their new group or policy number to create their new account.

Members can access some of their health plan history in their previous mymedica.com account for 18 months after their group number changes. If they would like to keep this year's health and wellness information, they should print out their results before the end of the year. This information will not carry over if their group number changes during their new plan year. If a member's group or policy number remains the same as the previous year, they do not need to re-register for mymedica.com.

Once their new coverage is effective, members should also be sure to provide their new ID card to their doctor's office, pharmacy and health club (if they participate in Fit Choices<sup>SM</sup>, Medica's health club reimbursement program).

[View "Your New Medica ID card" member flier.](#) | [View "How to register on mymedica.com" flier.](#)

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## Medica Foundation annual report

The Medica Foundation is a nonprofit, charitable grant-making foundation and the charitable giving arm of Medica. The Foundation funds community-based initiatives and programs that support the needs of our customers and the greater community by improving their health and removing barriers to health care services.

The Foundation recently released its latest community report that details the grant investments, outstanding work of the funded organizations and how they are breaking barriers for those in need.

- [Read about the opioid crisis and how the Medica Foundation is responding.](#)
- [Find out about the nation's first culturally-specific chemical dependency intervention program to address the trauma of Karen refugees.](#)
- [Discover how the Foundation's investments in families are helping prevent and reduce the effects of childhood adversity.](#)

[View the Medica Foundation annual report.](#)

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## Ensure member information is complete on enrollment forms/files

Before sending enrollment forms or files to Medica, please ensure that all member information is complete, including member's home or cell phone numbers, personal email addresses and Social Security numbers (SSNs).

Phone numbers and email addresses are 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.

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## End-of-year invoice reminder

This time of year brings a higher than average number of enrollment transactions that impact monthly invoices. Please pay your invoice as billed. Any transactions not captured on your current invoice will be reconciled on the next one.

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## 4members December email newsletter

The *4members* email newsletter will be distributed next week. Active commercial members who have registered on mymedica.com will receive these emails.

*4members* is available via PDF for employers and brokers who would like to distribute the content. Encourage your employees to register on mymedica.com to receive this member publication.

[View the 4members December 2017 issue.](#)



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## Holiday schedule

Please note that Medica will be closed or closing early several days during the holidays. Several member resources are still available when Medica is closed: Medica CallLink<sup>®</sup>, the Medica<sup>®</sup> Optum<sup>®</sup> Employee Assistance Program (EAP) and mymedica.com.

	Administrative Offices	Employer and Broker Service Center	Commercial Member Customer Service
Saturday, Dec. 23	Closed	Closed	Open 9 a.m. to 3 p.m.
Sunday, Dec. 24	Closed	Closed	Closed
Monday, Dec. 25	Closed	Closed	Closed
Tuesday, Dec. 26	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.
Saturday, Dec. 30	Closed	Closed	Open 9 a.m. to 3 p.m.
Sunday, Dec. 31	Closed	Closed	Closed
Monday, Jan. 1	Closed	Closed	Closed
Tuesday, Jan. 2	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.
Monday, Jan. 15	Closed	Closed	Closed

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## Member topic of the month: Employee Assistance Program

Every month we feature ready-made promotional material for members. Print the flier or email it to your employees, whichever you prefer!

The topic this month is the Medica Optum<sup>®</sup> Employee Assistance Program (EAP)\*. If your employees need advice on legal or financial concerns, are dealing with family problems or need help with the winter blues, EAP can help!

[View EAP member flier.](#)

*\*EAP is included with fully insured plans and available for purchase by self-insured groups.*

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