

EMPLOYER UPDATE

News for employers

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Medica names Kelly Lindberg Chief Marketing and Experience Officer

Kelly Lindberg has joined Medica as Chief Marketing and Experience Officer. In her role at Medica, Lindberg will oversee all marketing, branding and consumer experience activities, including digital strategy, brand strategy, advertising, marketing communications, public relations, and member and provider communications.

Lindberg has more than 20 years of experience defining strategy, driving change throughout organizations and delivering initiatives that resulted in enhanced consumer experience, operational efficiency and growth. Lindberg most recently served as Vice President, Consumer Experience for Optum where she was responsible for leading the consumer-facing efforts for six key lines of business with more than 200 products.



[View press release.](#)

Reporting requirements for employer-sponsored health insurance

The Affordable Care Act (ACA) requires large fully insured employers (with 50 or more full-time equivalent employees) and self-insured employers to provide an annual statement to employees regarding the health insurance coverage they were offered during the preceding calendar year. The ACA also requires applicable large employers to file an annual information return with the Internal Revenue Service (IRS).

These reporting requirements, outlined in IRS Section 6056, are effective for coverage offered in 2019, to be reported in 2020 and are applicable to both fully and self-insured employers.

Employers must file their 1094-C transmittal file with the IRS no later than Feb. 28, 2020 (March 31, 2020 if filing electronically). Additionally, applicable large employers must provide each full-time employee with Form 1095-C by Jan. 31. Employers may choose to hire a vendor to handle this process for them.

Medica can provide reporting to assist with completion of Parts I and III of Form 1095-C. Upon request, Medica will provide data in a standard Excel file format. A sample file is attached. The annual report will be available in mid-January 2020. For more information, please visit this topic on [irs.gov](https://www.irs.gov).

Deadline for submitting open enrollment changes

For new and renewing fully insured groups, all open enrollment changes need to be submitted to Medica by Thursday, Dec. 5, 2019 in order to receive an accurate January invoice. Invoices for January are generated on Dec. 11, 2019.

If open enrollment changes are not submitted in time and your January invoice doesn't reflect any changes made, please pay your invoice as billed. Adjustments will appear on your February invoice.

Please contact your Medica representative if you are unable to submit open enrollment changes by Dec. 5 or if you have any questions.

SSNs requested from all fully insured members

Medica is required to request Social Security numbers (SSNs) or Tax Identification Numbers (TINs) from all individuals covered under a fully insured Medica health plan. The Affordable Care Act requires Medica to report this information to the Internal Revenue Service (IRS) along with coverage information.

Medica will contact subscribers directly in December if we haven't received a SSN or TIN for them or any of their dependents. The letter will direct subscribers to contact their employer to provide their SSN or TIN. Employers must update their records and provide this information to Medica. If employers conduct eligibility through electronic means, they should update their file for all members enrolled under the plan. Please contact the Medica Service Center at **952-992-2200** or **800-936-6880**, if you have any questions.

Ensure member information is complete on enrollment forms and files

Before sending enrollment forms or files to Medica, please ensure that all member information is complete, including members' home or cell phone numbers, personal email addresses and Social Security Numbers (SSNs). For fully insured business, Medica is required to ask for SSNs for subscribers and all dependents, regardless of age. By including this information on your forms and enrollment files, Medica is able to do the necessary Centers for Medicare & Medicaid Services (CMS) reporting and won't have to contact your clients and their employees to gather the additional data.

Phone numbers and email addresses are also 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.

Key dates for January 2020 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 as soon as possible.

Step 3: Be sure to order enrollment materials early. Materials are available in electronic or print formats. 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. Call the Medica Service Center at **952-992-2200** or **800-936-6880**.

| | Large and Small Group |
|---|--|
| Deadline to notify Medica of renewal decisions for My Plan by Medica SM large groups | Oct. 31 |
| Deadline to notify Medica of renewal decisions for groups other than My Plan by Medica SM large groups | Nov. 15 (Fully insured small group Dec. 20) |
| Medica offices closed for holiday | Nov. 28-29 |
| Last day to send Medica enrollment to ensure that benefit information is received by Jan. 1, 2020 | Dec. 5 |
| Medica offices closed for holiday | Dec. 25 |
| Medica offices closed for holiday | Jan. 1 |

Reminder for ordering member open enrollment materials

As a reminder, fulfillment of open enrollment material orders takes 5-7 business days*. Please send Medica open enrollment material requests as soon as possible in order to have them ready for open enrollment meetings.

Please contact your Medica representative if you have any questions or need assistance with requesting materials.

**Materials such as open enrollment kits may take longer than 5-7 business days.*

Member topic of the month: Preventive care

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 preventive care. The attached flier outlines the services that Medica typically covers under preventive benefits.

[View preventive care tip sheet.](#)

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