

Program	Resource Description	Access for Employee		
Medica				
Health Care Benefits	<p>Medica fully insures the City of Minneapolis Medical Plan, pays medical and pharmacy claims, contracts with providers, manages networks and provides support services.</p> <p>By accessing the Medica website at www.mymedica.com, members are able to:</p> <ul style="list-style-type: none"> • Find physicians and hospitals • View information on prescription drugs • View benefits and claims information • View Explanation of Benefits (EOB) • Print and/or order temporary ID cards • Access the Wellness Portal (see next section) 	<p>Customer service: 952-945-8000 or Call toll free at 1-800-952-3455</p> <p>Hours of operation: 8 am to 8 pm, M-F; 9 am to 3 pm, Saturdays</p> <p>Online access 24/7: www.mymedica.com</p>		
Wellness Portal	<p>Members (age 18+) take the Personal Health Profile (health assessment) the first time they visit the portal. The results create a personalized homepage with wellness information for each individual based on the member’s needs and level of engagement. Also available is a symptom checker and an A-Z library of health information.</p>	<ul style="list-style-type: none"> • The wellness portal is accessed 24/7 by clicking on the Health and Wellness tab of: www.mymedica.com • Paper copies of the Personal Health Profile and Topics/Goals can be requested by calling 1-800-952-3455 		
<p>Additionally, for 2013, City members have an online scorecard that displays individual wellness points earned. For completion of each of the following activities, 100 points are awarded. When employees earn at least 300 points they are eligible for a premium differential for 2014:</p> <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Personal Health Profile¹ • 8 Health Topics/Health Goals¹ • Health Coaching^{1,2} • Biometric Screening • Fit ChoicesSM • Tobacco Cessation² • Healthy Pregnancy Program² </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Treatment Decision Program² • Medication Therapy Management Program² • Case Management² (Clinical Advocacy) </td> </tr> </table> <p>¹ Medica also provides gift cards for completion of these activities. ² These programs are available to identify members through outbound invitations from Medica; members may also self-refer as appropriate.</p>			<ul style="list-style-type: none"> • Personal Health Profile¹ • 8 Health Topics/Health Goals¹ • Health Coaching^{1,2} • Biometric Screening • Fit ChoicesSM • Tobacco Cessation² • Healthy Pregnancy Program² 	<ul style="list-style-type: none"> • Treatment Decision Program² • Medication Therapy Management Program² • Case Management² (Clinical Advocacy)
<ul style="list-style-type: none"> • Personal Health Profile¹ • 8 Health Topics/Health Goals¹ • Health Coaching^{1,2} • Biometric Screening • Fit ChoicesSM • Tobacco Cessation² • Healthy Pregnancy Program² 	<ul style="list-style-type: none"> • Treatment Decision Program² • Medication Therapy Management Program² • Case Management² (Clinical Advocacy) 			

<p>Health & Wellness Coaching</p>	<p>Confidential one-on-one telephonic health coaching to support participants in making lifestyle changes that improve their health and well-being. Telephonic group coaching option is also available.</p> <p>Members who are invited by Medica to participate (based on claims and/or Personal Health Profile results) or self-refer into the program can earn 100 points if they complete two phone calls with a health coach by 8/31/13.</p> <p>Medica provides \$75 gift cards to eligible members who complete health coaching over a four to six month period.</p>	<p>Members may self-refer by calling: 1-866-905-7430 (a health coach answers all calls)</p> <p>Hours of Operation: 7 am to 8 pm, M-F and 9 am – 5 pm, Saturdays</p> <p>Members may email a health coach at: MedicaHealthCoach@Medica.com</p> <p>Coaching program home page (for more program information): www.medica.com/healthcoaching</p> <p>Providers and other vendors may also refer using the same access as the member</p>
<p>Tobacco Cessation</p>	<p>Telephone counseling and support plus free over-the-counter (OTC) nicotine replacement therapy (NRT) such as patch, gum, or lozenge, if medically appropriate. Members must participate in coaching calls to be eligible for OTC NRT.</p> <p>Members who are invited by Medica (based on claims or Personal Health Profile results) or self-refer into the program can earn 100 points for completion by 8/31/13.</p>	<p>Members may self-refer by calling 1-800-934-4824</p> <p>Hours of Operation: 7 am to 8 pm, M-F and 9 am – 5 pm, Saturdays</p>
<p>Clinical Advocacy (Case Management)</p>	<p>Proactive nurse outreach provides active care coordination and patient support to:</p> <ul style="list-style-type: none"> • highest risk individuals • individuals with high utilization of emergency room and inpatient services for both medical and behavioral health <p>Employees earn 100 points if engaged with a nurse case manager by 8/31/13.</p>	<p>Access case management by calling 1-888-992-3875. Caller will hear a voicemail menu option. Select the case management program menu option to speak directly with a nurse case manager.</p> <p>Hours of Operation: 8 am to 5 pm, M-F</p> <p>Providers and other vendors may also refer using the same access as the member.</p>

<p>Medication Therapy Management (MTM)</p> <p>(provided by Fairview Pharmacy Services)</p>	<p>A pharmacist engages with the member to:</p> <ul style="list-style-type: none"> • Encourage him/her to take a more active role in their health • Ensure that the member is compliant and that the drug therapy is: <ul style="list-style-type: none"> ✓ appropriately indicated ✓ the most effective and the safest • Also provides assistance to members with drug affordability issues <p>Participants who are invited by Medica earn 100 points if they engage with the pharmacist by 8/31/13.</p> <p>Members may self-refer; however, a pharmacist-directed assessment will be conducted to determine individual program eligibility and wellness points earning option is not available.</p>	<p>Accessing MTM for scheduling:</p> <ul style="list-style-type: none"> • Call 612-672-7005 or toll free at 1-866-332-3708 • Members may call to see if they are a candidate for the program and to schedule appointments <p>Hours of Operation: 7 am to 6 pm, M-F (Note: hours may vary depending on the clinic)</p> <p>Accessing MTM for visits and follow-up care:</p> <ul style="list-style-type: none"> • In-person at any Fairview clinic • Virtual via web-cam for PC and Mac • Email: mtm@fairview.com <p>Additional MTM program information can be found at: www.fairviewmtm.org</p>
<p>Diabetes Prevention Control Alliance (DPCA)</p>	<p>Assists members to better manage their pre-diabetes through an exercise program at YMCA locations and better control their diabetes through a medication management program at pharmacies.</p>	<p>Members may self-refer by calling: 1-800-237-4942</p> <p>Hours of Operation: 8 am to 8 pm, M-F</p>
<p>Treatment Decision Support (TDS)</p>	<p>Assistance with determining the right treatment options for the following conditions:</p> <ul style="list-style-type: none"> • Enlarged prostate • Prostate cancer • Uterine problems • Chest discomfort • Low back pain • Hip and knee problems <p>Members who are invited by Medica earn 100 points for completion by 8/31/13.</p>	<p>Access TDS by calling 1-888-992-3875. Caller will hear a voicemail menu option. Select the Treatment Decision Support program menu option to speak directly to a nurse.</p> <p>Hours of Operation: 7 am to 8 pm, M-F and 9 am – 5 pm, Saturdays</p>

Employee Assistance Program

OptumHealth	<p>Assistance with life and work-related issues, crisis intervention, family challenges, relationship issues, personal/emotional issues, alcohol and drug dependency (including co-dependency) and disease-related issues such as coping with a chronic or terminal disease. Also offers:</p> <ul style="list-style-type: none"> • Telephonic consultation for any member of the household • Up to three in-person counseling visits per issue, per year • Legal and financial consultation • Referral to child/eldercare services and community support/self-help groups • Convenience services that help find local resources such as plumbers, roofers and other services for the home • Consultation for managers on work-related issues 	<p>Access OptumHealth by calling: 1-800-626-7944 Hours of Operation: 24/7 (Masters level counselors answer the calls)</p> <p>Online access 24/7: www.liveandworkwell.com Access code: MEDICA</p> <p>Referrals can be made through:</p> <ul style="list-style-type: none"> • Self-referrals • Informal referrals from managers, HR, family, physicians, vendors • Formal/mandatory referrals from managers or HR managers
Police and Fire EAP	<p>Assistance to Police and Fire employees in:</p> <ul style="list-style-type: none"> • Crisis interventions at scene and post-incident • Assessment and referral • Consultations with staff about organizational issues • Familiarity that is very important to the culture 	<p>Police employees may contact Steve Wickelgren through email or telephone</p> <p>Fire employees may contact Mark Olson through email or telephone</p>

CIGNA

Life, AD&D and Long-term Disability benefits	<p>Life, accidental death & disability and long-term disability (LTD) insurance Services include:</p> <ul style="list-style-type: none"> • Free, online document preparation support, including will preparation at www.CIGNAWillCenter.com • Identity theft support 1-888-226-4567 • Americans with Disabilities Act (ADA) hotline for City staff with warm transfers to Job 	<p>Telephonic LTD claim intake: 1-800-36-Cigna Hours of Operation: 7 am to 7 pm, M-F Online access 24/7: www.myCigna.com Note: Sworn police officers and firefighters are not covered by LTD insurance.</p> <p>Additional Note: Life and LTD insurance for Minneapolis Public Housing Authority (MPHA) employees is through Principal (see separate entry in this referral guide).</p>
--	---	---

	<p>Accommodation Network (JAN) Website at www.myCigna.com where employees may:</p> <ul style="list-style-type: none"> • Submit a disability claim • Search claim status and/or payment information • View available wellness related programs and health education information • myCigna mobile site available 	
Principal		
Life and LTD insurance for Minneapolis Public Housing Authority	Life and long term disability insurance for Minneapolis Public Housing Authority (MPHA) employees is through Principal.	Life and Disability Claims Support: 1-800-245-1522 Hours of Operation: 7 am to 6 pm, M-F Email questions to GroupBenefitsAdmin@principal.com
Delta Dental		
Dental Benefits	<p>Website at www.deltadentalmn.org where members may:</p> <ul style="list-style-type: none"> • conduct provider search • access coverage summary • request ID card • conduct claims inquiry • access Oral Health microsite at: http://www.thesmilefiles.org/ <p>As an additional service, Delta Dental Partners with HearPO (an Amplifon company) to offer a hearing program that:</p> <ul style="list-style-type: none"> • is available at no-cost to Delta Dental members and their extended families • provides hearing aid discounts with guaranteed lowest pricing • provides 2 years of free batteries 	<p>Customer Advocate Support: 1-800-553-9536</p> <p>Hours of Operation: 7 am to 7pm, M-F</p> <p>HearPO: 1-877-443-2776</p>
Wage Works		
Flexible Spending Accounts, HRA/VEBA and Commuter Plans	<p>Recordkeeping and claims processing for flexible spending accounts, HRA/VEBA and transportation plan.</p> <p>By accessing www.wageworks.com, members may:</p> <ul style="list-style-type: none"> • View account activity • Submit claims • Review eligible expenses 	<p>Customer service support: 1-855-428-0446</p> <p>Hours of Operation: 7 am to 7 pm, M-F IVR option: available 24/7</p> <p>Mobile site and mobile app available</p>

