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July 2008

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Employer Update

from MEDICA.

[Total Health Management](#)

[Employer Resources](#)

[Member Resources](#)



Questions? Please contact your broker or Medica representative.

In this Issue:

[July Wellness News: Summer Safety](#)

[New health coaching program launches October 1](#)

[Total Health Management Value Report: Heart failure](#)

[Manage benefits online with Employer eServices](#)

[Watch for a Service Center Survey](#)

[Round-the-clock access to nurse line resources](#)

[New process for secure e-mail effective August 1](#)

[Health club reimbursement program adds new locations](#)

Events:

[Worksite Health Assessment Trainings](#)

[Small Group Administrator Training - September 4](#)

July Wellness News: Summer Safety

Summer is a great time to have fun outdoors. This month's *Wellness News* offers many tips to ensure a safe and healthy summer, including sun protection, safe swimming, avoiding the dangers of lightning, and a healthy recipe for dilled potato salad.

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

[Top](#)

New health coaching program launches October 1

Beginning October 1, 2008, Medica will offer a new health coaching program which will help promote better health and

Events:

Worksite health assessment trainings

You need productive, healthy employees in order to achieve your business goals. Encouraging your employees to complete a health assessment is a logical first step toward creating a healthier workforce. To learn more, [register](#) for one of the upcoming worksite health assessment coordinator trainings.

WebEx Training Sessions

Thursday, July 17
10:00 - 11:00 a.m.

Tuesday, August 5
10:00 - 11:00 a.m.

Wednesday, September 10
10:00 - 11:00 a.m.

Group Training Session

Thursday, September 11
9:00 - 10:30 a.m.

Medica Corporate Office
401 Carlson Parkway
Minnetonka, MN 55305

[Top](#)

Save-the-date:

more cost-effective use of healthcare dollars by identifying the employees who are at risk for becoming high cost/high utilizers of health care. The program aligns with Medica's existing care management, wellness and behavioral health initiatives through a coordinated member identification and management process. It will replace the existing common and rare disease management programs.

We are pleased to offer the new health coaching program for fully insured customers as part of our integrated Total Health Management approach. The program is available for purchase by self-insured customers. To learn more about health coaching, download the health coaching [fact sheet](#) for employers.

[Top](#)

Total Health Management *Value Report*: Heart failure

Heart failure management is one of many Medica initiatives to improve health and help control the upward trend in health care costs. Medica has gathered key performance data about this and other Medica health management programs. We are featuring a new *Value Report* each month in the *Employer Update*. See below for the *Value Report* on heart failure management (second in the series).

[Heart Failure Management Program Value Report](#)

[Top](#)

Manage benefits online with Employer eServices®

Many Medica customers are enjoying the ease and simplicity of managing their benefits administration online with Employer eServices.® This innovative suite of Internet-based applications offers you immediate and secure access to manage health care benefits information. Through the Employer eServices Web site, www.employereservices.com, you can:

- Enroll new employees immediately
- Verify or change eligibility information
- Request an employee ID card

Small Group Administrator Training

If you missed our training for small group administrators (2-50 employees) earlier this year, mark your calendar for the next one: Thursday, September 4, 2008.

[Top](#)

- Terminate and reinstate employees
- Download invoice detail
- Pay your bill online

To obtain a username and password, contact the Medica Service Center at 952-992-2200 or 1-800-936-6880.

[Top](#)

Watch for a Service Center Survey

You will be receiving an electronic survey from Medica in the near future, requesting your feedback on the Medica Service Center. We will ask you how well we are meeting your needs, how responsive our service representatives are, and how we can improve our service to you. Please watch for the survey, and set aside a few minutes to give us your feedback. Thank you!

[Top](#)

Round-the-clock access to nurse line resources

Medica CallLink Nurse Line at 1-800-962-9497 gives Medica members access to a wide range of services 24 hours a day, 365 days a year. Even after regular doctor's offices are closed, Medica CallLink puts members in touch with experienced registered nurses who can answer general health questions, provide self-care tips, and help choose appropriate care. If you'd like materials to promote this valuable service to your employees, contact your Medica representative or call the Medica Service Center at 952-992-2200 or 1-800-936-6880.

[Top](#)

New process for secure e-mail effective August 1

As a reminder, starting August 1, 2008, if you receive a secure e-mail from Medica that contains PHI, you will need to sign in to ZixCorp's encryption services to retrieve the message. Medica is using this service to both maintain our compliance with HIPAA regulations and also implement improved best-practice standards. You'll have the

opportunity to create a user login when you receive your first message.

[Top](#)

Health club reimbursement program additions

Fit ChoicesSM by Medica has added three new health club locations as of June 1, 2008. The new locations are Dakota! Sport & Fitness in Prior Lake, MN; Hastings Uptown Fitness in Hastings, MN; and Jamestown Hospital Fitness Center in Jamestown, ND. By enrolling in a participating facility and working out at least eight days per month, eligible Medica members receive a \$20 credit towards their monthly dues. Similar programs by other health plans require 12 visits per month.

Fit Choices is included with fully insured plans; available for purchase by self-insured groups. The program is available in Minnesota, eastern North Dakota and western Wisconsin.

[New Fit Choices locations](#)

[Complete list of participating locations](#)

[Top](#)

We would appreciate your feedback on this e-newsletter! Please send comments or suggestions to employer.com@medica.com.

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