

Program	Resource Description	Access for Employee
<b>Medica</b>		
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 <a href="http://www.mymedica.com">www.mymedica.com</a>, members are able to:</p> <ul style="list-style-type: none"> <li>• Find physicians and hospitals</li> <li>• View information on prescription drugs</li> <li>• View benefits and claims information</li> <li>• View Explanation of Benefits (EOB)</li> <li>• Print and/or order temporary ID cards</li> <li>• Access the Wellness Portal (see next section)</li> </ul>	<p>Customer service: 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: <a href="http://www.mymedica.com">www.mymedica.com</a></p>
Wellness Portal	<p>Members (age 18+) are encouraged to complete the Compass (health assessment) the first time they visit the portal. The results create recommended Journeys with wellness information for each individual based on the member's needs and level of engagement. Members can follow a different path, should they choose to do so.</p>	<ul style="list-style-type: none"> <li>• The My Health Rewards wellness portal is accessed 24/7 by clicking on the Health and Wellness tab of: <a href="http://www.mymedica.com">www.mymedica.com</a></li> <li>• Non- Computer available for Compass, Living Well Series Journeys and Biometric Screening and can be requested by calling 952-945-8000 or toll-free 1-800-952-3455</li> </ul>

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<p>By Invitation Only-- Care Management Programs</p>	<p><b>“Sorting it Out”</b> Partner with a Medica health coach to sort through treatment options for your back, knee or hip. Conversations are confidential and available at no cost.</p> <p><b>“A Care Team for You”</b> Partner with a registered nurse and a health coach at Medica to discuss your unique situation and address your health-related questions. Together, you can create a plan, set goals and work at your own pace to achieve positive results</p> <p><b>“Support When You’re Expecting”</b> Partner with a registered nurse at Medica to receive additional tools and resources to manage your pregnancy every step of the way.</p> <p><b>“When Things Get Complicated”</b> Partner with a registered nurse at Medica to gain a better understanding of your condition, discuss treatment options and learn about available resources</p>	<p>Members are invited to participate in these programs via the Medica Care Management team. The invitation may be the result of a request by a physician or other healthcare professional. It may result from a Nurseline call or call to the Medica customer service that a member makes for assistance with a particular question. It also may be a follow up to a recent hospitalization or other event that Medica learns about through a member’s medical claims.</p>

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<b>Employee Assistance Program</b>		
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"> <li>• Telephonic consultation for any member of the household</li> <li>• Up to three in-person counseling visits per issue, per year</li> <li>• Legal and financial consultation</li> <li>• Referral to child/eldercare services and community support/self-help groups</li> <li>• Convenience services that help find local resources such as plumbers, roofers and other services for the home</li> <li>• Consultation for managers on work-related issues</li> </ul>	<p>Toll Free: 800-626-7944 Hours of Operation: 24/7 (Masters level counselors answer the calls)</p> <p>Online access 24/7: <a href="http://www.liveandworkwell.com">www.liveandworkwell.com</a> Access code: MEDICA</p> <p>Referrals can be made through:</p> <ul style="list-style-type: none"> <li>• Self-referrals</li> <li>• Informal referrals from managers, HR, family, physicians, vendors</li> <li>• Formal/mandatory referrals from managers or HR managers</li> </ul>

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<b>CIGNA</b>		
<p>Life, AD&amp;D and Long-term Disability benefits</p>	<p>Life, accidental death &amp; disability and long-term disability (LTD) insurance</p> <p>Services include:</p> <p><b>Identity Theft</b> – provides a telephonic resource and materials to assist members in preventing, detecting and resolving identify theft.</p> <p><b>Will Preparation</b> – online tool which allows members to build state-specific customized wills and other legal documents such as last wills, living wills and power of attorneys.</p> <p><b>Secure Travel Assistance</b> - provides special assistance for emergency medical, financial, legal and communication assistance when you travel</p> <p>Website at <a href="http://www.myCigna.com">www.myCigna.com</a> where employees may:</p> <ul style="list-style-type: none"> <li>• Search claim status and/or payment information</li> <li>• View available wellness related programs and health education information</li> <li>• myCigna mobile site available</li> </ul>	<p>Apply for disability benefits: 1-800-36-Cigna</p> <p>Hours of Operation: 7 am to 7 pm, M-F</p> <p>Online access 24/7: <a href="http://www.myCigna.com">www.myCigna.com</a>  <a href="#">(for employees receiving LTD benefits)</a></p> <p>Identity Theft: 1.888.226.4567</p> <p>Will Preparation: CignaWillCenter.com</p> <p>Secure Travel: 1.888.226.4567</p>

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<b>Wage Works</b>		
Flexible Spending Accounts, HRA/VEBA and Commuter Plans	Recordkeeping and claims processing for flexible spending accounts, HRA/VEBA and transportation plan  By accessing <a href="http://www.wageworks.com">www.wageworks.com</a> , members may: <ul style="list-style-type: none"> <li>• View account activity</li> <li>• Submit claims</li> <li>• Review eligible expenses</li> </ul>	Customer service support: 1-855-428-0446  Hours of Operation: 7 am to 7 pm, M-F IVR option: available 24/7  Mobile app available (EZ Receipts)
<b>Delta Dental</b>		
Dental Benefits	Website at <a href="http://www.deltadentalmn.org">www.deltadentalmn.org</a> where members may: <ul style="list-style-type: none"> <li>• conduct provider search</li> <li>• access coverage summary</li> <li>• request ID card</li> <li>• conduct claims inquiry</li> <li>• access Oral Health microsite at: <a href="http://www.thesmilefiles.org/">http://www.thesmilefiles.org/</a></li> </ul> As an additional service, Delta Dental Partners with <b>Amplifon</b> to offer a hearing program that: <ul style="list-style-type: none"> <li>• is available at no-cost to Delta Dental members and their extended families</li> <li>• provides hearing aid discounts with guaranteed lowest pricing</li> <li>• provides 2 years of free batteries</li> </ul>	Customer Service: 1-800-553-9536  Hours of Operation: 7 am to 7pm, M-F   Amplifon: 1-877-443-2776 <a href="http://www.deltadentalmn.org/amplifon">http://www.deltadentalmn.org/amplifon</a>