

HealthVoice

A Newsletter Provided by HealthChoice

Spring Issue 2011

Phase Two of Wellness Initiative Means Cash in Your Pocket

HealthChoice is excited to announce the launch of the second phase of its wellness initiative which began last July with the enhancement of tobacco cessation benefits. Phase two, called **H.E.L.P. ✓** (Help Check), will begin July 1, 2011, and is available to all primary HealthChoice health plan members who are age 20 and older and not on a Medicare supplement plan. **H.E.L.P. ✓** combines the results of certain free preventive services with an online, interactive health risk assessment (HRA) (see *HealthChoice Announces Online Health Risk Assessment*) that is designed to provide members with personalized health information, as well as the steps they need to take to actively improve their health. Primary members who complete the requirements of **H.E.L.P. ✓** will receive a \$100 incentive payment.

Following are the **H.E.L.P. ✓** requirements:

1. Complete your free preventive services visit*
2. Complete your free comprehensive metabolic and lipid panels*
3. Ask your doctor's office to provide you with the results of your:
 - ✎ Height and weight measurements

- ✎ Blood pressure reading
- ✎ Lipid panel results (HDL, LDL, Total Cholesterol, and Triglycerides)
- ✎ Blood sugar results (fasting glucose)

4. Complete the **H.E.L.P. ✓** HRA and include all the test results listed above and whether or not you are a nicotine user. The HRA requests additional test results, and HealthChoice encourages you to enter these results if you have them;

however, only the test results listed above and a response to the question on the use of nicotine are required for you to receive the \$100 incentive payment.

The **H.E.L.P. ✓** HRA and program instructions are available online at www.healthchoiceok.com or www.sib.ok.gov. Included in the instruction packet is a form you can take with you to your doctor's visit that lists the test results needed to complete the HRA and qualify you for the incentive payment. You are not required to return this form to HealthChoice; it is simply a helpful tool to ensure you have all the information needed to complete your HRA. To access the HRA, click the *ClaimLink* tab in the top menu bar of the HealthChoice website, log into ClaimLink, and then click the

HRA tab in the top menu bar.

Once you complete the HRA, your health claims data is reviewed to verify all program requirements have been met and then a check for \$100 will be sent to you. It will take HealthChoice about six weeks to complete the claims review process and issue a check. Although the program goes into effect July 1, 2011, eligible members who already completed their preventive services visit and lab work and HRA earlier in the year will also receive the \$100 incentive. Make the commitment to participate in the **H.E.L.P. ✓** program and take steps toward a longer, healthier life.

*See the article *Free Preventive Services* for the codes your provider must use for these services to be free to you.

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Online subscribers receive all HealthVoice newsletters via email.

HealthChoice Announces Online Health Risk Assessment

HealthChoice recently implemented an online health risk assessment (HRA) for its health plan members. The **H.E.L.P. ✓** HRA is a secure, HIPAA-compliant system designed to:

- Provide immediate, personalized health information
- Increase awareness of personal health risks
- Encourage active participation in health improvement
- Provide online education about lifestyle changes and other steps that can be taken to eliminate and/or reduce health risks and improve overall health

You can access the **H.E.L.P. ✓** HRA by clicking the *ClaimLink* tab in the top menu bar of the HealthChoice website at www.sib.ok.gov or www.healthchoicework.com. If you are not already registered for ClaimLink, you will be prompted to register and select a

unique user ID and password. Once you are logged into ClaimLink, click the *HRA* tab in the top menu bar to access the HRA. The HRA takes only 10 – 15 minutes to complete.

To get immediate, personalized health information and video counseling, HealthChoice encourages you to complete the HRA online. If you don't have Internet access at home or at work, your local library has computers with Internet access and many businesses now have free Wi-Fi for customers. If none of these options are available to you, you can contact HP Administrative Services at 1-405-416-1800 or toll-free 1-800-782-5218 to request a **H.E.L.P. ✓** packet. TDD users can call 1-405-416-1525 or toll-free 1-800-941-2160. HealthChoice hopes you find the **H.E.L.P. ✓** HRA a valuable tool to help you improve your health and live a healthier lifestyle.

Access Your EOBs Online

HealthChoice members can access their Explanation of Benefits (EOB) by going to the HealthChoice website at www.sib.ok.gov or www.healthchoicework.com and clicking *ClaimLink*. If you haven't already registered to access ClaimLink, you will need to create a unique username and password to gain access to your information. You will need your Member ID number to register.

The EOBs available on the website look exactly like the printed copy versions you receive in the mail. You will need Adobe Reader to view the PDF documents. Even though EOBs are available on the website, HealthChoice will continue to mail printed copies. If you prefer to go paperless and stop receiving paper EOBs, please contact HP Administrative Services at 1-405-416-1800 or toll-free 1-800-782-5218. TDD users call 1-405-416-1525 or toll-free 1-800-941-2160.

Specialty Medication Copays Increase Effective May 1 For Members Without Part D

Specialty medications are generally high-cost medications that are injected. If you currently take a specialty medication that you purchase through Accredo Health, be aware that effective May 1, 2011, your copays will increase by 15%. If you will be affected by this change, you should have received a letter notifying you of the copay increases which are described in the following chart:



Copays for Preferred Specialty Medications	Copays for Non-Preferred Specialty Medications
30-day fill – copays increase from \$50 to \$57.50	30-day fill – copays increase from \$100 to \$115
60-day fill – copays increase from \$100 to \$115	60-day fill – copays increase from \$200 to \$230
90-day fill – copays increase from \$150 to \$172.50	90-day fill – copays increase from \$300 to \$345

If you are a member of a HealthChoice Medicare Supplement Plan With Part D, you will not be affected by this change.

If you have questions about your specialty medications, please contact Accredo Health toll-free at 1-800-501-7260. TDD users call toll-free 1-800-759-1089.

Access Your HealthChoice Plan Handbooks Online

Your plan handbooks are available online at www.sib.ok.gov or www.healthchoicework.com.

You can request a handbook be mailed to you by:

- Completing the online request form available on the HealthChoice website.
- Calling 1-405-717-8780 or toll-free 1-800-752-9475. TDD users call 1-405-949-2281 or toll-free 1-866-447-0436.

Congrats to APS!

HealthChoice is very pleased to announce that the APS Midwestern Service Center in Oklahoma City recently completed Organizational URAC Re-Accreditation. URAC accreditation is a confirmation of the quality of clinical management services that are provided by APS Healthcare, the HealthChoice certification administrator and sub-contractor for HP Administrative Services. APS received full accreditation in both utilization management and disease management. It was an excellent review with 100% compliance across both programs and no findings.

Enhanced Tobacco Cessation Benefits

As part of its new wellness initiative, HealthChoice is focused on tobacco cessation because tobacco is responsible for so many health conditions. We encourage all health plan members and covered dependents to use the new benefits described below to quit tobacco now.

The copay for the following tobacco cessation products has been reduced to \$5 per fill:

- ◆ Buprobán 150mg SA Tabs
- ◆ Bupropion HCL SR 150mg Tabs
- ◆ Chantix 0.5mg and 1mg Tabs
- ◆ Nicotrol 10mg Cartridge
- ◆ Nicotrol NS 20mg/m Nasal Spray

HealthChoice covers two 90-day courses of a prescription product each plan year. Also, HealthChoice partners with the Tobacco Settlement Endowment Trust and Free & Clear to provide

members with over-the-counter nicotine replacement therapy products (patches, gum, and lozenges) and telephone coaching at no cost to health plan members. Members can receive two 8-week (lozenges) or two 10-week (patches or gum) courses of an over-the-counter nicotine replacement therapy product and up to five one-on-one telephone counseling sessions with a trained Quit Coach. To take advantage of these benefits, contact the OKLAHOMA TOBACCO HELPLINE at 1-800-QUIT-NOW (1-800-784-8669) and identify yourself as a HealthChoice member. The Helpline hours of operation are 7 a.m. to 2 a.m. seven days a week. Staff returns all messages left after hours. Members who live outside of Oklahoma call 1-866-QUIT-4-LIFE (1-866-784-8454).

Mommy & Me

A Maternity
Wellness Program

*Are you currently
expecting or planning
a pregnancy?*

Mommy and Me provides access to an experienced maternity nurse for information and answers to your pregnancy related questions.

If you are planning a pregnancy in the near future, the Preconception Program focuses on wellness prior to your pregnancy.

The Pregnancy Program focuses on having the healthiest pregnancy possible. Most pregnancies progress normally, but there are factors that can increase your risks of complications.

Just complete the initial health risk assessment form, and if risk factors are identified, the maternity nurse will work with you and your healthcare provider to plan for and provide any additional care you may need during your pregnancy.

To enroll online, go to:

www.sib.ok.gov or
www.healthchoicework.com

Click the *Member* tab in the top menu bar, scroll down to *Wellness*, and click on *Mommy and Me*.

You can also call 1-405-717-8892 or toll-free 1-800-475-9926. TDD users call 1-405-949-2281 or toll-free 1-866-447-0436 for more information.

Medications Now Available in Generic Form

New generic medications are now available for the brand-name medications listed below. If you take any of these brand-name medications, please note that choosing a generic medication costs you less. If you decide to continue using the brand-name medication, you are responsible for the cost difference between the brand-name and generic medication, in addition to the appropriate medication copay. HealthChoice Medicare Supplement members are not responsible for this cost difference, but they are responsible for the higher, non-Preferred medication copay.

Brand-Name Medication	Generic Medication	Treatment	Launch Date
FemHrt 1-5	ethinyl estradiol and norethindrone	Hormone replacement	Feb 2011
Lotrel 5/40mg & 10/40mg	amlodipine besylate/benazepril HCl	Hypertension	Jan 2011
Rythmol SR	propafenone SR 225mg, 325mg, 425mg	Abnormal heart rhythm	Jan 2011
Sular 8.5, 17, 25.5 & 34mg	nisoldipine	High blood pressure	Jan 2011
Vfend	voriconazole 50mg & 200mg	Serious fungal infections	Feb 2011

Please Note: The launch dates listed above are subject to change based on new or ongoing legal issues between the brand and generic manufacturers.

Medicare Part D Coverage Gap Discount Program

A new prescription drug discount program, known as the *Medicare Coverage Gap Discount Program*, took effect on January 1. The program provides Part D members who reach total drug costs of \$2,840 with discounts on certain prescription medications when they are purchased at a HealthChoice Network Pharmacy. All discounts are applied at the pharmacy when medications are purchased.

All Part D Members

Medicare contracted with brand-name drug manufacturers

to provide a 50% discount on the copay for certain brand-name drugs for members who reach \$2,840 in total drug costs. In addition to copay amounts, the amounts discounted by drug manufacturers also count toward meeting the out-of-pocket maximum. Be aware that not all drug manufacturers have agreed to pay this discount and medications made by non-participating manufacturers are not covered.

Low Option Part D Members

As part of its contract to

provide Part D benefits to our members, HealthChoice provides Low Option Part D plan members with an additional 7% discount on the cost of generic medications for those who reach \$2,840 in total drug costs. The amounts discounted by HealthChoice do not count toward meeting the out-of-pocket maximum.

For questions about the program, please contact Medco toll-free at 1-800-590-6828 or TDD 1-800-716-3231.



Wigs and Scalp Protheses

HealthChoice provides a benefit for wigs or other scalp prostheses to pre-Medicare members who lost their hair due to radiation or chemotherapy treatment for a covered medical condition. The maximum annual benefit is \$150, and coverage is subject to annual deductibles and coinsurance. Wigs and prostheses must be purchased through a licensed cosmetologist or durable medical equipment provider.

5320 Shape Your Future

Have you seen the 5320 billboards around the state and wondered what they mean? It's the number of Oklahomans who needlessly die each year due to poor lifestyle choices. The billboards are part of a statewide wellness campaign called *Shape Your Future* recently announced by Oklahoma public health advocates.

Currently, Oklahoma is ranked 46th in the nation for health. The *Shape Your Future* campaign focuses on the steps Oklahomans can take to improve their health.

You can reduce your risk of chronic diseases such as heart disease, some cancers, stroke, and diabetes by making simple lifestyle changes such as:

- Eating better – Good nutrition has a positive effect on mental and physical well-being.
- Moving more – Discover which kinds of physical activity are fun for you.
- Staying tobacco free – Tobacco use causes more death and disability than any other preventable risk factor.

HealthChoice is making it easier for you to improve your health by covering preventive services which include free comprehensive metabolic and lipid panel blood tests, lower copays for tobacco cessation drugs, and wellness activities such as the HealthChoice Walking Club and fitness center discounts.

For more information about the *Shape Your Future* program, visit their website at www.shapeyourfutureok.com.

Spring is Here! Join the HealthChoice Walking Club

In 1996, the HealthChoice Walking Club was introduced. Membership is open to all HealthChoice members and dependents.

Walking doesn't require a gym membership or a lot of expensive equipment, so it's an exercise most of us can easily do. All you need is a good pair of shoes and a safe place to walk.

Walking reduces the risks of heart disease, type 2 diabetes, and osteoporosis. Regular exercise can

also be helpful in managing mild to moderate depression and anxiety.

Walking club participants receive a logbook to record dates and distances walked. Members send their logbook pages to HealthChoice at the end of each 100 miles walked (up to 1,000 miles) to receive a free gift.

To enroll online go to www.sib.ok.gov

or www.healthchoiceok.com or call toll-free 1-800-318-BEOK (2365) for more information.



Free Preventive Services

During the last Option Period, HealthChoice announced it would cover one preventive services visit, one comprehensive metabolic panel, and one comprehensive lipid panel at 100% with no copay **through a Network Provider** for members of the HealthChoice High Option and USA Plans age 20 and older. Effective January 1, 2011, these services were extended to members of the HealthChoice Basic and S-Account Plans age 20 and older as well.

For these services to be free to you, your provider must use the following codes when they bill for these services:

- 80053 – Comprehensive metabolic panel
- 80061 – Comprehensive lipid panel
- 99385 – Initial Comprehensive Preventive Medicine for a new patient age 18-39
- 99386 – Initial Comprehensive Preventive Medicine for a new patient age 40-64
- 99387 – Initial Comprehensive Preventive Medicine for a new patient age 65 and older (non-Medicare)
- 99395 – Periodic Comprehensive Medicine for an established patient age 18-39
- 99396 – Periodic Comprehensive Medicine for an established patient age 40-64
- 99397 – Periodic Comprehensive Medicine for an established patient age 65 and older (non-Medicare)

If other codes are billed or other services are received during your preventive services visit, coverage of your visit and/or services is subject to all Plan provisions including copays, deductibles, and coinsurance.

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Spotting the Signs of Alzheimer's *What are the warning signs of Alzheimer's Disease?*

Family members, friends, and coworkers are usually first to notice the warning signs of Alzheimer's. Someone who is affected by Alzheimer's may or may not be aware of problems, but a person who is experiencing any of the following symptoms should see a doctor for an evaluation.

- Memory loss that affects job skills – it's normal to occasionally forget an assignment or a colleague's phone number, but it's not normal to forget things frequently or to be so confused you can't do your work.
- Difficulty performing familiar tasks – once again, it's normal to go to the store and forget to buy an item you wanted; however, it's another matter if you forget to pay for your purchases at the store.
- Problems with language – just about everyone has drawn a blank on someone's name, but it's not normal to forget names of common items or simple words or to substitute inappropriate words in their place.
- Disorientation to time and place – it's normal to lose track of the time or to momentarily become confused in an unfamiliar setting; however, it's not normal to forget what year it is or to get lost in your own home.

Early diagnosis of Alzheimer's disease can give individuals a better chance of benefiting from treatments that can delay the progression of the disease. If you or someone you know display any of the symptoms listed above, don't wait to seek medical advice.

Source: Alzheimer's Association