

## EMPLOYER UPDATE

News for employers

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### Year-end message from Andrew Marshall

As 2019 comes to a close, I'd like to take a moment to thank you for your partnership. We worked hard this year to offer innovative solutions and products that help improve the health care experience for our members and deliver value for our customers and partners.

2019 was a year of "firsts" for Medica. We were first to introduce a cap on the amount members pay for insulin, addressing the need for affordable access to life-saving medications. For the first time, our Accountable Care Organization (ACO) membership surpassed 150,000, driving cost savings and better quality of care for members. And for the first time, the Medica Foundation expanded its funding into new geographic areas to further Medica's social mission in the communities we serve.

We look forward to exciting opportunities in 2020 with new solutions and an expansion of our Commercial business into Nebraska. We are grateful for your support and are committed to being your trusted health plan of choice.

Thanks again for your partnership.

Happy Holidays,

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



### 2020 Medica pharmacy program transition to Express Scripts® set for Jan. 1, 2020

Medica teams continue to work on pharmacy benefit manager (PBM) transition efforts through the end of the year. On Jan. 1, 2020, all Medica members enrolled with prescription coverage will transition from CVS Caremark™ to Express Scripts®.

Medica members who are directly impacted by this transition already received a notification about their coverage change. Additionally, Medica will include a pharmacy flier in all December ID card mailings which provides more detail about the change.

To assist members and prescribers during this transition, our special website remains up-to-date to give easy access to 2020 resources. Visitors are able to view the 2020 drug lists, use the drug search and pharmacy locator tools, and receive

answers to frequently asked questions. You can visit this website at [medica.com/RxChanges](https://medica.com/RxChanges). Continuity of care and a positive member experience during this transition remains our top priority.

## New Ovia Health program provides daily support for fertility, pregnancy and parenting

Starting Jan. 1, 2020, Medica members who are female and 18-46 years of age can access new resources on fertility, pregnancy and parenting support. Medica is collaborating with Ovia Health to offer a customized digital app experience at no additional cost to support members' journey to parenthood.

Medica members will have three customized apps to choose from: Ovia Fertility, Ovia Pregnancy and Ovia Parenting. Members can simply download the app that's right for them to receive personalized guidance, support and coaching to help them achieve health goals, ranging from fertility health tracking to getting pregnant to navigating pregnancy, postpartum and parental wellness. Medica members receive exclusive access to enhanced features not available to general app users.

[View employer flier.](#)

[View member flier.](#)

## New My Health Rewards by Medica experience coming Jan. 1, 2020

Exciting changes are coming to My Health Rewards by Medica® in the new year! Effective Jan. 1, 2020, the program will be powered by Virgin Pulse, a pioneer in digital health and well-being. Members will have all the tools they need to get active, get healthy and live better every day, including a mobile app and new ways to earn rewards. Members will be receiving more information in their welcome packet about the program changes and how to create their new account.

Here are a few year-end reminders for members already participating in My Health Rewards:

- Members should redeem existing points for rewards before the end of the year. All point values accrued through Dec. 31, 2019 will reset to zero on Jan. 1, 2020.
- Members can print a copy of their health assessment results for their personal records. Prior history will no longer be available after Dec. 31.

Visit the [My Health Rewards page](#) for more information, including transition information and resources you can share with your employees, including new member program materials.

## Upcoming employer learning opportunities

We have a variety of free learning sessions scheduled for employer groups in January and February at our headquarters in Minnetonka, MN.

### **My Health Rewards Learning Sessions**

Join us at one of our learning sessions listed below to learn more about the My Health Rewards program changes coming Jan. 1, 2020. The learning sessions will include an overview of the new tools, plus a promotional calendar and materials to promote the program with members.

### **Group Administrator Training**

Group administrator 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®.

## Weaving Wellness into Your Worksite Workshop

If you're thinking about designing a wellness strategy that meets the unique needs of your population or looking to enhance your existing wellness strategy, plan to attend one of our upcoming workshops. You'll receive simple tools and resources to jumpstart your path to a sustainable well-being foundation and learn about a worksite well-being model that highlights four important areas:

- Well-being framework
- Annual well-being strategy and action plan
- Well-being engagement dashboard
- Thriving culture: behavior change science

Topic	Date/Location	Register
My Health Rewards Learning Session	Jan. 21 (10-11:30 a.m.) Minnetonka, MN	<a href="#">Register now</a>
My Health Rewards Learning Session	Jan. 29 (1-2:30 p.m.) Minnetonka, MN	<a href="#">Register now</a>
My Health Rewards Learning Session	Feb. 3 (1-2:30 p.m.) Minnetonka, MN	<a href="#">Register now</a>
Group Administrator Training	Feb. 4 (9-11:30 a.m.) Minnetonka, MN	<a href="#">Register now</a>
Weaving Wellness into Your Worksite Workshop	Feb. 6 (12:30-3:30 p.m.) Minnetonka, MN	<a href="#">Register now</a>
Weaving Wellness into Your Worksite Workshop	Feb. 18 (9 a.m.-noon) Minnetonka, MN	<a href="#">Register now</a>
Weaving Wellness into Your Worksite Workshop	Feb. 25 (9 a.m.-noon) Minnetonka, MN	<a href="#">Register now</a>

## New member ID cards

Effective Jan. 1, 2020, Medica will transition to a new, thinner member ID card made of synthetic plastic. New ID cards will be issued to all Commercial Medica members. Members should use their new ID card every time they receive services at clinics, hospitals, pharmacies, or when they need emergency care.

## Health savings account (HSA) year-end contribution reminder

Employers with health savings accounts (HSAs) should ensure their year-end contributions are applied to the correct year. The tax year for Medica ONESource HSA contributions is determined by the transaction posting date, not the process date for both payroll

deductions and employer contributions. Please see below for how contributions are applied.

Contribution date	Post date	Process date*	Tax year impact
Dec. 31, 2019	Dec. 31, 2019	Jan. 3, 2020	The contribution is applied to the 2019 tax year
Dec. 31, 2019	Jan. 1, 2020	Jan. 3, 2020	The contribution is applied to the 2020 tax year
Jan. 1, 2020	Jan. 1, 2020	Jan. 3, 2020	The contribution is applied to the 2020 tax year

\*The process date is the date funds are available for the member to spend.

## 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](https://mymedica.com) at the beginning of their new plan year. Please remind your groups that members should 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](https://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 for [mymedica.com](https://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.](#)

## 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](https://mymedica.com).

Date	Administrative Offices	Employer and Broker Service Center	Commercial Member Customer Service
Saturday, Dec. 21	Closed	Closed	Open 9 a.m. to 3 p.m.
Sunday, Dec. 22	Closed	Closed	Closed
Tuesday, Dec. 24	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 5 p.m.

Wednesday, Dec. 25	Closed	Closed	Closed
Saturday, Dec. 27	Closed	Closed	Open 9 a.m. to 3 p.m.
Sunday, Dec. 28	Closed	Closed	Closed
Tuesday, Dec. 31	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.
Wednesday, Jan. 1	Closed	Closed	Open 9 a.m. to 3 p.m.
Thursday Jan. 2	Open normal business hours	Open 8 a.m. to 5 p.m.	Open 7 a.m. to 8 p.m.

## End-of-year invoice reminder

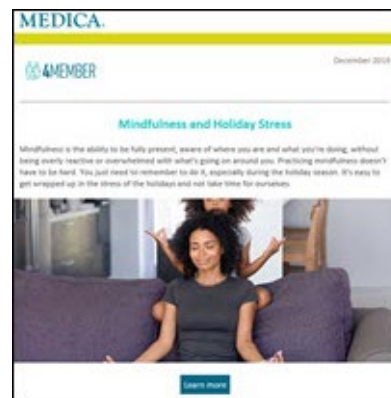
This time of year brings a higher than average number of enrollment transactions that impact monthly invoices. Please pay your invoice as billed. Any transactions not captured on their current invoice will be reconciled on the next one.

## 4members December email newsletter

The *4members* email newsletter will be distributed next week. Active commercial members who have registered on [mymedica.com](https://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](https://mymedica.com) to receive this member publication.

[View the 4members December 2019 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 your customers 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.*

## LET'S STAY CONNECTED! FOLLOW US ON SOCIAL MEDIA



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This email was sent by: **Medica**  
401 Carlson Pkwy Minnetonka, MN, 55305, USA  
(The address above is not for mailing records or claims.)