

# THE MONARCH MINUTE

*A Quarterly Publication by*



**MONARCH**  
HEALTHCARE MANAGEMENT

## Our Vision is 2020



It's finally here! 2020. With the first grand drawing on January 9<sup>th</sup> for our Super Bowl package, we are sure kicking this year off with a bang! We wrapped up an amazing & incredible holiday season & it's time to begin our New Year's Resolutions.

I resolve to make this year even better than the last. With a little sneak peek into some fun things planned, we have Timberwolves, Wild & Twins tickets to give away, VIP passes to Summer Jam & of course a brand new car! With Nursing Home week in May & Assisted Living Week in September, we have some very special things planned! Thank you to each & everyone of you for sticking with us & making Monarch the very best company in the world! You are here every day for our residents, tenants & families. Thank you for giving your lives for Monarch & let's all have fun celebrating 2020 together!

Sincerely,  
Marc Halpert, COO

### Table of Contents

2 – ASSISTED LIVING  
ANNOUNCEMENTS  
- THE HUNGRY GAMES  
WINNER

3 – 2020 BENEFITS

4- STAFF SPOTLIGHT

-DID YOU KNOW?

### Upcoming Events

JAN 19-25- Activities

Professional Week

MARCH

Social Work Month

11<sup>th</sup>- Registered Dietitian  
Nutritionist Day

9-13- Long Term Care  
Administrators Week

16-20 Human Resources  
Week

22-28 Health Information  
Professionals Week

## ASSISTED LIVING ANNOUNCEMENTS

Happy New Year!

With the new year comes new goals & regulations in the Assisted Living world! Rest assured that the corporate assisted living team has been keeping tabs on the upcoming changes and will keep everyone posted as they are finalized.

One of the questions that we receive most often is about the new regulation regarding who is qualified to be “in charge” of an Assisted Living. Care Providers has some great information about what to expect, but the rule isn’t completely finalized yet. We will continue to wait for more direction as it comes.

Also, please take a look at the new Monarch Intranet website & dig in to the assisted living folder to find all your updated policies and procedures! We have been diligently working through the policies to get them updated & on the website, but if there is something you can’t find please reach out to the AL team for assistance!

Our goal for 2020 is to continue the mantra of #noALleftbehind & we look forward to working together to make sure everyone knows all the great things we do in Assisted Living & how we can all work together to have a successful year!

#noALleftbehind #2020vision #NewYearNewGoals

With much enthusiasm,

Leesa Gilman, Vice President of Assisted Living Communities

## MHCM 4th Annual Hungry Games

The Hungry Games kicked off in August with nearly 40 campuses & over 100 tributes eating with residents to experience firsthand the food & service we provide on a daily basis!

Three Facilities- The Estates at Chateau, The Waterview Shores and Crystal Seasons made it to the finals and competed for the trophy.

We proudly announce that Crystal Seasons has been crowned Champion of the 2019 Hungry Games! From their homemade meatloaf sauce to their above and beyond customer service Crystal Seasons exemplifies the culinary service Monarch strives to have.

The Culinary staff will enjoy a night off as we close down the kitchen and come pick them up in a limo, cruise up to downtown Minneapolis and enjoy a 5 star culinary experience!



# 2020 Benefits Updates

The beginning of the year always brings about a lot of announcements & information regarding our benefits plans. Here is a snapshot of some of the information you should have received recently.

## 401k Summary Annual Report mailings

The 401k Summary Annual Report (SAR) is a one-page summary of Form 5500 and the plan's finances. This form is distributed annually to the plan's participants, as required by ERISA. It is required that the SAR is distributed to anyone who was eligible to participate in the plan, who participated in the plan, or had an account balance during the plan year. Please note that the SAR is for informational purposes, and you are not required to do anything upon receipt.

## 2020 Medica pharmacy program transition

On January 1, 2020, Medica changed their pharmacy manager from CVS Caremark to Express Scripts.

Medica members who are directly impacted by this transition already received a notification in the mail from Medica about their coverage change. All members, whether directly impacted or not, received new member ID cards in December.

To assist members and prescribers during this transition, Medica has a special website with up-to-date and easy access to 2020 resources. Visitors are able to view 2020 drug lists, use the drug search and pharmacy locator tools, and receive answers to frequently asked questions. You can visit this website at [medica.com/RxChanges](http://medica.com/RxChanges).

## **NEW IN 2020!**

**Proactive Health Management Plan.  
Health Benefits that can benefit your paycheck!**

**Join us for an important meeting about a valuable health benefit package that includes:**

- Free 24/7/365 phone access to doctors
- Blood screenings that can predict potential illnesses years in advance
  - Health coaching
  - Nutritional guidance
- PLUS more money in your paycheck!

**Enrollers will be on-site at most locations to provide more information and help employees sign up!**

**Flyers will be posted at each facility with your specific dates, stay tuned!**

**More information can be found at  
[thephmp.com](http://thephmp.com)**

## STAFF SPOTLIGHT

**Rachael Lemke**

**Patient Transition Liaison Manager**

Rachael Lemke started her career with Monarch Healthcare Management as a Business Office Manager at The Estates at Fridley. She soon transferred to the position of Patient Transition Liaison & has clearly found her niche! Rachael was nominated for the staff spotlight by her peers & they said, "She deserves this because she is an exceptional person & PTL Manager. She delivers passionate encouragement, motivation & is able to effectively guide and respond to diverse situations."



Another staff member added, "Rachael has an unparalleled passion for helping patients find the right Monarch home. Her positive attitude, drive for excellence & witty sense of humor make her a joy to work with. My favorite thing about her as my manager is that she always shows appreciation for the hard work her team does. I truly feel like a valued member of MHM because of her leadership." Thank you, Rachael for going above & beyond for our residents & staff!  
#YOUarethereson

## Did You Know?



Monarch is on Facebook, Instagram, LinkedIn and has a YouTube Channel? Check us out at:



@MonarchMN



MonarchHealthcareManagement



Linkedin.com/company/monarch-healthcare-management



youtube.com Search Monarch Healthcare Management