

 EMPLOYER UPDATES

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Medica to transition to Express Scripts, Inc. as new 2020 pharmacy benefit manager

In January, we announced a decision to partner with Express Scripts, Inc. (ESI), starting Jan. 1, 2020, as our pharmacy benefit manager for health plans across all segments.

Pharmacy is now approaching 20% of total medical expense and is a national concern. Medica has a responsibility to ensure high quality care and services are delivered to customers and members efficiently and affordably and we select partners, like ESI, who have a track record of providing strong clinical, quality and cost results.

With this change, retail and mail order pharmacy will transition to ESI. There will be no change to high-cost specialty and medical pharmacy management.

More detailed information will be shared with you over the next several months. Please contact your Medica representative if you have any questions.

Health plan survey mailing to members in February

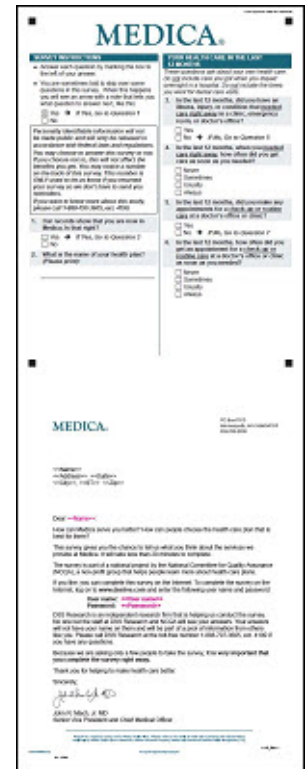
Some Medica commercial members will receive a survey in the coming weeks. The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

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 online and it will take less than 20 minutes to complete.

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.

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



Group administrator training in April

Group administrator training is scheduled for Apr. 9, 2019 at Medica headquarters in Minnetonka, MN, 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.

4members February 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 who would like to distribute the content. Encourage your employees to register on mymedica.com to receive this member publication.

[View the 4members February 2019 issue.](#)



Member topic of the month: How to find a network provider

Every month we feature ready-made promotional materials for one of our member programs or resources. Share this month's topic with your employer groups. Print the flier or email it to your employees, whichever you prefer!

The topic this month is how to find a network provider. Members can take all the guesswork out of finding a network doctor or other health care provider by using the [online search tool on medica.com](#).

View "How to find a network provider" member flier.



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