

December 2009

[Contact Us](#)

Employer Update

from MEDICA.

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

Questions? Please contact your broker or Medica representative.

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 survey.

1. How long have you been receiving the Employer Update e-newsletter?

- 1-2 months
- 3-6 months
- 7-12 months
- 12+ months

2. Does the Employer Update provide information that is relevant to your organization?

- Always
- Usually
- Sometimes
- Rarely
- Never

3. Do the Employer Update

In this issue:

- [New enrollment/change/cancel forms improve accuracy](#)
- [Changes to health club reimbursement program](#)
- [New WI law mandating coverage of hearing aids](#)
- [Coaching program delivers positive results](#)
- [Medica.com changes to serve you better](#)
- [Online member service center available 24/7](#)
- [Medica's holiday schedule](#)
- [Readership survey](#)

New enrollment/change/cancel forms improve accuracy

The enrollment/change/cancellation forms for both large and small groups are now available in a PDF form that allows the user to enter their information electronically. Your employees will now have the option to open a PDF version of the form on their computer, enter their information, save the form if they wish, then print and sign the form. Allowing employees to type their information will reduce processing errors due to illegible handwriting. For employees that don't have computer access, the forms can still be printed and filled out by hand.

- [Download Small Group Enrollment/Change/Cancellation Form.](#)
- [Download Large Group Enrollment/Change/Cancellation Form.](#)

[Return to top](#)

Changes to health club reimbursement program

Medica is making a change in the health club reimbursement program, Fit Choices by Medica. Beginning March 1, 2010, we are increasing the number of health club visits required each month to earn the \$20 monthly credit toward dues from eight to twelve. The program will continue to offer one credit per health club membership.

Medica was the first health plan to develop an innovative approach to engaging members in physical activity. For nearly ten years, we have been a market leader in the promotion of this important program. After careful consideration and evaluation, we believe it's time to challenge members to build upon their health improvement activities.

- Utilization in Medica's Fit Choices program continues to grow each year.
- Many participating Fit Choices members are already frequenting their health club at least 12 times per month.
- While Fit Choices is an important program for some customers, others have expressed interest in the development and implementation of programs that appeal to a broader audience.

articles provide the right amount of information?

- Too much information
- Right amount
- Not enough information

4. What other topics would you like to see covered in the Employer Update?

5. Do you have any other feedback on the Employer Update?

If you do not receive a confirmation page after clicking submit, please click [here](#).

We recognize that these program changes may challenge some members differently. Our innovative work continues on the development of products, programs and resources that will drive healthy behavior and more efficient outcomes for all Medica members.

Program participants who will be affected by this change will be notified in January.

We encourage self-funded customers that offer the Fit Choices by Medica program to adopt this new approach. Your Medica representative will be contacting you soon to discuss.

Still have questions? Talk with your Medica representative.

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

[Return to top](#)

New WI law mandating coverage of hearing aids

A new Wisconsin state law requires health insurance policies to cover the cost of hearing aids and cochlear implants for any child under 18. The hearing aids or cochlear implants must be prescribed by a physician or a licensed audiologist.

The coverage is limited to one hearing aid per ear every three years. No special deductible, coinsurance, copayment or other limitation may be imposed that is not generally applicable to other coverage under the plan. Additionally, no pre-existing condition limitation may be applied to this coverage under group plans.

Fully insured groups: This law goes into effect upon renewal starting January 1, 2010. An amendment to the certificate of coverage will be included in member packets upon renewal.

Self-insured groups: This benefit will be included on the recommended change grid you receive at renewal. Your group may decide whether to include it in your plan.

Medica's fully insured plans already cover cochlear implants regardless of age. North Dakota and Minnesota laws already require coverage for hearing aids, but South Dakota does not require coverage for hearing aids.

[Return to top](#)

Coaching program delivers positive results

Based on first-year results, Medica's health and wellness coaching program has clearly demonstrated that it can help members improve their health, as well as save health care costs for both the member and the employer. In other words, the program works.

Between the program's start date of October 1, 2008 through November 3, 2009, over 10,000 Medica members have voluntarily enrolled in the program. At any given time, about 3,000 members are participating in health and wellness coaching. This number represents over three times the number of members who were served at any given time under the previous disease management programs.

In economic terms, the preliminary results show that for the six months following engagement in the coaching program, claim costs for the participants were an average of \$834 lower than claim costs for similar individuals who did not participate in coaching. These savings resulted primarily from fewer in-patient, emergency room and outpatient visits.

Medica's health and wellness coaching program is included for all fully insured plans, and available for purchase by self-insured groups. For more information on the health and wellness coaching program, talk with your broker, Medica representative, or visit medica.com>employers>health and wellness.

[Return to top](#)

Medica.com changes to serve you better

You may have noticed that the home page of medica.com has a new look. The changes are designed to help all users of the site find the information they are looking for as quickly as possible. In addition, we've made some changes to the employer and members sections of the site.

For employers:

- You'll now find a list of quick links on the right margin, taking you quickly to the most popular resources within the employer portal including: forms, eServices, and promotional materials.
- Health and wellness information and resources for employers are now consolidated into one section called "Health and Wellness."
- Ready-to-use health promotion materials are located in the Health and Wellness section. Select the "Engage your employees" link.

For members:

- Quick links have been added for finding a physician or facility; searching the list of preferred drugs; and reviewing cost estimates for common medical procedures.
- For quick access to My Health Manager from MedicaSM, encourage employees to go directly to medica.com/myhealthmanager.
- Additional quick links have been added to medica.com>Members>Members through Work, such as Medica Direct[®] sign-on and myMedica.com.

[Return to top](#)

Online member service center available 24/7

The online member service center, myMedica.com, connects members to timely, relevant information about their benefits quickly and easily. Registration is simple, and this personalized resource can help members better understand and make use of their benefits.

Members who register at myMedica.com can:

- Get information on doctors, hospitals and other providers
- Review their medical claims
- Learn more about their coverage
- Learn about their share of health care costs
- Learn about their prescriptions
- Chat live with a nurse about their health issues
- Manage their funding accounts online (Medica Direct[®] members only)

Help your members get their most out of their health benefits by making sure they are aware of all the resources available to them 24/7 on myMedica.com.

[Download myMedica.com promotional materials to share with your employees.](#)

[Return to top](#)

Holiday schedule

Please note that Medica offices will be closed on Friday, December 25 and Friday, January 1. The Employer and Broker Service Center and member customer service call center will be closing at 2:00 PM on Thursday, December 24. Several member resources are still available on these days: Medica CallLink[®] Nurse Line, the Employee Assistance Program (EAP), and online resources such as myMedica.com[®] and My Health Manager from MedicaSM.

[Return to top](#)

Employer Update from Medica

© 2009 Medica. Medica® is a registered service mark of Medica Health Plans. "Medica" refers to the family of health plan businesses that includes Medica Health Plans, Medica Health Plans of Wisconsin, Medica Insurance Company, Medica Self-Insured and Medica Health Management, LLC.

This email was sent to:

This email was sent by: Medica
401 Carlson Parkway Minnetonka, MN 55305 USA



We respect your right to privacy - [view our policy](#)

[Manage Subscriptions](#) | [Update Profile](#) | [One-Click Unsubscribe](#)