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April 2008

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# Employer Update

from MEDICA.

Total Health Management

Employer Resources

Member Resources



Questions? Please contact your Broker or Medica representative.

## Medica Employer Events

**Extend your benefits:  
Valuable training to help  
manage employee and  
workplace issues**

**Thursday, May 15**

***Morning Session***

**Registration**  
8 a.m.

**Building Motivation and  
Morale in the Workplace**

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## Events

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[Group Administrator Training Events](#)

## April Wellness News: Exercise and fitness

Regular exercise is a key part of a healthy lifestyle, but it's sometimes not easy knowing how to get started. This month's Wellness News explains the basics of a good exercise program, including flexibility, strength training and cardio. It also describes three easy in-home tests for assessing your fitness level and highlights the downside of being inactive.

[Download Wellness News to share with your employees.](#)

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## Individualized health coaching coming to Medica

Medica believes there is significant value, both to our members and to our customers, to intervene with high-risk members before they become high cost. At-risk members are predicted to consume more than \$20,000<sup>1</sup> a year per person on average.

8:30 - 10:30 a.m.

[Register for morning session](#)

### **Afternoon Session**

#### **Registration**

1 p.m.

#### **Chronic Conditions in the Workplace**

1:30 - 2:30 p.m.

#### **Stress and Life Balance**

2:30 - 3:30 p.m.

[Register for afternoon session](#)

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### **Save the date Group Administrator Training Events**

#### **June 5**

Small Group Fully Insured  
(2-49 employees)

#### **June 26**

Large Group Fully Insured  
(50+ employees)

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We're enhancing our health management programs in this area, moving toward an in-house capability for coaching members with chronic conditions and/or rare diseases. Beginning this fall, the health coaching program will help focus resources where they're needed most - on members with the most serious health conditions who are predicted to generate the highest amount of claims<sup>2</sup>. A successful Medica pilot study conducted from 2005-2007 found that this approach can result in significant medical cost savings.

### **Medica's health coaching program**

- Focuses on the whole person instead of a specific disease and integrates disease management with care management, wellness programs and behavioral health
- Predicts health risk and identifies gaps in care within the total member population, not just within certain disease states (e.g. includes all high-risk conditions such as diabetes, cardiovascular disease, asthma, back conditions, cancer, arthritis, obesity, etc.)
- Based on a member's motivational readiness; staff works with members to clarify what they want to accomplish and coaches them to help break down barriers and reduce their ambivalence toward change

Medica is aligning health coaching activities with existing care management initiatives to ensure an integrated, efficient approach to total health management. It's all part of our continuous quality improvement efforts to achieve cost savings for our customers and create a better member experience.

<sup>1</sup> *Medica Adjusted Clinical Group (ACG) results. Commercial fully and self-insured members with continuous enrollment during calendar year 2006 and calendar year 2007.*

<sup>2</sup> *Health coaching will be included with fully insured plans and available for an additional charge for self-insured groups.*

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### **Pilot program aims to improve depression care**

Depression is one of the most prevalent and costly chronic illnesses today, affecting about 10 percent of the adult population. Medica recognizes that most episodes of this disease are treated by primary care physicians. That's why

we're partnering with community providers and others to pilot a new initiative designed to improve depression care for members in Minnesota.

The goal of "Depression Improvement Across Minnesota - Offering a New Direction" (DIAMOND) is to support mental health treatment within the primary care setting, with an approach shown to improve outcomes, increase productivity, lower absenteeism and reduce costs. Key elements of the program address barriers to effective care and make DIAMOND an excellent model for major improvements in depression care:

- Care practices were redesigned to implement a new best-practice model that features an evidence-based, team approach to treatment centered around a depression care manager.
- A unique payment model worked out by Medica and other health plans supports components of the best practice model - a key to the long-term success and viability of the program.

The pilot kicked off March 1 in five clinics; additional clinics will be added in the coming months. DIAMOND is being coordinated by the Institute for Clinical Systems Improvement (ICSI), and is a collaborative effort between Medica, five other health plans, the Minnesota Department of Human Services and Minnesota primary care medical groups. Medica will be significantly involved in the evaluation of the program, supported in part by a five-year grant from the National Institute of Mental Health (NIMH). Dr. Ken Joslyn, Medica's Medical Director for Quality and Population Health, is one of several national researchers involved with the NIMH project.

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### **Quick links for nurse line and live nurse chat**

We've made it more convenient for your employees to talk to a registered nurse or chat with one online. New quick links to the following helpful resources have been added to our popular Find A Doctor page:

- **Medica CallLink® nurse line:** Gives Medica members access to a wide range of services 24 hours a day, 365 days a year. Members simply call a toll-free number to speak with an experienced registered nurse.

- **Online Nurse Chat:** Offers a real-time, confidential, one-on-one discussion with a nurse about a variety of general health topics.

Encourage your employees to try out the Find a Doctor tool on [www.medica.com](http://www.medica.com) or [www.mymedica.com](http://www.mymedica.com).

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### **Fit Choices<sup>SM</sup> by Medica expands network**

We've expanded our relationships with Anytime Fitness and Curves. Effective April 1, all Anytime Fitness and Curves locations within the Medica geographic service area (excluding South Dakota) are participating in the Fit Choices program. This adds 49 Anytime Fitness locations in MN, WI and ND and 36 new Curves locations in WI and ND.

With these and other additions, a total of 98 new locations joined the Fit Choices network effective April 1. Fit Choices offers a \$20 credit toward the monthly dues of an eligible health club membership for visiting a participating location eight or more times in a calendar month. (A family membership qualifies for one credit per month)

Fit Choices is included with fully insured plans and optional for those who are self-insured. The program is available in Minnesota, eastern North Dakota and western Wisconsin.

[List of new locations](#)

[Complete list of locations](#)

[Medica-Life Time Fitness study](#)

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