

MEDICA®

EMPLOYER UPDATE

January 2017



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Happy New Year!

As we start the New Year, I'd like to take a moment to thank you. We're grateful for your business and the continued trust you place in Medica. It's no secret that the health insurance market is competitive and complex. Health care costs are one of the biggest challenges faced by employers today. We'll continue to tackle this challenge through solutions that transform provider reimbursement, improve the health care experience and drive clinical improvements.

The new White House administration has promised changes to the Affordable Care Act. While it's unclear what those changes are, or the impact they will have on health plans, brokers, providers, employers and consumers, know that we look forward to working with you through whatever health care curve ball we may be thrown.

Cheers to a successful 2017,

Paul Crowley
Vice President and General Manager, Commercial Markets

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Medica names John Naylor as new president and CEO

On Jan. 5, Medica announced the retirement of President and Chief Executive Officer (CEO) David Tilford and the appointment of John Naylor as the new president and CEO. John has more than 30 years of industry experience, including four years as senior vice president of Medica's commercial markets segment. "It's an honor and a privilege to step into the CEO position at Medica. Continued innovation in a changing health care market is important and I look forward to working with our partners to improve outcomes and enhance the consumer experience," said Naylor.

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Medica names Paul Crowley vice president and general manager of commercial markets

On Jan. 10, Medica announced the promotion of Paul Crowley to vice president and general manager of commercial markets. Paul assumes the position held previously by John Naylor. Paul has more than 17 years of health care experience, most recently as vice president of client retention and growth within the commercial markets business segment. "I'm proud to take on this new responsibility and am committed to building and strengthening relationships with all of our stakeholders," said Crowley.

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Unprecedented growth in accountable care organizations

Changes in the health care market, and the economic impact of these changes has required health plans to evaluate the ways in which they interact and collaborate with providers. In 2012, Medica was the first health plan in the country to create an accountable care organization (ACO) marketplace for consumers, providing access to quality and cost efficient health care, an improved service experience and personalized health care support.

As of Jan. 1, 2017, 300 employers and more than 45,000 Medica members have selected to receive their health care through one of seven ACOs. From North Dakota to Rochester, from Fargo to Duluth, our ACOs are integrating health care and coverage in

a way that changes the experience of health care delivery, all at a lower cost.

For more information about our ACO product portfolio, contact your broker or Medica representative.

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2017 small group growth

The New Year brought significant growth to our small group market. Through nearly 2,600 new small groups we welcomed over 10,000 new members on Jan. 1. We attribute this growth to our competitive small group pricing, increased flexibility on plan and network combinations and the introduction of new product options for small group customers.

We want to make it easy for you to do business with Medica and are committed to offering products and pricing that will be attractive to you. Please contact your broker or Medica representative for more information about our small group product portfolio.

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Medica successfully transitions to new pharmacy benefit manager

On Jan. 1, 2017, Medica successfully completed the transition to our new pharmacy benefit manager, CVS Caremark™. Members can now take advantage of new tools and resources available to them. They can:

- Download the free mobile app. Members have access to a new pharmacy app that helps them save money and manage their prescription benefits on the go. [Learn more in this PDF.](#)
- Log on to mymedica.com to access new pharmacy information. Members should choose the Pharmacies & Prescriptions tab and then navigate to new pharmacy tools, including the Check Drug Cost tool, the Pharmacy Locator, and much more.

Medica ID cards with updated pharmacy information were mailed in December. All members should be using their new ID card starting Jan. 1, 2017, to access their pharmacy benefit.

If you have any questions regarding these pharmacy changes, please contact your broker or Medica representative.

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Group administrator training in February

Group administrator training is scheduled for Feb. 14 at Medica headquarters in Minnetonka, Minn., for fully insured employers. This training will walk you through plan administration, from how to get started to adding new employees, where to get your questions answered, and more.

A health and wellness expert will also share strategies and tools to engage your employees in healthier lifestyles and help them make the most of their Medica plan. You'll also get an overview of how to administer your benefits online with Employer eServices®.

There is no cost to attend this training. For more information or to register, please visit medicatraining.com

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Member topic of the month: mymedica.com

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 mymedica.com, a one-stop resource for all kinds of information to help Medica members manage their health plan benefits and improve their health. We find that members who actively use our site have far fewer questions for their employers about their health plan. Here are just a few of the tasks members can do at mymedica.com:

- Order extra ID cards
- Track claims
- Check to see if a doctor or other health care provider participates in their network
- See which drugs are covered by their plan
- Find out what's covered, including information on deductibles and out-of-pocket costs
- Chat with a nurse online
- Learn about and participate in health and wellness programs

[View mymedica.com flier.](#)

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