

December 2008

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# Employer Update

from MEDICA.

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**Questions? Please contact your broker or Medica representative.**

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### **Wellness News: Healthy holiday eating**

The holiday season offers many opportunities to overindulge. The average person gains up to five pounds over the holidays as a result! Enjoying the holidays can include healthy eating. This month's *Wellness News* includes a holiday eating survival guide, tips for reducing calories in your recipes and five strategies for eating healthy all year.

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

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### **Call center hours changing in January**

Effective January 7, 2009, the Medica Service Center (for employers and brokers) and Customer Service (for members) will be changing their hours of operation. The shift in hours will allow all call center staff to take part in weekly briefings to help ensure that our customers continue to receive the quality experience they deserve.

#### *New Service Center hours:*

Monday/Tuesday/Thursday/Friday: 8 a.m. to 5 p.m.

Wednesday: 9 a.m. to 5:00 p.m.

#### *New Customer Service hours:*

Monday/Tuesday/Thursday/Friday: 7 a.m. to 6 p.m.

Wednesday: 7 a.m. to 6 p.m. (closed 8 a.m. to 9 a.m.)

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### **Accessing in-network care when traveling**

Eligible employees and covered dependents receive in-network benefits when they travel the nation outside our service area of Minnesota, western Wisconsin, South Dakota and North Dakota. This program is designed to meet our members' needs for urgent, chronic and emergency care while traveling.

Members can locate a provider by calling the customer service number listed on the back of

their ID card or online through Find a Doctor. The Travel Program works just like obtaining care in Medica's service area. Members visit a participating provider and present their member identification card at the point of service. Standard copayments or coinsurance will apply.

[Go to Find a Doctor - Travel Program.](#)

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### **Main Street Medica helps members shop for care**

Help members make wise decisions about provider choices by simplifying the health care shopping experience. Main Street Medica offers at-a-glance comparisons of cost and quality ratings for more than 130 procedures and conditions at hundreds of facilities. Helping members understand how much health care really costs allows them to be more cost-conscious and ultimately leads to lower costs.

[Visit Main Street Medica Web site.](#)

[Download Main Street Medica fact sheet for employers.](#)

[Download Main Street Medica member flyer.](#)

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### **New member health resources online**

A wealth of resources are available to assist members in getting the health care information and advice they need, coordinating their health care and embracing a healthier lifestyle. The complete list of resources and programs is available in the Manage My Health section of Medica.com.

[View Manage My Health - Member Resources.](#)

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### **Health club reimbursement program adds locations**

Fit Choices<sup>SM</sup> by Medica, our nationwide health club reimbursement program has added a new health club location as of December 1: YMCA of Rapid City South Dakota.

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. Similar programs by other health plans require 12 visits per month. In 2006, a Medica - Life Time Fitness study found that eight visits per month is adequate to positively impact participants' health and lower health care costs.

[View participating fitness facilities.](#)

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

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### **Holiday schedule**

Please note that Medica offices will be closed on Thursday and Friday, December 25-26 and Thursday, January 1. Several member resources are still available on these days: Medica CallLink<sup>®</sup> Nurse Line, the Employee Assistance Program (EAP), and online resources such as myMedica.com<sup>®</sup> and My Health Manager from Medica<sup>SM</sup>.

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## Employer Update from Medica

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