



## EMPLOYER UPDATE

October 2017



- » [Medica's statement on market changes](#)
- » [Medica's mail order provider is changing in 2018](#)
- » [Accredo is Medica's new vendor for specialty pharmacy services](#)
- » [Medica is making improvements to Employer Health & Wellness web experience](#)
- » [HealthEast care system to merge with the Fairview Physician Associates provider network in 2018](#)
- » [Key dates for January 2018 renewals](#)
- » [4members October email newsletter](#)
- » [Member topic of the month: Medica ID card tip sheet](#)

[FORMS](#) | [eSERVICES](#) | [MY HEALTH REWARDS BY MEDICA®](#) | [MEMBER MATERIALS](#)

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### Medica's statement on market changes

Health care markets around the country continue to evolve rapidly, with competitors entering and exiting on a frequent basis. Medica's markets are no exception. UnitedHealthcare has announced its intent to develop provider networks in Minnesota, North Dakota, South Dakota and western Wisconsin and will explore new opportunities in these markets, just as Medica continues to explore new opportunities here and in other states.

Actions they may take will not have a direct impact on Medica customers. We will continue to access United's national network for our customers and this change will not impact other services we receive from United and Optum.

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[Return to top](#)

### Medica's mail order provider is changing in 2018

Starting Jan. 1, 2018, CVS Caremark® Mail Service Pharmacy will be Medica's new prescription mail

## order provider, replacing Fairview Mail Service Pharmacy for commercial plan members.

With mail order, depending on the group's plan design, members with a copay pharmacy plan may receive a three-month supply of medication for two copays.\* Members with a deductible pharmacy plan won't see similar savings, but can still enjoy the convenience of having prescriptions delivered by mail.

Members will be able to start using mail order with CVS Caremark Mail Service Pharmacy starting Jan. 1, 2018, by visiting their CVS Caremark website through their member portal, **mymedica.com**, or by calling 844-453-5186. Members will be able to easily start, manage and refill eligible mail order prescriptions using their CVS Caremark site (accessible through **mymedica.com**) or the CVS Caremark mobile app starting Jan. 1, 2018.

Current mail order prescription refills at Fairview Mail Service Pharmacy will automatically transfer to CVS Caremark Mail Service Pharmacy on Jan. 1, 2018. Members who meet any of the below criteria will need to request a new 90-day prescription through the CVS Caremark site or the CVS Caremark mobile app to continue using prescription mail order services. Criteria for action include:

- Medication is considered a controlled substance or is a compound (in most cases, members can still fill these types of prescriptions using mail order, but their prescribing doctor will need to send a new prescription to CVS Caremark Mail Service Pharmacy),
- Prescription has zero refills remaining, or
- Prescription is expired.

Members can continue to request mail order prescription refills with Fairview Mail Service Pharmacy through Dec. 30, 2017. Later refill requests will be forwarded to CVS Caremark Mail Service Pharmacy to fill after Jan. 1, 2018.

Information about this change will be sent to all members who regularly use mail order services in late October.

*\*May vary by group contract.*

[Return to top](#)

## Accredo is Medica's new vendor for specialty pharmacy services

Starting Jan. 1, 2018, Accredo<sup>®</sup> Specialty Pharmacy will replace Fairview Specialty Pharmacy as Medica's exclusive specialty pharmacy vendor for the commercial and individual and family business (IFB) lines of business.

Accredo Specialty Pharmacy is an industry leader in the areas of specialty trend management and clinical innovation. Accredo's clinical model is focused on specific disease states, allowing them to effectively help the most vulnerable patients with their chronic and complex conditions.

Currently, Accredo serves over 350,000 patients and fills more than 3.5 million specialty prescriptions annually. Their team of 500 pharmacists and more than 550 nurses will offer one-on-one counseling and assistance to support Medica members across the country.

Additionally, they offer a digital experience that will further engage members through web, text, chat and email functionalities, and the anticipated release of their mobile app serves to make refilling specialty prescriptions easy. Specialty medications are conveniently shipped directly to the member for no shipping or handling fee.

Accredo Specialty Pharmacy has broad access to exclusive and limited-distribution drugs which will allow them to service the vast majority of our members who take specialty medications. Accredo will work with us to seamlessly move members who have filled a specialty prescription within the past three months. Accredo is able to offer additional member support during the transition and will provide specialty prescription refill assistance.

Information about this change will be sent to all impacted members in late October 2017.

Though we may make updates to our specialty drug list based on new drugs entering the market, there are no plans to make significant changes to our current specialty drug list for January 2018.

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[Return to top](#)

## **Medica is making improvements to Employer Health & Wellness web experience**

Later this month, we'll roll out new features and navigation on our existing Employer Health & Wellness site on [medica.com](#). The same great content will continue to be available on the site, but we're fine-tuning the experience to better assist our employer groups.

New features such as engagement solutions and monthly toolkits will provide employers with more resources to create a healthy culture and promote health and wellness throughout their organization.

We aim to make implementing healthy change simple. Watch our site for updates.

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[Return to top](#)

## **HealthEast care system to merge with the Fairview Physician Associates provider network in 2018**

As a result of the Fairview and HealthEast merger, the HealthEast care system will merge into the Fairview Physician Associates Medica Essential<sup>SM</sup> provider network, beginning Jan. 1, 2018. Members in the Essential network will not experience any changes in the way they access care.

If you have any questions about the change, please contact your broker or Medica representative.

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[Return to top](#)

## Key dates for January 2018 renewals

Many of our customers renew their health plan each Jan. 1, making fall a very busy time. Following the simple steps below can make the renewal process go more smoothly for both you and your employees.

Step 1: Review your renewal information promptly, and contact your broker or Medica sales executive if you have any questions.

Step 2: Work with your account manager to determine if an enrollment presentation would benefit your employees. We recommend hosting a presentation when you're making a substantial change in benefits. Your account manager can consult with you on what type of presentation is appropriate. Options may include meetings, webinars or ready-made materials. The more notice you can provide, the better our account managers will be able to accommodate your needs. Please schedule meetings before Monday, Nov. 6, if possible.

Step 3: Be sure to order enrollment materials early. Materials are available in electronic or print formats. Confirm your shipped materials are delivered as requested. If you have questions, please call your broker or Medica representative.

Please note: Medica account managers are frequently away from the office during this busy time of the year. The Medica Service Center is an excellent resource when you have day-to-day questions about benefits, enrollment, claims and more. The Service Center can be reached at 952-992-2200 or 800-936-6880.

Deadline to notify Medica of renewal decisions for large group My Plan by Medica	Nov. 3
Deadline to notify Medica of renewal decisions <i>other than</i> My Plan by Medica	Nov. 17 (fully insured small group: Dec. 20)
Medica offices closed for holiday	Nov. 23-24
Last day to send Medica enrollment to ensure that benefit information is received by Jan. 1, 2018	Dec. 1
Medica offices closed for holiday	Dec. 25
Medica offices closed for holiday	Jan. 1

[Return to top](#)

## 4members October email newsletter

The *4members* email newsletter will be distributed this 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](http://mymedica.com) to receive this member publication.

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



[Return to top](#)

## Member topic of the month: Medica ID card tip sheet

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 the Medica ID card tip sheet. Members can use this tip sheet as a resource for what health plan information is on their card and important tips for using their ID card.

[View Medica ID card tip sheet.](#)

[Return to top](#)

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