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Year-end message from Andrew Marshall

As 2018 comes to a close, I'd like to take a moment to thank you for your partnership. We've had another record year at Medica and we couldn't have done it without you. The feedback we've received from partners like you has been tremendously helpful as we design and implement new solutions to enhance existing products and provide improvements in the health care experience.

The health insurance market is competitive and complex, and 2019 will be no exception with new plans entering the market and continued changes in the health care landscape. We'll continue to offer innovative solutions that you and your employees value and will strive to be the trusted health plan of choice.

Thanks again for your partnership and continued trust. Please let us know if there's anything we can do to better serve you.

Happy Holidays,

Andrew Marshall
Senior Director of Client Retention & Growth, Commercial Markets

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 distributed \$1.2 million to the community through nearly 90 grants, which were awarded to nonprofit organizations working to improve health. These programs:

- Supported the aging population by funding programs that help caregivers gain the skills and resources needed to help their loved ones with dementia and Alzheimer's live at home safely throughout the state of Minnesota.
- Addressed the shortage of mental health support for Latino immigrants struggling with anxiety and depression by expanding Spanish language group and individual therapy in Minneapolis.
- Helped low-income families in northwest Minnesota access preventive and restorative dental care which they otherwise would have foregone.

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

New digital lifestyle change program available to self-insured large groups

Omada is a personalized lifestyle change program to help at-risk members reduce their risk for obesity-related chronic disease. Combining interactive lessons, coaching and peer support, Omada helps eligible participants lose weight and build healthy habits that last. This program is effective Jan. 1, 2019 and available as a buy-up option for self-insured large groups.

[View Omada employer flier.](#)

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 a member's group or policy number remains the same as the previous year, they do not need to re-register on 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 ChoicesSM, Medica's health club reimbursement program).

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

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.

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 their current invoice will be reconciled on the next one.

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[®], the Medica[®] Optum[®] Employee Assistance Program (EAP) and mymedica.com.

	Administrative Offices	Employer and Broker Service Center	Commercial Member Customer Service
Saturday, Dec. 22	Closed	Closed	Open 9 a.m. to 3 p.m.
Sunday, Dec. 23	Closed	Closed	Closed
Monday, Dec. 24	Closed	Closed	Closed
Tuesday, Dec. 25	Closed	Closed	Closed
Wednesday, Dec. 26	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.
Saturday, Dec. 29	Closed	Closed	Open 9 a.m. to 3 p.m.
Sunday, Dec. 30	Closed	Closed	Closed
Monday, Dec. 31	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.
Tuesday, Jan. 1	Closed	Closed	Open 9 a.m. to 3 p.m.
Wednesday, Jan. 2	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.

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 2018 issue.](#)



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® Employee Assistance Program (EAP)*. If you have employees who 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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