

September 2009

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Employer Update

from MEDICA.

[Total Health Management](#)[Employer Resources](#)[Member Resources](#)

Questions? Please contact your broker or Medica representative.

Group Administrator Training events

Join us for one of our upcoming training seminars. Our account management staff will walk you through the basics of enrollment and billing procedures, online Employer eServices, where to get your questions answered and more. A health and wellness expert will also discuss the programs available to support the health of employees and help them make the most of their health plan.

Sept. 23:

Large and Small Group
Mankato, MN

Sept. 30:

Large Group
Minnetonka, MN

Oct. 7:

Large and Small Group
St. Cloud, MN

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Prepare your workforce for the fall flu season

Now is the time to schedule your worksite flu clinic if you haven't already. Flu clinics for seasonal flu shots can be held as early as October 1, 2009.

Medica is closely monitoring the H1N1 (swine flu) situation and is prepared to respond to the pandemic should it impact our members. More information will follow when an H1N1 vaccine becomes available. In the meantime, tip sheets on "How a severe pandemic influenza could affect workplaces" and "How to reduce the risk of exposure to pandemic influenza in your workplace" are now available on medica.com.

As your health plan, Medica also has a pandemic business continuity plan in place to ensure continued service to our brokers, customers and members. The plan, involving virtually all areas of the company, includes testing of our capabilities through mock drills and testing of our systems and procedures.

[View worksite flu clinic and pandemic flu information.](#)

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Ensure your enrollment forms are processed quickly

Last year, Medica received more than 11,000 enrollment forms that had to be pended (held) while Medica reached out to the member or employer to request the required information. The most common issues that lead to forms being pended are: missing information, illegible handwriting, using old enrollment forms, and misunderstanding enrollment guidelines. Accurate enrollment forms benefit your employees by getting them enrolled in their plan on time, ensuring they receive accurate ID cards, and limiting additional follow-up requests for information.

Oct. 8:

Large and Small Group
Fargo, ND

Oct. 22:

Large and Small Group
Bismarck, ND

Small group training is designed for groups with 2-50 employees and large group training is for groups with 50+ employees.

For more information and to register, go to www.medicatraining.com.

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General reminders to ensure that your group's forms are processed quickly:

- Review the form to ensure that all required sections have been completed.
- Print new forms as needed from the [Employer Forms page on Medica.com](#), don't keep a large printed supply on hand that may become outdated.
- Work with your broker to make sure you understand enrollment guidelines for your group, for example: the waiting period for new hires.
- If your group works with a third-party administrator, be sure to coordinate the information that is being sent to Medica.
- Allow 2-3 days for enrollment form processing and don't send duplicate forms.

Be sure to also communicate to your employees the importance of filling out the forms accurately and neatly. For example, having accurate employee phone numbers is critical to enrolling individuals in our member health support programs.

When Medica identifies a member that may benefit from one of these programs, such as health and wellness coaching, healthy pregnancy program, case management, etc., outbound calls are made to enroll the member in program.

Small group forms were revised earlier this year to make them easier to use and understand. [View tip sheet for Small Group Enrollment/Change/Term Form](#).

The forms for large groups are currently being revised. Watch for the new forms later this year.

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Medicare Part D mailing coming in October

Beginning in October, Medica will mail annual Medicare Part D creditable coverage (or non-creditable coverage) notices to all fully insured employers, subscribers on the employers' behalf, and to self-insured customers who have purchased this service. The notices are required by law and are designed to help Medicare-eligible individuals decide whether to retain their current prescription drug coverage, or to enroll in the new Medicare prescription drug coverage. Employers must file their notices with the Centers for Medicare and Medicaid Services (CMS).

[Visit the CMS Web site for filing guidelines](#).

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Key information for January renewals

About 40 percent of our customers renew their health plan each January 1, making fall a very busy time for many of our customers. Following the simple steps below can make the renewal process go more smoothly for both you and your employees.

Step 1: Review your renewal information promptly and contact your broker or Medica sales executive if you have any questions.

Step 2: Decide whether or not to schedule open enrollment meetings. We strongly recommend holding them when you're making a substantial change in benefit levels or you've added a large number of new employees throughout the year.

Step 3: If you decide to hold open enrollment meetings, contact your broker or Medica account manager right away. The more notice you can provide, the better your broker or account manager will be able to accommodate your needs. All meetings need to be scheduled before December 3, if possible.

Step 4: Be sure to order enrollment materials early. Materials may arrive in several boxes and will be marked with blue "Medica materials" stickers. Check the boxes when you receive them to make sure that you have everything you need.

Key Dates for January Renewals

	Large Group	Small Group
Medica target date for sending January renewals	Sept. 25	Oct. 30
Medica offices closed for holiday	Nov. 26-27	Nov. 26-27
Deadline for employers and brokers to notify Medica of decisions on any outstanding renewals	Nov. 25	Dec. 20
Last day to send Medica any enrollment forms on any additions, changes, or deletions of membership to ensure that ID cards are correct and will be received before Jan. 1, 2010.	Dec. 1	Dec. 1
Medica offices closed for holiday	Dec. 25	Dec. 25
Medica offices closed for holiday	Jan. 1	Jan. 1

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Secure e-mail password requirements change

A few of our customers have experienced difficulty with their password when using our secure e-mail system. In listening to this feedback, we have recently updated the system password requirements to simplify this process, while still ensuring our member's private information remains protected.

Passwords are now required to:

- Be made up of at least 8 characters;
- Contain both alphabetic and numeric characters.

In the past, passwords were required to be at least 6 characters and contain at least one special character such as: ~!@#%&^. As a reminder, e-mail communications that contain private member information must be securely transmitted in order to meet federal HIPAA requirements.

[View complete secure e-mail instructions.](#)

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New home page on medica.com

You may have noticed that the home page of medica.com has a new look. The redesigned page is part of our efforts to continuously improve our Web site so that all of our users find the information they are looking for as quickly as possible.

If your employees were used to using the links at the bottom of the home page to access member tools such as My Health Manager from MedicaSM, they can now go to the home page and look for "Find information about health and wellness." In addition, many quick links for members can now be found at medica.com>Members>Member through Work. You can also let your employees know that the quickest way to get to My Health Manager from Medica is to go directly to

www.medica.com/myhealthmanager.

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Employee Health and Wellness 101 - October 29

Find out how providing the right tools for your employees can lead to a healthier, more productive workforce and also lower your healthcare costs. Medica offers solutions to help all of your employees take steps to maintain and improve their health, from keeping healthy employees healthy to providing the tools and resources needed to those who are coping with illness or ongoing health

conditions. Medica makes it easy for you to get started by providing turnkey tools to help you encourage your employees to adopt a healthier lifestyle.

This event is designed for employers who would like basic information on how and where to start.

This seminar will be at Medica's Corporate Headquarters in Minnetonka, MN. Register by October 22nd at www.medicatraining.com.

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Get ready for the Medica Chill Out Challenge

Mark your calendar for the next Medica health challenge coming up November 23 - December 19, 2009. Participants learn how to reduce and manage their daily stress during this challenge. Watch for more information in next month's *Employer Update*.

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Health club reimbursement program adds locations

Fit ChoicesSM by Medica, our nationwide health club reimbursement program has added five new health club locations as of September 1:

- Barnesville Fitness Center - Barnesville, MN
- Fit on 4th - Cannon Falls, MN
- Health Works Fitness for Women - Lakeville, MN
- Natural Fitness - Belle Plaine, MN
- Statera Fitness - St. Paul, MN

By enrolling in a participating facility and working out at least 8 days per month, eligible Medica members receive a \$20 credit towards their monthly dues, up to \$240 per year.

[View participating fitness facilities.](#)

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401 Carlson Parkway Minnetonka, MN 55305 USA



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