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Connection

Disease Management Program

Have you been diagnosed with asthma, diabetes, heart failure, coronary artery disease, chronic obstructive pulmonary disease (COPD) or breast, lung or colorectal cancer? If so, you may be contacted by UnitedHealthcare about participating in one of the disease management programs designed to help you get the care you need. Review the frequently asked questions and answers about these programs. For more information, contact the Customer Care number located on the back of your insurance card.

Q. What Disease Management Programs are available?

A. The UnitedHealthcare disease management program for Georgia Department of Community Health includes the following conditions:

- Asthma
- Diabetes
- Heart failure
- Coronary artery disease
- COPD
- Breast, lung and colorectal cancer

Members and dependents identified for these programs will benefit by receiving comprehensive, ongoing education so that they can better understand and manage their conditions. Improvement of health outcomes for these individuals is expected to occur by increasing patient self-management skills, and improving compliance with the medical treatment plan by empowering the individual.

Q. How can I be referred to the program?

A. Members are identified or referred through multiple sources. Here are a few examples:

- Physician referral
- Self referral
- Calls placed to NurseLineSM
- Health Assessment Survey via myuhc.com[®]

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- Through pharmacy and medical data
- Notification of a hospital stay or procedure
- Post hospital discharge follow-up
- Customer Care referral

Q. What happens when I speak with the nurse?

- A.** A nurse will call you and introduce themselves as a Care Coordination nurse calling from UnitedHealthcare. If they leave a message they will give their name, their business unit and the phone # 800-955-7976 and a 5 digit extension number. The 800-955-7976 plus the 5 digit extension number is the number you should call back.

When you do speak with the nurse they will ask you for your name, date of birth, and address to confirm that they are speaking with the right member. This ensures that confidential information is not shared with a wrong member.

Next, they will provide a brief overview of services and programs available to you at no charge and invite you to the program. If you agree, the nurse will then proceed with a telephonic assessment.

Through these assessments, gaps, or needs in education and care are identified and an individualized care plan is established based on Evidence Based Medicine guidelines. At the end of the call, your personal nurse will give you his/her direct phone number to call if you have additional questions prior to your next scheduled call.

Q. How long will I be in the program and how often will I speak with the nurse?

- A.** Each program is different and the duration of the program is determined based on the needs of the member and the specific program but as a general rule, program participation may last 12 months or longer. Since the goal is to address all gaps in care, each program as well as each individual participating in the program will determine how long services are needed. The frequency of calls are determined by the condition being managed and the needs of the member. Additionally, the member will receive the Disease Management nurse telephone number and can call anytime to speak with the nurse.

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Q. What is the Pharmacy Co-pay waiver program?

A. Members are eligible if:

- Their pharmacy benefit is administered through Medco
- They are enrolled in the PPO plan or HRA plan beginning 1/1/09
- They are compliant with the disease management program by actively participating in the program
- They follow up with the disease management nurse
- They are seeing their physician regularly
- They obtain needed testing
- They are taking prescribed medications included in the waiver program
- They are following their treatment plan

The disease management nurse will discuss the program with members and encourage enrollment, if they are eligible.

Members enrolled and participating in Heart Failure, CAD, Diabetes or Asthma have an opportunity to enroll in the pharmacy co-pay waiver program for specific medications.

Members may call Customer Service with questions.

Q. Will the nurse mail information about my condition to my home?

A. Yes, all members with a targeted condition, when identified, will receive an education booklet specific to their condition(s).

Q. How do I know this program is confidential?

A. The Care Coordination team is responsible for adhering to all applicable state and/or federal laws, including HIPAA privacy requirements, as well as the standards set forth by the Employee Retirement Income Security Act (ERISA) requirements and the Department of Labor (DoL) regulations, and any applicable accrediting organizations.

Lose Weight, Feel Great!

Losing weight can seem like the impossible task. But your fellow state employees are losing weight and feeling great. You can too.

Read about Amy's experience. She's an employee in the Coweta County school system.

Like many individuals, Amy had struggled with her weight for many years. She tried diet after diet with no success. But in the past few months, she's been able to shed 22 pounds. How'd she do it? See the steps she's taken below.

- 1 See a dietitian.** Amy says that working with a dietitian helps keep her accountable. The dietitian also offers healthy alternatives to her regular diet and has taught her that it's okay to eat the foods you enjoy, but in moderation.
- 2 Invest in a pedometer.** Amy wears a pedometer everyday and aims to walk 10,000 steps. She says it's a fun everyday challenge to see if she can reach her goal.
- 3 Think about color when you eat.** Adding fruit to cereal or veggies to sandwiches helps Amy feel more satisfied. She also regularly eats a salad before her meal. This helps fill her up so that she's less likely to overeat.
- 4 Don't punish yourself for missteps.** Amy used to get mad or punish herself for making mistakes. Those negative feelings would sabotage her weight loss efforts. Now she accepts that it's normal to have some set backs. And when she does misstep, she acknowledges it and just gets back on track.
- 5 Find a tool that helps you track what you're eating.** It's difficult to know what and how much you should be eating. With the dietitian's help, Amy determined how many servings of each food group she should be consuming each day. Then, she made a card for each of these servings. With every meal, she removes the card for each food group that she's eaten. For instance, if she eats a cup of yogurt, 1/4 cup of granola, and half a banana, she takes away 3 cards – one serving of dairy, one serving of grains and one serving of fruit. By the end of the day, she knows exactly where she stands and what she should eat.

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Bonus Tip:

Drink 8 - 8oz. of water. Amy says it helps her from wanting sweet tea or soda. Drop slices of lemon or other fruits into water for a flavor boost. Keep a bottle or glass of water with you or beside you all the time. Even if you think you don't want it – you'll be surprised how often you will drink.

- 6 Take it one day at a time.** In the past, Amy would set huge goals. For instance, her goal would be to lose an overwhelming 100 pounds. Now, she focuses on short term goals in 10 pound increments. Once she reaches her short term goal, she sets another short term goal taking it one day at a time.
- 7 Recruit a friend for walks.** Chatting with a friend helps Amy walk longer than she ever thought possible. They started out slow walking a mile at a time, but in six weeks they were walking 3 miles. Amy admits that she was sore and had some muscle cramping at first, but now she feels strong and energized after those long walks. She hopes to be jogging soon.
- 8 Keep healthy snacks around.** Some previous diets had Amy starving herself. She now believes that she actually “starved herself fat.” She would skip meals and try to eat as little as possible. Now, she eats small, frequent meals and snacks throughout the day. This keeps her energy levels up. She keeps healthy snacks at her desk such as yogurt and fresh berries that she grazes on before lunch so that she’s not tempted with the vending machine or office sweets.
- 9 Eat like your grandparents.** Amy started paying more attention to the food she buys. She tries to buy food in its natural form and stays away from highly processed food. To help her, she thinks about how her grandparents ate. They didn't buy frozen lasagna or TV dinners, so why should she.
- 10 Take the long route.** Amy looks for everyday ways to move more. Any time she has to walk to another part of the building, she takes the long way to increase her steps. It doesn't take that much longer, but every bit of movement helps.

Want to lose weight and feel great too? Try incorporating some of these steps into your lifestyle. Feel like you can't do all 10 – pick the ones you can do and get started today.

Cool Tool of the Month: Breathing Demo

1. Place your hand just below your navel; other hand on chest.
2. Inhale slowly, counting "one, two, three," and feel your abdomen EXPAND (like a balloon) into your hand.
3. Exhale slowly, counting "one, two, three", letting the air out; imagine that the "balloon" is deflating.



Feeling stressed? Take a deep breath to relax. View the breathing demo plus more tools by enrolling in the Stress Management Online Health Coaching program. From the Health & Wellness page, click on the 'online health coach' button at the top of the page.

Community Resource

The Diabetes Association of Atlanta is hosting its 15th annual Diabetes University on November 8, 2008 from 8:00am to 3:00pm at the Apparel Mart in Atlanta. Admission is \$10 and participants will enjoy:

- More than 20 workshops
- Giveaways and information from vendors
- Healthy lunch (free with admission)
- Health screenings
- Cooking demonstrations

For more information and to register visit www.diabetesatlanta.org or call 404-527-7150 ext. 100.

Please visit
www.dch.georgia.gov/shbp_plans
 to view current issues of this publication.

Important contact information

Where to go when you want information

myuhc.com Personalized tools, information and answers for managing your health care. Log on anytime 24/7 to get important benefit, claim and health information on the Internet when it is convenient for you!

www.liveandworkwell.com An informative Web site with a behavioral health clinician directory, comprehensive health articles, tools and more.

NurseLine Services: 866-696-5846. Talk to a Registered Nurse 24 hours, seven days a week and access thousands of topics in the Health Information Library.

Care CoordinationSM Refer to the customer service phone number on the back of your ID card.

Definity HRA: 800-396-6515

PPO/Indemnity: 877-246-4189

Choice HMO: 866-527-9599

High-Deductible Health Plan: 877-246-4195

Retirees: 877-246-4190

For any claims or benefit-related questions or issues, please call the customer service number on the back of your card.

Address updates

You could be missing out on important mailings.

For active employees, please complete and submit a Dependent/Miscellaneous Update form that is available online at **www.dch.georgia.gov/shbp_plans**. Forms should be completed and returned to your payroll location benefit manager.

For retired employees, please submit the following information:

- Name
- Subscriber number from your UnitedHealthcare ID card or Social Security number
 - Current address
 - New address
- Telephone number
- Signature authorizing the address change

Retirees mail to:

State Health Benefit Plan
 P.O. Box 38342
 Atlanta, GA 30334

The Connection will be made available monthly at the myuhc.com site (www.myuhc.com/groups/gdch) and at www.dch.georgia.gov/shbp_plans to all State employees who are members of the UnitedHealthcare State of Georgia Health Benefit Plan.

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UnitedHealth WellnessSM is a collection of programs and services offered to UnitedHealthcare enrollees to help them stay healthy. It is not an insurance product but is offered to existing enrollees of certain products underwritten or provided by United HealthCare Insurance Company or its affiliates to encourage their participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. Therefore, some services may not be included in some programs due to state regulations. Some UnitedHealth Wellness programs and services may not be included in all medical plans for all customers and individuals.

Insurance coverage provided by or through United HealthCare Insurance Company. Health Plan coverage provided by or through United HealthCare of Georgia, Inc.

