

 EMPLOYER UPDATE

News for employers

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Learn more about the COVID-19 vaccine from a Medica Sr. Medical Director

We know there are many questions about the COVID-19 vaccine, including: when you'll be able to get it, how effective it is, and more. Join us virtually on Feb. 23 as Dr. John Piatkowski, Medica Sr. Medical Director, shares the latest information on the COVID-19 vaccine.

Dr. Piatkowski will share the latest updates and answer frequently asked questions including:

- How effective is the vaccine?
- What processes are in place to show that a person has been vaccinated?
- Can a vaccinated person spread the disease to those who are not vaccinated?
- How long will the vaccine protect you from getting COVID-19?
- What percent of people need to be vaccinated for us to achieve herd immunity?

WHEN

Tuesday, Feb. 23, 2021
1-2 p.m.

HOW TO REGISTER

Register at [MedicaTraining.com](https://www.MedicaTraining.com)

Webinar login information will be provided in a separate email prior to the event.

New COVID-19 vaccine program in My Health Rewards by Medica®

As COVID-19 vaccines are being made available in our local communities, we encourage members to get vaccinated and help protect themselves, their families and their communities. Once they have been fully vaccinated, My Health Rewards *Standard* or *Results* members can earn 1,000 points. Members will need to log in to their My Health Rewards account, go to the COVID-19 Vaccine program on the *Benefits* page, and report that they have completed all the recommended COVID-19 vaccine doses to earn their points. My Health Rewards *Invest* members do not receive points for the COVID-19 Vaccine program.

Watch for a push email message to help promote this opportunity with your employees.

For more information about COVID-19 vaccine availability and coverage, please review the [Medica COVID-19 Vaccine FAQ](#).

My Health Rewards Standard is included with fully insured plans and is a standard offering for self-funded employers. My Health Rewards Results and Invest are buy-up options for employers with 51+ employees (fully and self-insured).

Medica's Midway office brings opportunities to the community

Following the tragic loss of George Floyd and others across the country, we at Medica reexamined our commitment to diversity, equity and inclusion and recognized we needed to do more. Our decision to open a new office in the Midway area of St. Paul is one of our steps in our organization's journey to advance racial equity and hire employees from the diverse communities we serve.

Construction of the Midway office was recently completed with the help of general contractor Gardner Builders and subcontractors whose businesses are owned and operated by diverse populations, including minorities, women and veterans.

The Midway office will have an estimated 50 call center, claim operations positions and support staff bringing jobs, training and economic opportunity to a neighborhood that has long struggled to have local professional employment options. The first group of employees started in January, with the expectation of having all jobs filled by mid-March.

By using local resources, we hope to enrich our workforce, create space for more meaningful listening, and get closer to the community members we serve.

[View the Star Tribune article](#) on Medica's Midway office.

Medica ONESource employer portal refresh

In March 2021, the Medica ONESource employer portal will receive a fresh look and enhanced functionality. The employer portal will be easier to use and more intuitive, for a more efficient experience:

- Simplified visuals on the homepage, so you can easily see the status of imports, reports and employees
- A new employee summary page that highlights active enrollments, contributions and recent activity
- Added history of submitted requests (and current status of those requests)
- Streamlined login, import and enrollment workflows

A fully revamped analytics suite with actionable insights

No changes will be made to the Medica ONESource member portal.

Treatment decision support program now available to fully insured large groups

Effective Jan. 1, 2021 and upon renewal, ConsumerMedical, a treatment decision support program, is included for fully

insured large groups based in Minnesota, North Dakota, South Dakota and Wisconsin that offer an accountable care organization (ACO) plan. Only members from those groups who are enrolled in a Medica Choice[®] Passport, Medica Elect[®] or Medica Focus[®] plan will qualify for the program. Members enrolled in an ACO plan can work with their ACO care team for treatment support.

ConsumerMedical is a program that can help your employees make more informed medical decisions and get better care and health outcomes. Members receive access to an expert team of doctors, nurses and researchers for personalized, one-on-one support to help them:

- Understand any medical condition and all available treatment options
- Find the most qualified doctors and top-rated hospitals in their network
- Get a second opinion from elite specialists across the country, either in person or virtually for complex cases
- Ask their doctor the right questions
- Cope with the stress of having a medical condition

[View the employer flier.](#)

Please contact your Medica representative for additional information.

Health plan survey mailing to members

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 Symphony Performance Health, Inc., an independent research firm. No one but the staff at Symphony Performance Health, Inc. 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.

4members February email newsletter

The *4members* email newsletter will be distributed next week. Active commercial members who have registered on their secure member site 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 their secure member site to receive this member publication.

[View the 4members February 2021 issue.](#)



Member topic of the month: Deductibles, copayments and coinsurance

Every month we feature ready-made promotional materials for one of our member programs or resources. Print the flier or email it to your employees, whichever you prefer!

This month we are providing information on deductibles, copayments and coinsurance. The tip sheet below explains these terms and how they determine out-of-pocket costs.

[View member tip sheet.](#)

LET'S STAY CONNECTED! FOLLOW US ON SOCIAL MEDIA



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