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August 2008

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Employer Update

from MEDICA.

Total Health Management

Employer Resources

Member Resources



Questions? Please contact your broker or Medica representative.

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August *Wellness News*: Sleep Disorders

Sleep disorders and the resulting sleep deprivation interfere with work, driving, and social activities. They also account for an estimated \$16 billion in medical costs each year, in addition to indirect costs such as lost productivity. This month's *Wellness News* includes signs of sleep disorders and tips to avoid drowsy driving.

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

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National expansion of Fit Choices program

Small Group Administrator Training: September 4

If you missed our training for small group administrators (2-50 employees) earlier this year, register for the next one on September 4.

Medica Account Management staff will walk you through the basics of ongoing administration, from how to get started to adding new employees, where to get your questions answered and more. They'll also share information about Medica tools for success that can save you both time and money.

Thursday, September 4

8:30 a.m. Registration and breakfast

9:00 - 11:30 a.m. Program

Medica Corporate Office
401 Carlson Parkway
Minnetonka, MN

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October Employer Events

Experience a sampling of the seminars offered by Medica's Employee Assistance Program that you can host at your own

In response to the increasing number of requests to provide health club access outside of the Medica Geographic Service Area, effective September 1, 2008, the Fit ChoicesSM by Medica program will be expanding the following four health club relationships to a national level.

- [Life Time Fitness](#)
- [Anytime Fitness](#)
- [Snap Fitness](#)
- [Curves](#)

This national expansion will increase the number of participating health clubs from approximately 700 to over 8,000. To view the current list of health clubs available for each health club partner, you can visit their respective websites (see links above). The rules of the program are the same, by enrolling with a participating facility and working out at least eight days per month, eligible Medica members receive a \$20 credit towards their monthly dues.

Twelve additional locations in the Medica Geographic Service Area were also added as of August 1.

[New Fit Choices locations as of August 1](#)

[Complete list of current participating locations](#)

Fit Choices is included with fully insured plans; available for purchase by self-insured groups.

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Total Health Management *Value Report*: Coronary Artery Disease

Coronary artery disease is the leading cause of death in the U.S. for both men and women. It's also the second most expensive health condition employers face based on health and disability costs along with losses from absenteeism and presenteeism. See below for the *Value Report* that highlights the results of Medica's comprehensive disease management program designed to detect, prevent and lessen the severity of coronary artery disease for eligible Medica members.

[Coronary Artery Disease Management *Value Report*](#)

worksite.

October 22: *Generations at Work and Dealing with Conflict*

October 23: *Depression in the Workplace and Building Resiliency*

October 29: *Driving Results with Total Health Management* - Back by popular demand - this seminar highlights Medica's turnkey tools to help promote healthier lifestyles at your workplace and control health care costs.

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Medication Checkup encourages healthy usage

Medica members utilizing a high number of medications received a special mailing in July to encourage them to schedule medication checkups with their practitioners. Now in its sixth year, the annual mailing was extended to members who have received five or more different medications with an anticipated annual total drug spend of \$2250 or greater.

Identified members received a packet containing a labeled brown bag and brochure. The brochure encouraged members to fill the bag with all the medicines they currently use and take the bag to their primary care practitioner for a medication checkup. As an addition to the program in 2008, Medica also provided a medication profile report for members. The profile lists all prescription drugs paid under their Medica pharmacy benefit for the first-half of 2008, including drug names, quantities, pharmacy names, prescribing providers, and a measurement of prescription drug adherence. The information is intended to facilitate an overall medication review with their primary care provider.

The medication checkup is an opportunity for practitioners to review a patients' drug regimen against medical and allergy history, verify correct dosages, and check for any drug interactions or duplications, and to review the continued effectiveness of medications for necessity. Medication safety is an important element of Medica's patient safety program, and Medica has received positive feedback from patients regarding this initiative.

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Schedule your worksite flu clinic

Each year, up to 20% of the population gets the flu¹, resulting in lost productivity and extra health costs. What's the best way to prevent the flu? Get vaccinated! Medica makes it easy to set up a flu clinic at your worksite. For more information go to Medica's [Wellness Resource Center](#) and click on Worksite Flu Clinic or call the Medica Service Center at 952-992-2200 or 1-800-936-6880.

Fully insured and self-insured employer groups are eligible to participate in the program, which requires a minimum of 30 participants. Costs for Medica members' flu shots are processed as routine preventive care.

¹Centers for Disease Control and Prevention (www.cdc.gov)

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New patient satisfaction survey on Main Street Medica
HowWasYourCare, a new tool available on MainStreetMedica.com, helps users choose a provider who delivers quality and valuable care. All of your employees, not just Medica members, are encouraged to rate their care experiences, as well as view how other patients rated their experiences.

HowWasYourCare allows patients to rate and view how others rated aspects of their care such as:

- The ease of scheduling urgent appointments with a particular provider
- How friendly the experience was with the provider office staff
- Whether the provider spent an appropriate amount of time with patients
- Whether the patient would recommend their provider to others

The new survey tool is maintained by HealthGrades, a national quality and ratings service company. Check out the new tool on MainStreetMedica.com

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Health coaches prepare to support Medica members
Medica's health and wellness coaches are taking part in an extensive 10-week training program to prepare for the full rollout of Medica's health and wellness coaching program on October 1, 2008. All coaches have at minimum a bachelor's degree and experience in coaching, nursing,

psychology, social work, health education and other health-related backgrounds. Initial and ongoing training will include health coaching competencies, behavior change theories, and training around specific clinical situations that the health coaches will most likely encounter.

Health coaches will develop one-on-one relationships with members that attend to the whole person and support them in their health improvement planning. They will focus on increasing motivation, teaching self-management skills and providing education to enhance the member's overall health care experience.

For more information on health and wellness coaching, the newest offering in Medica's suite of Total Health Management programs, download the health and wellness coaching [fact sheet](#) for employers.

Available October 1, 2008, to fully insured plans and as a purchase option for self-insured plans.

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Advanced prescription drug search on Medica.com

Searching for a prescription drug on Medica.com[®] just got easier. You can now find advanced search features including price quote information on Medica's list of preferred drugs. Medica.com has been upgraded to provide the same dynamic search tool that's available for current Medica members via myMedica.com[®].

Members, as well as prospective members, can tap into the dynamic tool. The site allows visitors to:

- Clearly see if a medication is on Medica's list of preferred drugs
- Search by drug name or by therapeutic class (list of drugs by condition)
- Compare generic and therapeutic alternatives
- Show price quotes - our most common benefit designs are used to illustrate a potential copay and plan amount paid. The feature allows cost breakdowns for 30-and 90-day supplies at retail pharmacies, and 90-day supplies at mail order

- pharmacies.
- Print the entire list of preferred drugs

Check out the new [prescription drug search tool](#) on medica.com. Coverage and out-of-pocket costs vary according to plan. Customized pharmacy information can be found by creating a username and password on [myMedica.com](#).

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Help control rising health care costs

Promoting My Health Manager from MedicaSM to your employees is a great way to help control rising health care costs. My Health Manager from Medica is our online resource and health improvement tool tailored to each member's unique health situation and interests. Medica makes it easy to promote this tool to your employees.

Start by distributing the attached [flyer](#), or for posters, display boards and other promotional materials, visit the [Wellness Resource Center](#).

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Readership Survey

Is this e-newsletter providing information that is relevant to your organization? Are there other topics you would like to see covered? Tell us what you think, take this quick [online survey](#).

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