

MEDICA®

EMPLOYER UPDATE

January 2018



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Happy New Year!

As we begin the New Year, I'd like to take a moment to thank you and share our gratitude for your business and the continued trust you place in Medica. Escalating health care costs are one of the biggest challenges that employers face and we realize it's not easy navigating the complex and ever-changing health insurance market. We'll continue to work on innovative solutions to address these challenges in order to provide the best possible health care experience for you, your employees and their family members.

While the market will continue to evolve and change, please know we remain committed to supporting and growing our partnership with you to be the trusted health plan of choice.

Cheers to a successful 2018,

Andrew Marshall

Senior Director of Client Retention & Growth, Commercial Markets



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Health plan survey mailing to members starting in February

Some Medica commercial members will be receiving a survey in the coming weeks. The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

To help us conduct the survey, we've hired DSS Research, an independent research firm. No one but the staff at DSS Research and NCQA will see member responses. Answers will be pooled and will not include member information. Participation does not impact a member's plan coverage in any way.

Members will receive a letter with the survey, providing clear instructions for completion. Recipients will have the option to complete the survey on the internet. It will take a member less than 20 minutes to complete the survey.

Medica is listening too. This survey gives members the chance to tell us what they think about the services we provide at Medica. With this feedback, Medica can improve member experiences. Please help encourage survey participation.

[View survey example.](#)
[View mailing example.](#)



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Reminder: Medica's mail order provider has changed

As of Jan. 1, 2018, CVS Caremark[®] Mail Service Pharmacy is Medica's prescription mail order provider, replacing Fairview Mail Service Pharmacy for commercial plan members.

Members can manage and refill eligible mail order prescriptions through the CVS Caremark site (accessible through mymedica.com) or on the CVS Caremark mobile app. Members also have the option to manage their mail order prescriptions by phone through CVS Caremark at 844-453-5186.

Members who regularly used mail order services in 2017 received mailings explaining the transition and required action details.

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Reminder: Accredo is Medica's new vendor for specialty pharmacy services

As of Jan. 1, 2018, Accredo[®] Specialty Pharmacy is Medica's exclusive specialty pharmacy vendor for non-Medicare Part D lines of business.

With Accredo Specialty Pharmacy, our members can enjoy a new digital experience which offers web, text, chat and email functionalities, including use of their mobile app which makes refilling specialty prescriptions easy. Members may also manage their prescription refills by phone toll free at 866-544-6817.

Members who regularly used specialty medications in 2017 received mailings and phone calls explaining the transition and required action details.

No significant changes were made to the specialty drug list for January 2018.

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Ensure accurate member mailing addresses on enrollment forms/files

Last month we included an article highlighting the importance of ensuring all member information is complete on enrollment forms/files to Medica. We wanted to send an additional reminder of the importance for member mailing addresses to be accurate on enrollments forms and updated during the plan year with any address changes. Before sending enrollment forms or files to Medica, please ensure member mailing addresses are accurate and up-to-date, so they can receive mailings from Medica, including their ID card and other important health plan information.

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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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