

 EMPLOYER UPDATE

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How Medica members can stay informed: COVID-19 member website

We want our members to feel safe, informed and covered during this time of uncertainty. That's why we've created a website with all of the information our members need to know about accessing their plan benefits. From COVID-19 testing and treatment coverage details to health and wellness resources, members can find answers to their questions and more.

[View member website.](#)

Medica COVID-19 coverage

As previously communicated, Medica has implemented the following coverage changes related to care for COVID-19. These changes are retroactive to March 1, 2020 and will extend through May 31, 2020.

1. **Member cost-sharing for in-network COVID-19 hospital care will be waived.** This includes copays, co-insurance and deductibles and applies to fully insured group, Max Liability groups, individual, Medicare and Medicaid members. Self-insured employers will have an opportunity to also waive member cost sharing for inpatient hospital services.
2. **Member cost-sharing for in-network COVID-19 testing will be waived.** This includes copays, co-insurance and deductibles for office visits, urgent care and ER visits associated with COVID-19 testing. This change applies to all fully insured groups, self-funded groups, individual, Medicare and Medicaid members.
3. **Expansion of telehealth services.** Medica has expanded the availability of telemedicine visits to include visits from a member's home, utilization of additional technologies such as FaceTime or Skype, and audio only, for most visits, when video is not available. This change applies to all fully insured groups, self-funded groups, individual, Medicare and Medicaid members. Telehealth services are covered under the member's benefit plan. (For employers based in North Dakota, telehealth services for members are covered at 100%).
4. **Prior authorization requirements have been waived.** This applies to admissions to long-term care facilities, acute inpatient rehabilitation and skilled nursing facilities and home health care. This change applies to all fully

insured groups, self-funded groups, individual, Medicare and Medicaid members.

We will continue to monitor the CDC recommended guidelines and the changing status of COVID-19 and will keep you informed during these challenging times.

For ongoing updates, review the [COVID-19: Updates & Frequently Asked Questions](#) and visit the [COVID-19 Resources for Employers webpage](#).

Medica donates \$1 million to Minnesota non-profits to meet emergency needs from the coronavirus

Medica Foundation is responding to the COVID-19 crisis by allocating \$1 million in emergency donations among 18 Minnesota non-profit organizations that play important roles in addressing health needs of the most vulnerable people in communities statewide. The funding will support key focus areas including child and family support, clinics and shelters, food security, mental health / telehealth services and general disaster relief.

Among the 18 organizations that will receive emergency funding, Mental Health Resources will receive \$100,000 to help offset the impact of the health crisis on Minnesotans who already face significant mental and physical health challenges. Washburn Center for Children will also receive \$100,000 to advance their telehealth capabilities and meet the urgent mental health needs for children with social, emotional and behavioral problems, and their families.

Other organizations that will receive funding include the Greater Twin Cities United Way, People Serving People, YMCA of the Greater Twin Cities as well as several other social service organizations in the Twin Cities area and greater Minnesota.

[View press release.](#)

Virtual care and COVID-19

Virtual care is a convenient way for members to get care for many common medical conditions by connecting with a provider from their computer or mobile device from home, work or wherever they are. Although confirmation and testing of COVID-19 cannot be done via virtual care, members experiencing symptoms can get help assessing risk and receive recommendations on next steps.

How members can access virtual care:

- Check with their clinic to see if virtual care is available and learn how to connect with their provider online.
- Access virtual care through [Amwell](#), a 24/7 online clinic available in all states.
- Check other virtual care options that may be available through their plan's network, such as virtuwell. Go to the [Find Care page](#) and select your plan, then click on *Virtual Care Providers*.

Let's stay connected

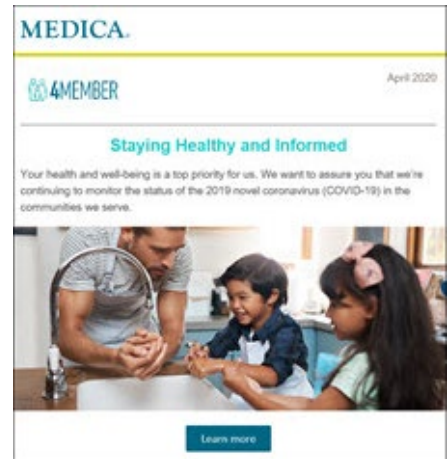
Medica has a page on LinkedIn just for brokers, employers and others who do business with us. It's called *Health Plan Pulse* and you can find it [here](#). The page focuses on topics that relate to working with Medica including new products and programs, events, legislative updates and other information about the health care industry. You also can [follow the page](#) and receive our posts directly in your LinkedIn feed.

4members April 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 April 2020 issue.](#)



Member topic of the month: When and where to get 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 "When and where to get care." When members need care, they have several different care options to choose from - a primary care clinic, convenience care, virtual care, urgent care or the emergency room. The flier linked below helps members gain a better understanding of their options so they can save both time and money when they need to seek care.

[View "When & where to get care" flier.](#)

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401 Carlson Pkwy Minnetonka, MN, 55305, USA
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