

A high-angle, top-down view of a group of business professionals sitting around a dark wooden conference table. There are at least five people visible. One man in a light blue shirt is typing on a laptop. A woman in a dark green jacket is looking at a document. Another man in a grey blazer is writing on a document with a green pen. A woman with long brown hair is pointing at a document. The table is cluttered with papers, folders, and laptops. The background is a light-colored wooden floor.

WELCOME

GROUP ADMINISTRATOR TRAINING



founded in 1975

2,000 team members

Not-for-profit

Our focus is on the communities we serve

\$5 billion

Expected 2020 revenue

Medica
Foundation

Funds community-based initiatives and programs that support the needs of our customers and the greater community



9 states

Nearly 1 million members

195,000
Individual and Families

155,000
Medicare/Medicaid

610,000
Commercial

12
Accountable Care
Organization Partnerships

4 – 4.5
Star Rating

OUR COMMITMENT TO NEBRASKA

Medica is a nonprofit health plan providing health care coverage for more than 45 years. We serve nearly 1 million members in the employer, individual, Medicare and Medicaid markets in communities across Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota and Wisconsin.

Medica is an important contributor to the communities we serve through our grant-making foundation, charitable donations and employee volunteerism.

2015

When other health plans elected to leave the Nebraska Market, Medica offered new options for individuals.

2016-2017

Medica membership grew by 33,000 members across the state of Nebraska.

2018

Medica Foundation awarded grants to the Visiting Nurse Association of the Midlands in support of their telehealth expansion and to Creighton University/Magis Clinic to support improved health care access for the medically underserved in Omaha.

Medica partnered with CHI Health, adding 45,000 members.

2019

Medica expanded individual health plan offerings to include Methodist Health System and Nebraska Medicine. Medica Prime Solution, a Medicare Cost plan, was introduced in 11 counties and Association Health Plans launched in partnership with Nebraska Farm Bureau.

The Medica Foundation granted \$400,000 to nonprofit organizations throughout the state, including a response to historic flooding with financial grants to American Red Cross and the Nebraska Farm Bureau Disaster relief funds. Nebraska enrollment in Medica health plans topped 92,000.

2020

Building on our established partnership with CHI Health, we will continue to offer Medicare Advantage plans, expand Medicare Cost plans, and introduce health plans for the small and large employer market.



JOY SHELBY
CLIENT MANAGEMENT



SARAH PODANY
MARKET DEVELOPMENT &
ACCOUNT MANAGEMENT



COURTNEY NOVOTNY
ACCOUNT MANAGEMENT

AGENDA

- Welcome
- Account Management
- Service Center
- Group Administration
 - Medica Employer Service
 - Enrollment Procedures
 - Billing Procedures
 - Communications Support
 - Member Portal
- Wellness Programs and Resources
 - My Health Rewards by Medica®
 - Healthy Savings
 - Ovia
 - Sanvello
 - Virtual Care
 - Employee Assistance Program

ACCOUNT MANAGEMENT



Account Managers

- Group set-up
- Pre- and post-enrollment meetings
- Health and wellness events
- Broker assistance



SERVICE CENTER



Phone Numbers

- One Call Does “It” All!!

1-866-894-8052



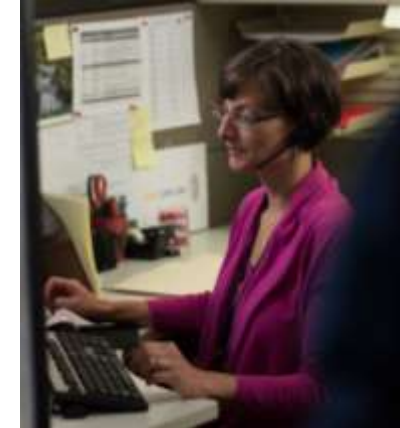
Capabilities

- Clarify benefit information
- Address enrollment and eligibility questions
- Check billing, claims and provider status
- Order materials
- Answer questions about [Medica.com/MemberSite](https://www.medicacommunity.com/MemberSite)



Excellence

- Dedicated team
- Committed to quality
- Extensive plan knowledge
 - All representatives have customer service experience
 - Core competency assessments completed annually; refresher training provided weekly
 - Average monthly quality audit average score: 98%





GROUP ADMINISTRATION

Topics

- Medica Employer Service
- Enrollment Procedures
- Billing Procedures
- Communications Support



MEDICA EMPLOYER SERVICE

Features

- Real-time online administration
- Secure connection 24/7
- Manage access
- Enrollment
- Billing

MEDICA®

Welcome to Medica Enrollment!

Log in to your account

Username

[Forgot username](#)

Password

[Reset password](#)

[Can't access your account? ▶](#)

[Create an account ▶](#)

Supported Browsers

[Learn about Officially Supported Browsers](#)

Manage Access

- Primary Group Administrator
 - Manages access of users
 - Activate or inactivate access
 - Assign functional permissions, such as enrollment or billing

Home

Employees

Data & Reporting

Resources

Group Settings

Search by Name or SSN

Group Settings

- Group approval preferences
- Group information report
- Manage administrator accounts**
- Self-Service SSO Setup

Create New Administrator Account

General Information

Sponsor Admin Template* --Please Select--

Cancel Next



ENROLLMENT PROCEDURES

Enrollment/Change/Cancellation

- Enter changes within 31 days of event
 - Add employee
 - Add dependent (i.e. spouse, child)
 - Waive coverage
 - Change information (i.e. name and address)
 - Change plans
 - Remove employee from plan (termination date: end of month)
 - Newborns are automatically covered for the first 31 days.

EMPLOYEES CAN ENROLL...

WHEN NEWLY HIRED

FOLLOWING A CHANGE IN FAMILY STATUS:

- a) LOSS OF OTHER COVERAGE
- b) BIRTH
- c) ADOPTION
- d) MARRIAGE
- e) DIVORCE

DURING OPEN ENROLLMENT

ENROLLMENT PROCEDURES

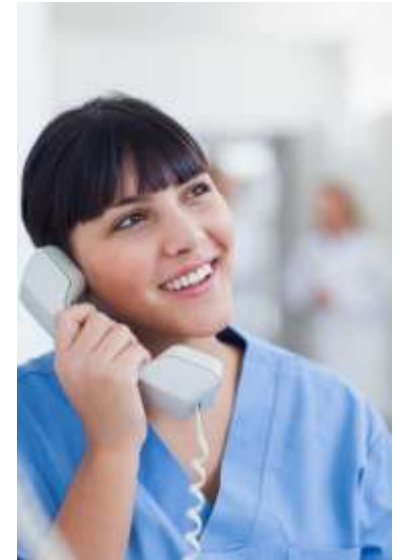
Continuation Eligibility

To Determine Eligibility:

- COBRA/Continuation laws and requirements are the responsibility of the employer (contact your legal counsel)
- For more information on State Continuation:
 - NE Department of Insurance
402-471-2201 or 1-877-564-7323 <https://DOI.Nebraska.gov>
 - IA Insurance Division
515-654-6600 or 877-955-1212 <http://IID.iowa.gov>
- Federal COBRA questions: US Department of Labor at 1-866-487-2365 or www.dol.gov

To re-enroll Members Who Have Elected Continuation

- Terminate coverage; Notify members of continuation rights
- Re-enroll if continuation is requested



Master Group Contract

- Many questions can be answered by referring to your Master Group Contract (MGC). The MGC is a legal contract between your company and Medica that lists the following:
 - Term of contract
 - Grace period
 - Acceptance of contract
 - Eligibility
 - Rates





BILLING PROCEDURES

Billing

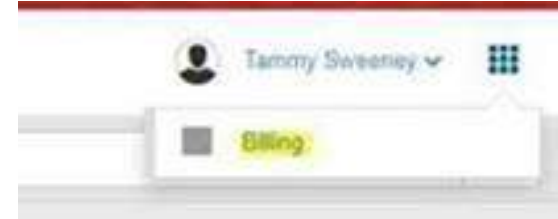
- Pay as billed, wait for adjustments
- Payment due by first of the month
- Bills run on or around 13th of the month
- Changes are due a full 30 days prior to reflect on billing statement
- Online payment and Automatic Clearing House (ACH), an automated payment option, are available within Medica Employer Service
- Questions? Call the Service Center at 866-894-8052



Invoices

Invoice reflects:

- Account summary
- Current invoice summary
- Invoice detail at the subscriber level
- Applicable adjustments



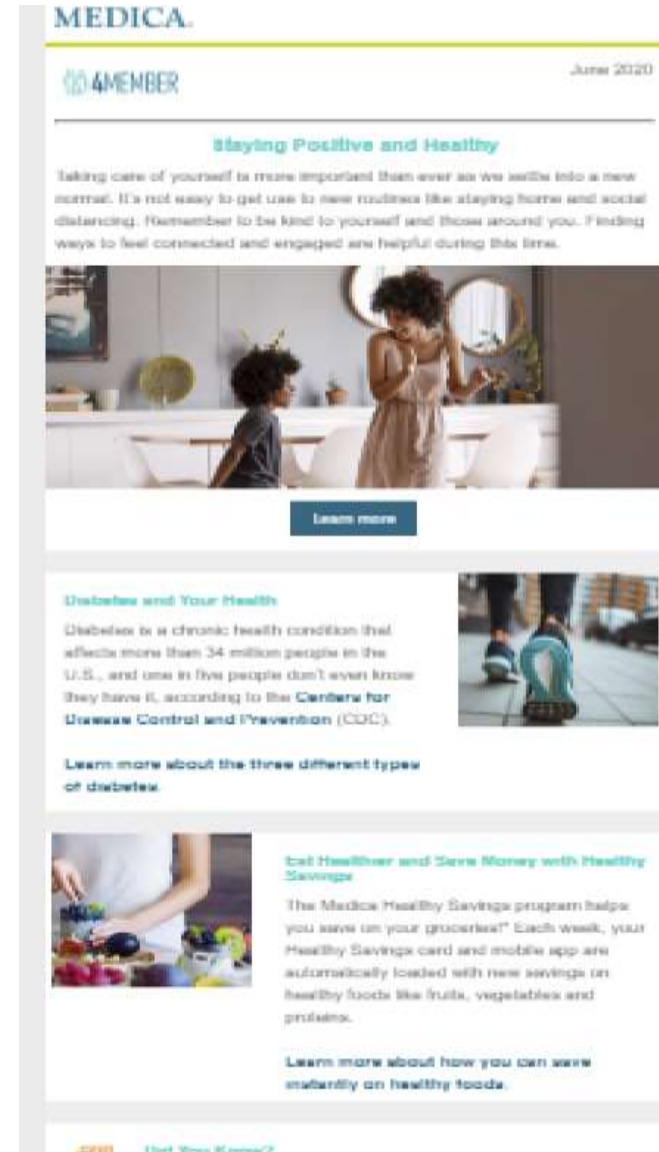


COMMUNICATIONS SUPPORT

Member Newsletter

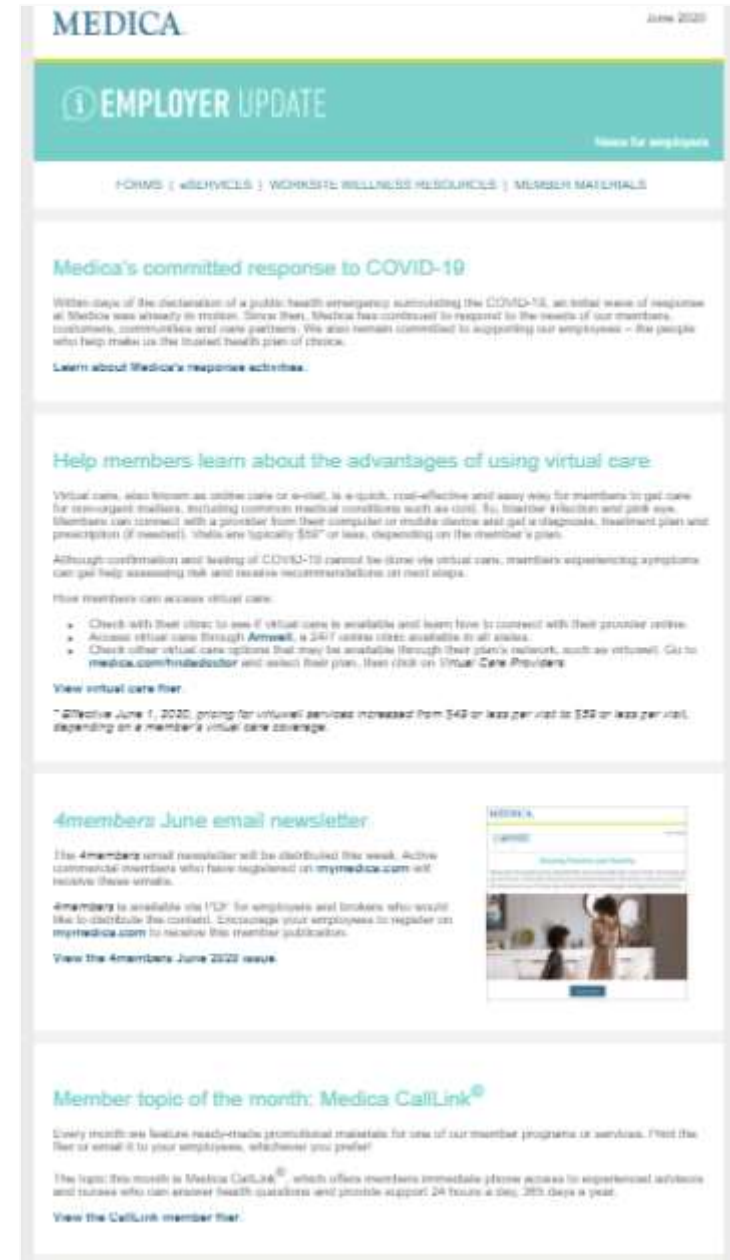
4MEMBERS

- A monthly distribution
- Emailed to members registered on Medica.com/MemberSite; available as PDF for employers to distribute



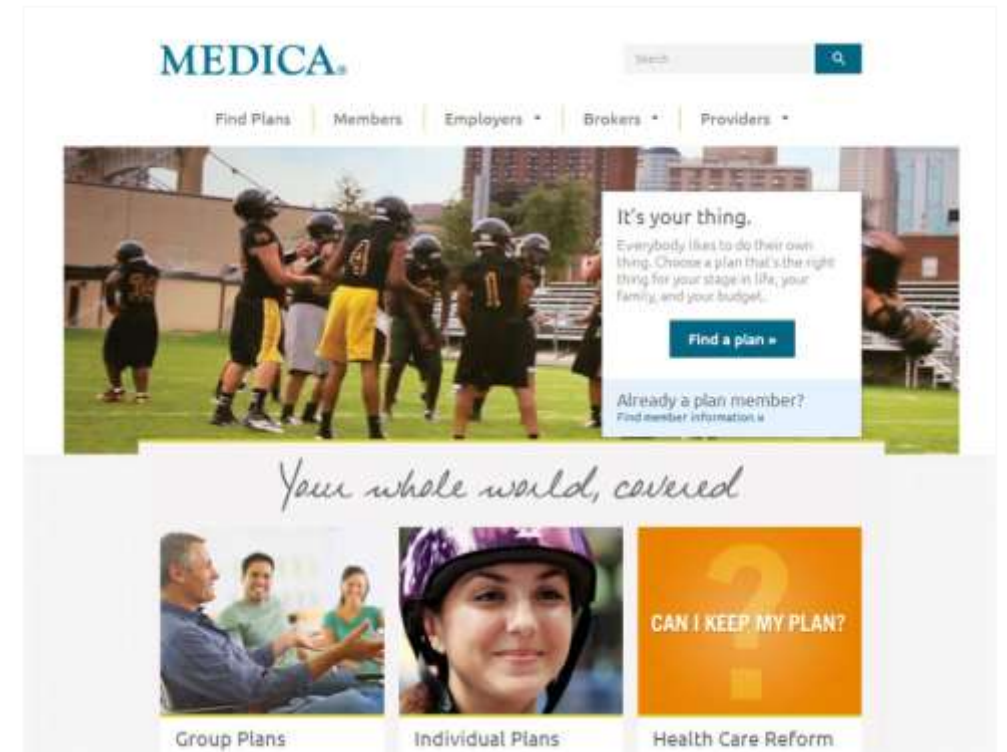
Employer Update E-Newsletter

- Monthly employer newsletter
- Employer events
- Policy changes
- Product, network and service changes
- Ideas for helping you manage your health care costs and engage your employees in healthy lifestyles
- Contact your account manager if you aren't currently receiving the Employer Update and would like to receive



Medica.com for Employers

- Plan information
- Employer and member information resources
- Valuable health and wellness programs and resources for employers and members
- Find a physician or facility
- Online versions of our publications
- Recent Medica news



COVID COMMUNICATIONS

Information Available

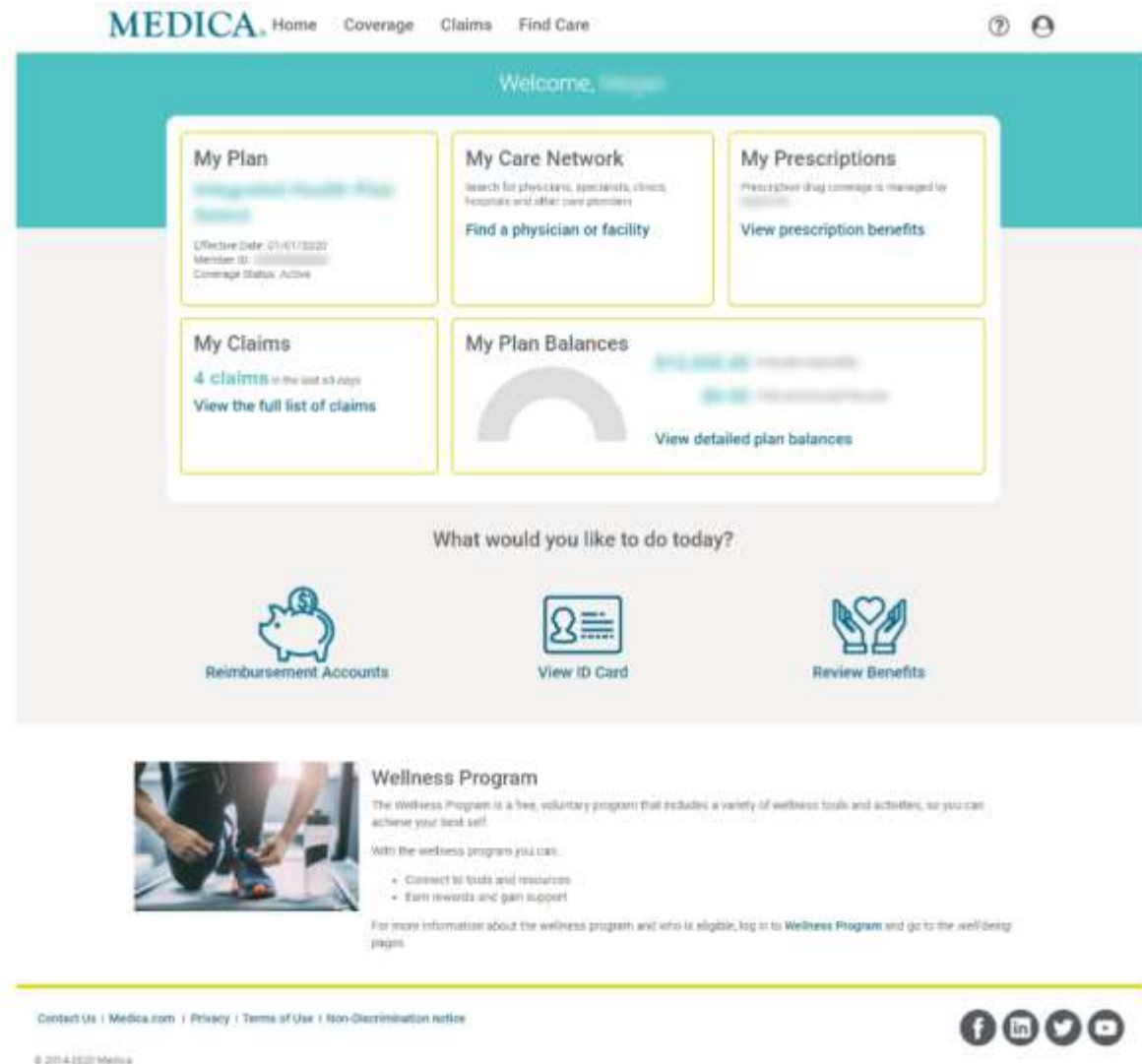
- COVID-19 FAQs & coverage clarifications
- Communication on Special Enrollment Period
- Employer resource webpage
- Education on COVID-19 Federal aid package
- Tips to protect yourself
- Links to Medica resources
- Education on virtual care options
- Development of member COVID-19 website
- Social media posts



Medica.com/MemberSite

Access rules –

Subscribers have access to claims information for **dependents up to age 18** other than for sensitive services such as behavioral health, contraceptive services, etc.





MEDICA HEALTH AND WELLNESS OVERVIEW

AGENDA

- 2021 My Health Rewards®
- Healthy Savings
- Ovia
- Sanvello
- Virtual Care
- Employee Assistance Program

MY HEALTH REWARDS INTRODUCTION

My Health Rewards

My Health Rewards is an online tool that helps build healthy habits and live your best life!

Eligibility:

Medica subscribers, spouses and dependents 18 years of age and over

My Health Rewards Overall Goals:

- Earn points for completing activities and get rewarded when creating your own personal path to health!
- Complete small healthy steps leading to lasting behavior change.



2021 MY HEALTH REWARDS | Overview

Earn up to \$160 in rewards

LEVEL	POINTS EARNED	REWARD
1	2,000	\$10
2	10,000	\$20
3	25,000	\$50
4	40,000	\$80

Get an e-gift card, use it instantly! Or pick another way to use your rewards.



SHOP THE STORE



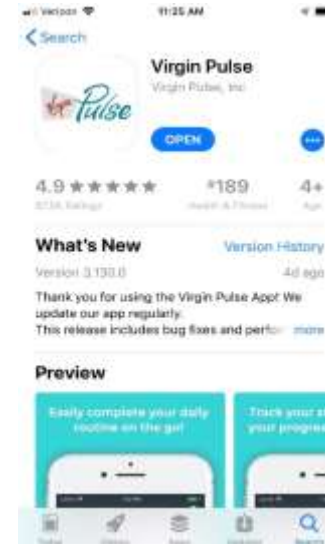
GET A GIFT CARD



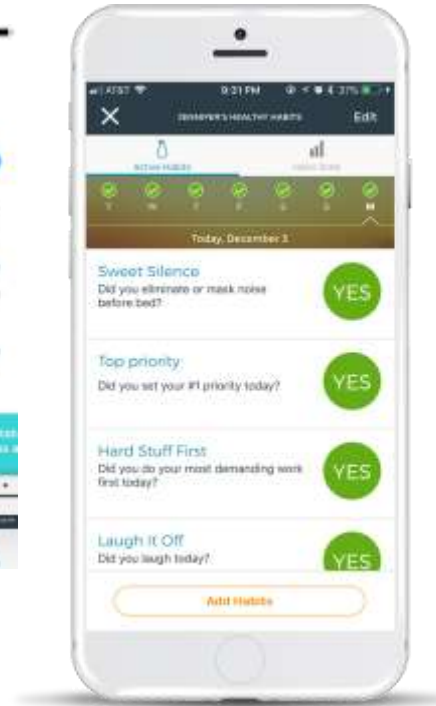
DONATE IT

GETTING STARTED IS EASY!

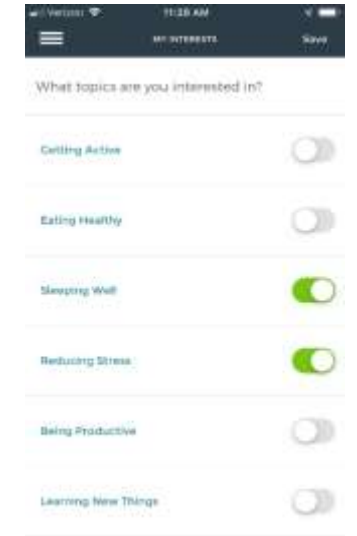
DOWNLOAD THE APP



TAKE THE HEALTH ASSESSMENT



SAVE YOUR INTERESTS

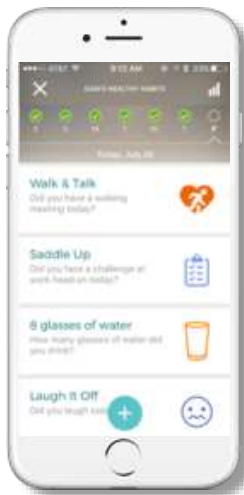


MY HEALTH REWARDS | Creating Daily Success Routines

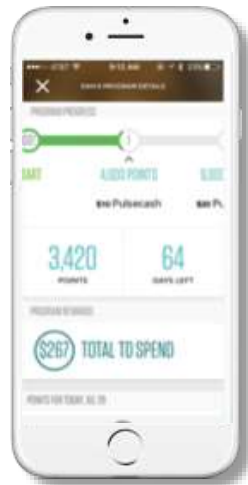
Take small steps to change



LEARN



DO



BECOME

BEHAVIOR CHANGE

HEALTHY SAVINGS | Discounts on Healthy Foods

Healthy Savings makes eating healthier easier and more affordable.

The program is easy-to-use, members simply shop, scan and save instantly!



- Discounts on healthy foods of up to \$250 per month
- Foods qualified by a third party based on nutrient density; only healthiest 1/3 qualify
- No clipping or downloading coupons needed; all promotions are automatically loaded onto barcode

HEALTHY SAVINGS

200+ Participating Brands



Weekly Emails

Trending (Sundays)

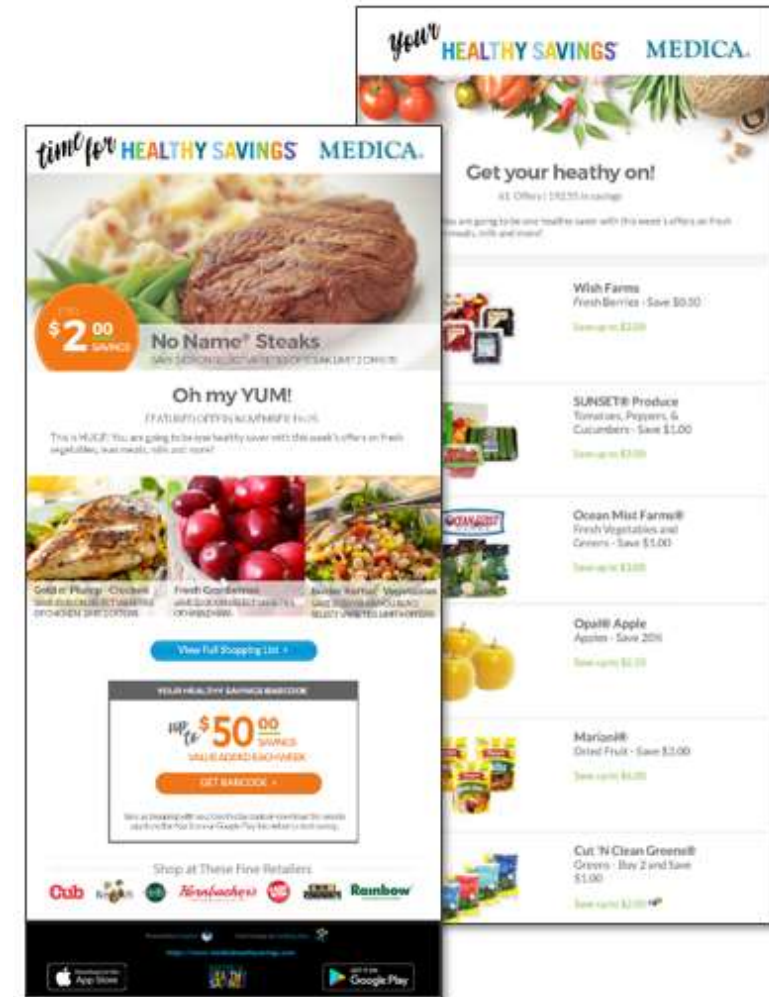
- Announces new benefit week & lists the top trending offers for the week with link to the full list.

Featured (Tuesdays)

- Highlights four popular featured promotions and shows them as prepared foods.

Expiring (Thursdays) Opt-in

- Reminds members of the promotions that are three days from expiration.



Transforming the way women and families are supported throughout the journey to parenthood

Ovia Health

- #1 mobile destination delivering solutions that engage families and improve maternal and infant health.
- Clinical insights provide early identification and intervention.
- On-demand programs enhance case management, drive behavior change and improve clinical outcomes.
- Increases awareness, education, adherence to care and overall satisfaction.
- Engages spouse, partners and caregivers throughout the journey.



oviahealth™

Three mobile apps that span the reproductive health and parenting spectrum



Ovia Fertility

- Understand cycle predictions and fertility calendar
- Track symptoms, moods, medications and more
- Receive feedback alerts on potential medical concerns
- Learn about infertility health programs



Ovia Parenting

- Learn about child development and health
- Track baby's feedings, diapers and sleep
- Get guidance and support for mental health and wellness
- Access thousands of parenting articles and tips
- Unlimited in-app coaching with nurse health coaches



Ovia Pregnancy

- Weekly baby development summaries
- Daily articles and tips
- Supportive weekly videos
- Return-to-work planning tools and support
- Unlimited in-app coaching with nurse health coaches



Sanvello is a top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT). Individuals can relieve symptoms and build life skills that can reduce potential high-cost interventions through:

- Mood and health data tracking over time
- Integrated goal-setting and progress assessments
- Interactive, educational guided journeys
- Relaxation techniques and coping skills

RESULTS¹



Participants interact with Sanvello nearly **5X more often** than traditional therapy alone

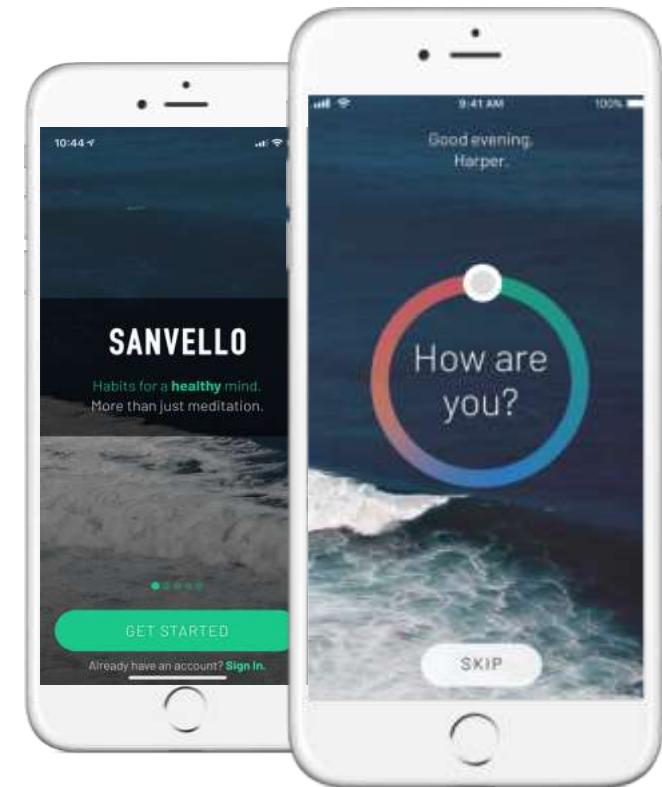


Lasting effects

Sanvello **decreases symptoms of depression and anxiety** even after individuals stop using the app

1. Anne Moberg, Christine & Niles, Andrea & Beermann, Dale. (2019). Guided Self-Help Works: A Randomized Waitlist Controlled Trial of Pacifica, a Mobile App Integrating CBT and Mindfulness for Stress, Anxiety, and Depression. J Med Internet Res 2019;21(6):e12556, <https://www.jmir.org/2019/6/e12556/>

On-demand help for stress, anxiety and depression



iOS



ANDROID



TABLET

VIRTUAL CARE

- Quick, cost-effective and easy way for members to get care for non-urgent medical conditions
- 24/7 online clinic available in every state
- Includes coverage for medical and behavioral health care services
- Receive care from board-certified providers
- NCQA accredited
- High satisfaction rating among consumers



91%
Satisfaction

Patients who were 'very' or
'extremely' satisfied with
Amwell's telehealth services

4.8
★ ★ ★ ★ ★
Rating

Patient overall satisfaction
rating of providers on Amwell

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Included for groups with 2-50 members, buy-up for large groups.



Services and Resources

CATEGORIES

- Adult/elder services
- Child/parenting services
- Chronic condition support services
- Convenience services
- Life learning
- Legal mediation services
- Communication resources
- Financial services
- Management critical incident response preparation and response
- Management consultation
- Training services

CORE SERVICES AND BENEFITS

- Masters-level associates are available 24/7 to talk about personal, financial or legal worries
- Five in-person counseling sessions covered at 100%
- Critical incident response and worksite trainings: 150 onsite hours
- 30-minute legal consultation at no cost (in person or over the phone)
- Promotional postcard mailings to employees' homes

We are committed at all levels of our organization to you, your employees and their families. From service delivery to collaboration on innovative health care solutions, we will work with you to create more affordable health care for your employees every day.





Thank You

MEDICA®

MEDICA®