

## NCQA RESULTS ARE IN

HNE was named to the **NATIONAL TOP TEN LIST** of health plans!

HNE was awarded **BEST IN CLASS** distinctions!

HNE RANKED **FIRST IN THE NATION** in claims processing, **sixth** in health plan customer service, and **ninth** in getting needed care.

SEE PAGES 6 AND 7  
FOR MORE RESULTS

# MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HEALTH NEW ENGLAND MEMBERS

## HNE'S ON-LINE SERVICES



**H**ave you visited HNE's Web site recently? If not, log on today to [www.hne.com](http://www.hne.com).

Members can now change their Primary Care Physicians (PCP), change their addresses, and request new ID cards online. Just click on the Members button on the home page and then on the HNE Direct button.

Members also can search for a physician using the Provider Directory. You can search for doctors by name, city/town, or languages spoken.

The HNE Web site also contains a wealth of health information for members of all ages. To access this information, click on the Healthy Directions button along the top of the home page screen. You will find general health and children's, women's, and men's health information.

The latest addition to the Web site is HealthZone.com. It contains medical informa-

tion and health tips on a wide variety of topics such as exercise, wellness, nutrition, and disease management. You also can take a health assessment, set goals, and plan a personal health improvement program. To access MyHealthZone.com, click on the Healthy Directions button, and then on HealthZone.com.

The Healthy Alternatives tab in the Members section of the Web site provides members with access to a wide variety of complementary health programs through an arrangement with American Specialty Health Networks. Check out the various offerings at [www.healthyroads.com](http://www.healthyroads.com).

The HNE Web site is updated on an ongoing basis. Choose your favorite areas and bookmark them so you can visit whenever you need health information. \*

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DECEMBER 2003

 Health  
New England

## QUESTIONS Answered

### Do I need to call HNE to report a visit to the emergency room?

➤ No. When you receive care in a hospital emergency room, you do not have to call HNE to report the services. However, if you are outside of the HNE service area and you receive urgent care in a non-hospital setting, such as an urgent care center or a physician's office, you do need to call HNE to report the services if you are covered under an HMO Plan. You also may have to pay for care in a non-hospital setting at the time of service and submit receipts to HNE for review.

### Should I receive a new HNE ID card every year?

➤ Not necessarily. Each year during open enrollment, your employer has the opportunity to change the coverage of your Plan. You will receive a new ID card only if there are changes to your Plan such as a change in copayments, or if you, or a dependent under your Plan,

change your Primary Care Physician. Therefore, if there have been no changes, your current ID card may reflect an effective date that is not for the current year. If you need new ID cards for any reason, you should call our Member Services Department or log on to the HNE Web site, [www.hne.com](http://www.hne.com), click on Members, and then on HNE Direct.

### Do I need a referral from my Primary Care Physician to see a specialist?

➤ Effective May 1, 2003, HNE removed the referral requirement for most specialty care. Today only a few in-plan specialty services will require referrals. These include:

- ❖ Dermatology
- ❖ Allergy-related services from an allergist or otolaryngologist (a specialist who treats disorders of the ears, nose and throat)
- ❖ Rehabilitative services of physical, occupational, and speech therapy



- ❖ Cardiac rehabilitation
- ❖ Reproductive endocrinology

### Why do certain medications require prior approval by HNE before they will be covered?

➤ The prior approval process helps to ensure the appropriate use of medications. The Pharmacy & Therapeutics Committee, a group of local practicing physicians, helps to develop the criteria for coverage of these medications. We do this to help manage the cost of pharmaceuticals while maintaining access to these medications. For more information, contact Member Services at 413.787.4004 or 800.310.2835. ✨

## Provider Update

### The following Primary Care Physicians have joined HNE:

#### Family Practice

**Jorge P. Freiman, M.D.**  
Pioneer Valley Family Practice  
118 Conz Street  
Northampton, MA 01060  
413.584.9990

**Claudia M. Molina, M.D.**  
Valley Medical Group  
Cherry Rum Plaza  
489 Bernardston Road  
Greenfield, MA 01301  
413.774.6301

**Bernard T. Price, M.D.**  
Springfield Southwest Community Health Center  
1040 Main Street  
Springfield, MA 01103  
413.739.1100

#### Internal Medicine

**Thomas A. McNulty, M.D.**  
Berkshire Care  
276 South Street  
Pittsfield, MA 01201  
413.442.1571

**Thomas B. K. Hewitt, M.D.**  
Riverbend Medical Group  
230 Main Street  
Agawam, MA 01001  
413.789.6800

**Albert S. Oh, M.D.**  
College Highway Medical Associates  
800 College Highway  
Southwick, MA 01077  
413.569.2257

**Tatiana N. Scott, M.D.**  
Valley Medical Group  
Amherst Medical Center  
31 Hall Drive  
Amherst, MA 01002  
413.256.8561

#### Pediatrics

**Harvey M. Binder, M.D.**  
Sumner Pediatrics  
1515 Allen Street  
Springfield, MA 01118  
413.782.7646

**Erika W. LaChance, M.D.**  
140 High Street  
Springfield, MA 01199  
413.794.2515

**Consuelo A. LeBlanc, M.D.**  
Springfield Southwest Community Health Center  
1040 Main Street  
Springfield, MA 01103  
413.739.1100

**Mina Moussavian-Assadi, M.D.**  
Pediatric Associates of Hampden County  
373 West Street  
West Springfield, MA 01089  
413.734.1001, and

Pediatric Associates of Hampden County  
477 Southwick Road  
Westfield, MA 01085  
413.562.5256

**Akinniyi B. Odutola, M.D.**  
Springfield Southwest Community Health Center  
1040 Main Street  
Springfield, MA 01103  
413.739.1100

**Joseph R. Scaramozza, Jr., M.D.**  
Maony Pediatrics  
100 Maple Avenue  
Great Barrington, MA 01230  
413.528.4047

**Susan S. Wang, M.D.**  
Amherst Pediatrics  
31 Hall Drive  
Amherst, MA 01002  
413.253.3773

### The following Primary Care Physicians have disenrolled from HNE:

**Niloufar H. Shoushtari, M.D.**  
**Nadeem Anwar, M.D.**  
**Lillian D. Blatt, M.D.**  
**Charles K. Brummer, M.D.**  
**James A. Cennamo, D.O.**  
**Emil M. Ferris, M.D.**  
**Christopher C. French, M.D.**  
**Sarah L. Goff, M.D.**  
**Don J. Lapenas, M.D.**  
**Marian A. Madden, M.D.**  
**Michael Mattin, M.D.**  
**Steven A. Myers, M.D.**  
**Lisa C. Sullinales, M.D.**

The following providers will no longer practice as Primary Care Physicians, but will provide coverage services for their prior groups.

**Jose P. Abrena, M.D.**  
**Dennis F. Tresp, M.D.**

The following provider will no longer practice as a Primary Care Physician.

**Guido A. Navarra, M.D.**

For changes to provider addresses, phone numbers, and additional changes, please see the Provider Directory on the Web site, [www.hne.com](http://www.hne.com).

# Health Education Classes

**HEALTH NEW ENGLAND** wants to keep you healthy! Find what interests you and take advantage of our educational and self-help programs. Pre-registration is required for most classes. For more information, visit [hne.com](http://hne.com) and click on “Healthy Directions.”

**Adult Asthma Education.** Offered to members who have been diagnosed with asthma. Learn how to manage your asthma, measure peak flow, and develop an asthma action plan. For more information or to register, call 413.787.4000 or 800.842.4464, ext. 3553. Classes are held from 6:30 – 8:30 p.m. at the Best Western Sovereign Hotel, West Springfield.

**Diabetes Education and Meal Planning.** A nurse/diabetes educator and a dietician/nutritionist teach this exciting new workshop for Health New England members who have been diagnosed with diabetes. Learn about daily diabetes management, preventing complications such as high and low blood sugar, and important tests for people with diabetes. Learn ways to make better food choices, and still enjoy your meal plan. Free to Health New England members who have been diagnosed with diabetes. You may bring a guest. To register, call HNE at 413.787.4000 or 800.842.4464 ext. 3391 or 3381. Classes are held from 6:00 – 8:30 p.m. at the Best Western Sovereign Hotel, West Springfield.

**Living Well Grocery Store Tours.** An exciting new offer to HNE members who have diabetes, high cholesterol, or coronary heart disease. Walk through the grocery store with a registered dietician and learn how to read food labels, count carbohydrates, determine portion sizes, fat and cholesterol content, and much more! Space is limited! For more information or to register, call 413.787.4000 or 800.842.4464, ext. 3031.

**Living Well Program.** A six-week program teaching self-management techniques that help relieve symptoms and control chronic illness. Meets weekly; fee is \$35 for materials. To register or for more information, call 413.787.4000 or 800.842.4464, ext. 3030.

**Smoking Cessation.** Reimbursement up to \$50 to attend a smoking cessation program. For HNE members who have asthma, diabetes, cardiovascular diseases, and/or who are pregnant. For more information, call 413.787.4000 or 800.842.4464, ext. 3553.

Area hospitals also offer instruction and education on a wide range of topics. For more information, please call the individual hospitals directly.

## CPR CERTIFICATION

**BAYSTATE MEDICAL CENTER**  
413.794.9441

Community Heartsaver CPR  
CPR-Healthcare Provider

**BERKSHIRE MEDICAL CENTER**  
800.377.4325

CPR Certification Program

**FAIRVIEW HOSPITAL** 413.229.0010

CPR Certification Program

CPR Renewal

**NOBLE HOSPITAL** 413.572.5172

CPR Classes

## DIABETES

**BERKSHIRE MEDICAL CENTER**  
413.447.2000

Free Diabetes Clinic

**COOLEY DICKINSON HOSPITAL**  
413.582.2400

Managing Your Diabetes  
Families of Children with Diabetes

**HOLYOKE HOSPITAL** 413.534.2789

Diabetes Self-Management

**MARY LANE HOSPITAL**  
413.967.6211

Blood Glucose Screenings

**MERCY MEDICAL CENTER**  
413.748.7000

Diabetes Basics

## GENERAL HEALTH

**BAYSTATE MEDICAL CENTER**  
413.794.2255 OR  
800.377.HEALTH

Cholesterol Screenings

**FAIRVIEW HOSPITAL WELLNESS CENTER** 413.528.0790

Blood Pressure Screenings

**FRANKLIN MEDICAL CENTER**  
800.377.HEALTH

Basic First Aid

**HOLYOKE HOSPITAL** 413.534.2789

Blood Pressure Screenings

**MARY LANE HOSPITAL**  
413.967.6211

Health Screenings

## PRE/POSTNATAL

**BAYSTATE MEDICAL CENTER**  
800.377.HEALTH

Preparation for Childbirth

Vaginal Birth after Cesarean

**COOLEY DICKINSON HOSPITAL**  
413.582.2736

Becoming a Family  
Breastfeeding Clinic

**FAIRVIEW HOSPITAL** 413.528.0790

Breastfeeding Clinic (Postpartum)

Prepared Childbirth (Basic)

**MARY LANE HOSPITAL**  
413.967.6211

Childbirth Classes

**MERCY MEDICAL CENTER**  
413.748.7295

Prenatal Exercise Class

Childbirth Classes

New Mother & Baby Fun Fitness

**NOBLE HOSPITAL** 413.562.3522

Exercise and Pregnancy

## PARENTING

**COOLEY DICKINSON HOSPITAL**  
413.582.2736

Beyond Birth: Parenting Your  
Newborn

Gentle Baby Touch—Infant Massage

**FRANKLIN MEDICAL CENTER**  
413.774.4444

Parenting Teenagers Effectively

**MERCY MEDICAL CENTER**  
413.748.7295

Sibling Class

Adoption Education Workshops &  
Informational Meetings

## SMOKING CESSATION

**COOLEY DICKINSON HOSPITAL**  
413.582.2400

Quit Now/Tobacco Treatment  
Program

**FAIRVIEW HOSPITAL**  
413.528.8600 EXT. 3136

Better Breathers Pulmonary Rehab  
Program

Massachusetts Smokers Quit Line:

1.800.TRY.TO.STOP or

1.800.897.8678 or

[www.trytostop.org](http://www.trytostop.org)

## SUPPORT GROUPS

**BAYSTATE MEDICAL CENTER**  
800.377.HEALTH

Better Breathers Support Group

Menopause Support Group

Osteoporosis Support Group

**BERKSHIRE MEDICAL CENTER**  
413.447.2000

Diabetes Support Group

**COOLEY DICKINSON HOSPITAL**  
413.582.2000

Breast Cancer Support Group  
413.582.2028

Chronic Illness Support Group

Prostate Cancer Support Group

**FAIRVIEW HOSPITAL** 413.528.0790

Chronic Mental Illness Support  
Group

Diabetes Support Group

**FRANKLIN MEDICAL CENTER**  
413.773.2570

Breast Cancer Support Group

Breastfeeding Support Group

Cancer Support Group

**MARY LANE HOSPITAL**  
413.967.9077

Bereavement Support Group

Cancer Support Group

Caregiver Support Group

**MERCY MEDICAL CENTER**  
413.748.7295

Cancer Support Group

Pulmonary Support Group

Chronic Pain Support Group

**NOBLE HOSPITAL** 413.568.2811

Caregivers Support Group

Diabetes Support Group

Stroke Support Group

## WEIGHT MANAGEMENT

**FAIRVIEW HOSPITAL**  
413.528.8600 EXT. 3061

Weight Management

HOSPITAL	WEB SITES
Baystate Medical	<a href="http://baystatehealth.com">baystatehealth.com</a>
Berkshire Medical	<a href="http://berkshirehealthsystems.com">berkshirehealthsystems.com</a>
Cooley Dickinson	<a href="http://cooley-dickinson.org">cooley-dickinson.org</a>
Fairview	<a href="http://berkshirehealthsystems.com">berkshirehealthsystems.com</a>
Franklin Medical	<a href="http://baystatehealth.com">baystatehealth.com</a>
Holyoke	<a href="http://holyokeyhealth.com">holyokeyhealth.com</a>
Mary Lane	<a href="http://baystatehealth.com">baystatehealth.com</a>
Mercy Medical Center	<a href="http://mercycares.com">mercycares.com</a>
Noble	<a href="http://noblehospital.org">noblehospital.org</a>
North Adams Regional	<a href="http://nbhealth.org">nbhealth.org</a>

# Goal Setting for Health

**D**oes a little voice inside you keep saying, “I wish I could lose weight,” or “I really should quit smoking”? With a bit of reflection and planning, you can turn these sensible wishes into concrete goals that will help improve your health and well-being. Here are some steps to help you succeed:

- Decide what you want to do to improve your health. Lose weight? Improve your diet? Quit smoking? Reduce stress?
- Be specific—tell someone else about your goal, or write it down.
- What do you expect to gain by reaching your goal? What are the benefits of making this change? More energy? Your clothes will fit better?
- What is standing in your way? What are the barriers that are holding you back? What challenges do you expect to face along the way? Too little time? Lack of support from family and friends? Losing momentum? How do you plan to overcome these obstacles?
- What do you have to do to get there? What steps do you have to take to reach your stated goal? Have a physical check up first? Buy some good walking shoes? Find an exercise partner?
- Measure inches lost, miles walked, money saved (e.g., by quitting smoking). Decide on a measure of your progress that’s meaningful to you.
- Set short-term goals and celebrate each small success, but keep your eye on the long-term goal as well. Decide ahead of time on a reward and be sure to choose a reward that is in line with your goals. For instance, if you have lost five pounds, is rewarding yourself with an ice cream cone really helpful? How about a night on the town? A massage? A new outfit?

As you set goals for health and act on them purposefully, you’ll feel good about making positive changes in your life. ✨



Lynn Ostrowski is the Health Programs Manager for Health New England in Springfield, Massachusetts. She oversees all health management programs, including preventive health, chronic disease management, and community-based health education for Health New England’s 100,000 members.

**T**hinking about doing something to improve your health? Here are some ideas for success:

- ◆ Identify what you want to do, but be sure that YOU are the one who wants to make the change. You’ll be less likely to stick with your action plan if it’s something your spouse, your doctor, your best friend, or your child wants you to do.
- ◆ Make your plan very specific. For example, rather than saying, “I’m going to start walking more,” say, “I’m going to walk on Mondays, Wednesdays, and Fridays for 30 minutes during my lunch break.”
- ◆ When you’ve decided on your goal, ask yourself, “How confident am I that I will succeed with

my plan for this week?” (On a scale of 1 to 10; 1 being least confident, and 10 being most confident.) If your answer is less than 7, then it’s time to re-evaluate your plan. Is it realistic for you?

◆ Keep it flexible. Maybe you’re having trouble fitting in 30 minutes of walking at lunchtime 3 times a week. But perhaps you can fit in two 15-minute walks before and after work, which ultimately will give you the same amount of activity.

◆ Tackle one small change at a time. Establish success with one goal before moving on to another. Trying to make too many changes all at once can be overwhelming. ✨



# It's That Time of Year

It isn't the food itself that adds the inches to your waistline during the holidays—turkey, sweet potatoes, and cranberries are not naturally high in fat or calories. Rather, it's the amount of food you eat and the methods used to prepare it. Unless you are doing the cooking, you probably won't be able to control the extra fat and calories. However, you can control how much food and drink you consume.

There simply is more food available during the holidays. Special feasts, office parties, traditional dinners, and family gatherings take place all within the same six to eight weeks. We also tend to serve ourselves larger portions than are recommended. Maybe it's because we just love Aunt Mary's oyster dressing, we think Uncle John's pumpkin pie is the best ever, or maybe that extra cup of holiday punch alters our good judgement. For whatever reason, we tend to eat too much food this time of year.

These ideas may help you avoid overeating:

- Snack on raw veggies or fruit to curb your appetite before you attend a holiday event.

- Moderate your use of alcohol. It adds lots of extra calories and you may end up eating more food than you really want.
- Eat slowly, pay attention, and stop eating before you feel overstuffed.
- Keep portion sizes realistic and avoid second helpings. For instance, a recommended serving of turkey is smaller than you think—about the same size as a deck of cards.
- If you know you'll be attending a special evening dinner or party, "save up" for a big event by cutting back on calories and fat during the day. ✨

Resource: American Dietetic Association, [www.eatright.org](http://www.eatright.org)

## Winter Calendar

### December

Safe Toys and Gifts Month  
 Sponsor: Prevent Blindness  
 America, 800.331.2020  
[www.preventblindness.org](http://www.preventblindness.org)

National Drug and Drunk  
 Driving (3D) Prevention  
 Month

Sponsor: National  
 Commission Against Drunk  
 Driving, 888.327.4236  
[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

### January

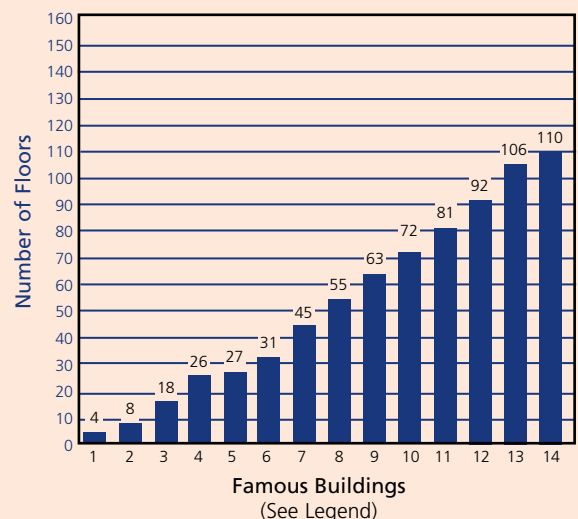
National Volunteer Blood  
 Donor Month  
 Sponsor: American  
 Association of Blood Banks  
[www.aabb.org](http://www.aabb.org)

## Take the Stairs

A convenient way to add activity to your day is to take the stairs whenever you can. This chart compares flights of stairs climbed with the heights of famous landmarks. Choose a personal goal, or compete with co-workers—how high can you climb?

### Legend

1. Great Wall of China
2. Roman Colosseum, Italy
3. Leaning Tower of Pisa, Italy
4. Superdome, New Orleans
5. Statue of Liberty, New York
6. Great Pyramid of Cheops, Egypt
7. Washington Monument, Washington, DC
8. Gateway Arch, St. Louis
9. Hoover Dam, Nevada
10. Trans America Pyramid, San Francisco
11. Eiffel Tower, Paris
12. Empire State Building, New York
13. Sears Tower, Chicago
14. CN Tower, Toronto



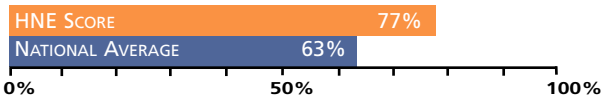
# HEDIS<sup>®1</sup> Results are in...

HEDIS is a tool created by the National Committee for Quality Assurance (NCQA) to collect data about the quality of care and services provided by health plans. HEDIS consists of a set of performance measures that compares how well health plans perform in key areas: quality of care, access to care, and member satisfaction with the health plan and doctors. NCQA requires health plans to collect this information in the same manner so that results can be fairly compared to one another. Annually, health plans submit HEDIS results to NCQA's Quality Compass<sup>®2</sup> for publication. Quality Compass: 2003 features performance data and member satisfaction information for the 2002 year from 267 health plans.

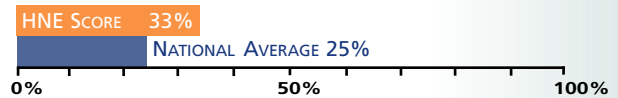
## HNE is pleased to report some of its HEDIS results:

HNE's Postpartum Care and Adolescent Immunizations rates received "BEST IN CLASS" distinctions from NCQA. Best in Class distinctions are given to health plans that perform at a level significantly higher than the 90th percentile nationally, and that NCQA believes represent a benchmark for others.

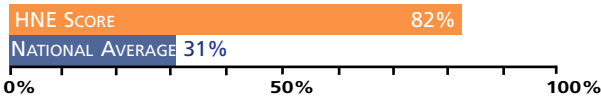
### Childhood Immunizations



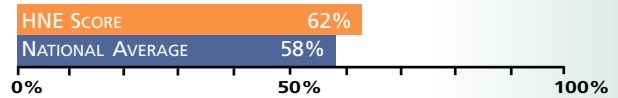
### Chlamydia Screening in Women



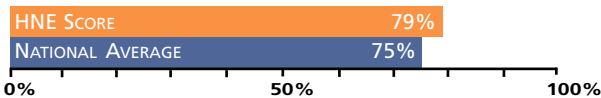
### Adolescent Immunizations



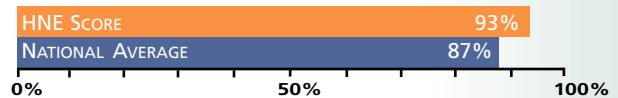
### Controlling High Blood Pressure



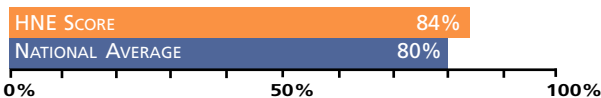
### Breast Cancer Screening



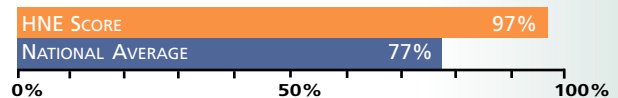
### Category: Prenatal Care



### Cervical Cancer Screening



### Postpartum Care

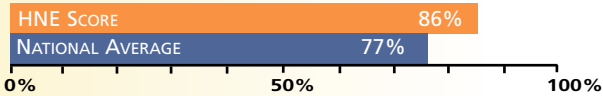


1. HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

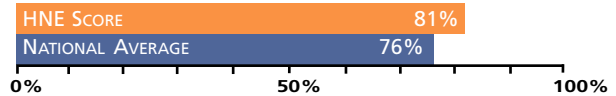
2. Quality Compass<sup>®</sup> is a registered trademark of the NCQA. The source for data contained in this announcement is Quality Compass<sup>®</sup>2003 and is used with the permission of the NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion.

HEDIS measures member satisfaction using the CAHPS<sup>®3</sup> 3.0H (Consumer Assessment of Health Plans) survey. The Myers Group, an independent research firm that serves the health care industry, conducted the survey. For the second consecutive year, “The State of Health Care Quality,” a national report issued by the NCQA, named HNE to their national “Top Ten” list of health plans. Last year, HNE was in the top fifteen. HNE CAHPS 3.0H results exceeded the national average and met or exceeded the average of other New England health plans in all categories:

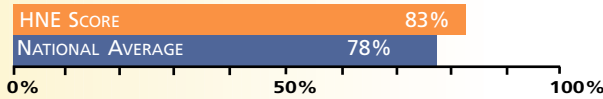
Getting Needed Care—HNE # 9 in the Nation



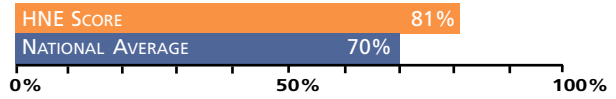
Rating of Specialist Seen Most Often



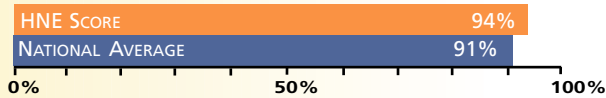
Getting Care Quickly



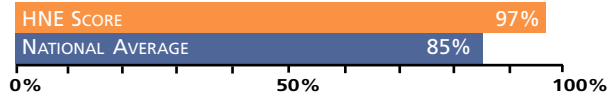
Customer Service—HNE # 6 in the Nation



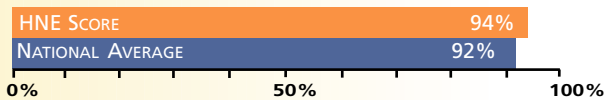
How Well Doctors Communicate



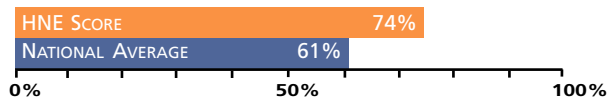
Claims Processing—HNE # 1 in the Nation



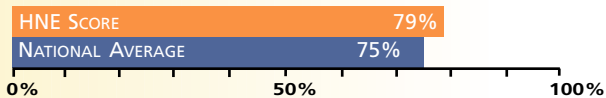
Courteous & Helpful Office Staff



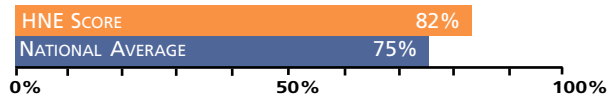
Rating of Health Plan



Rating of Personal Doctor



Rating of All Health Care



This is just a sampling of some of the HEDIS measures we look at to assess our performance. If you would like more information, complete results are available on the Internet at <http://www.hne.com>. Click on “Members” after you reach our home page, then click on Commitment to Our Members. If you do not have access to the Internet, you may obtain more information by calling our Member Services Department at 413.787.4004 or 800.310.2835, Monday-Friday, 8 a.m. - 5 p.m.

3. CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

## How We Protect Your Privacy

**H**ealth New England is committed to protecting your privacy at all times and in all settings. We keep members' protected health information (PHI) confidential according to our policies and state and federal law, including the Health Insurance Portability and Accountability Act (HIPAA). HNE's Notice of Privacy Practices contains more detailed information about HNE's policies and practices regarding the collection, use, and disclosure of your protected health information, and sets forth your rights with respect to your information. A complete copy of HNE's Notice of Privacy Practices is available to you upon request.

### How does HNE protect my personal health information?

HNE has a detailed policy on confidentiality that applies to all oral, written, and electronic information that we have about you. All HNE employees are required to protect the confidentiality of your PHI. An employee may only access, use, or disclose your information when he or she has an appropriate reason to do so. Each employee or temporary employee must sign a statement that he or she has read and understands the policy. On an annual basis, HNE will send a notice to employees to remind them of this policy. Any employee who violates the policy is subject to discipline, up to and including dismissal. If you would like a copy of HNE's Privacy Policy, you may request a copy from HNE Member Services. In addition, HNE includes confidentiality provisions in all of its contracts with Plan Providers. HNE also maintains physical, electronic, and procedural safeguards to protect your information.

### How does HNE use and disclose my protected health information?

HIPAA and other laws allow or require us to use or disclose your PHI for many different reasons. HNE uses and discloses your information in a number of different ways in connection with your treatment, the payment for your health care, and our health care operations, including our quality and utilization management activities. We also can disclose your information to providers and other health plans that have a relationship with you for their treatment, payment, and some limited health care operations. In addition to treatment, payment, and health care operations, federal law allows or requires us to use or disclose your protected health information for several other purposes, such as for public health activities, or when we are required by law to disclose the information. We do not need your authorization for these purposes.

For other uses and disclosures of your information, we must obtain your written authorization. A written authorization request will, among other things, specify the purpose of the requested disclosure, the persons or class of persons to whom the information may be given, and an expiration date for the authorization. If you do provide a written authorization, you generally have the right to revoke it.

### Will HNE disclose my personal health information to anyone outside of HNE?

HNE may share your protected health information with affiliates and third party "business associates" (such as consultants and auditors) that perform various activities for us or on our behalf. Whenever such an arrangement involves the use or disclosure of your protected health information, we will have a written contract that contains terms designed to protect the privacy of your protected health information.

### Will HNE disclose my personal health information to my employer?

In general, HNE will release to your employer only enrollment and disenrollment information, information that has been de-identified so that your employer can not identify you, or summary health information. If your employer would like more specific PHI about you to perform plan administration functions, we will either get your written authorization or we will ask your employer to certify that they have established procedures in their group health plan for protecting your PHI.

### Can I get a copy of my medical records?

HNE does not provide medical care. Members receive care and treatment from providers based in their own facilities. Under Massachusetts law, you have a right to obtain a copy of your medical records. To obtain a copy, contact your health care provider directly.

You also have the right to see and get a copy of some of the records that HNE maintains, such as your enrollment, payment, claims, case or medical management records, and any other records that HNE uses to make decisions about you. Requests for access to copies of these records must be in writing and sent to the attention of the HNE Legal Department. Please provide us with the specific information we need to fulfill your request. We reserve the right to charge a reasonable fee for the cost of producing and mailing the copies. \*



#### EFFECTIVE SEPT 1:

**Gonal-F** multi-dose vial is no longer available. The ampules are still covered at Tier 2 with prior authorization.

#### EFFECTIVE OCTOBER 15:

**Augmentin XR** (an antibiotic) is now available at Tier 2.

**Femring** (a hormone replacement ring) is available at Tier 2. The ring lasts for 90 days. Therefore, 1 copay per 30 day period is collected at the pharmacy. If your copay is \$20 for a brand name drug, you will pay \$60 at retail for one Femring. It is not available through mail order.

**Innopran XL** (for blood pressure) is available at Tier 3.

**Oxytrol** (for urinary incontinence) is available at Tier 3.

**Somavert** (for acromegaly) is available at Tier 3. This is a self-injectable medication.

**Vigamox** (antibiotic eye drops) is available at Tier 3.

**Zymar** (antibiotic eye drops) is available at Tier 3.

**Xolair** (for asthma) requires pre-certification under the medical benefit.

# Health Improvement Initiatives

The Health Programs Department at Health New England works on a number of existing programs and implements new programs each year. The existing programs include:

DIABETES MANAGEMENT

ASTHMA MANAGEMENT

CHOLESTEROL MANAGEMENT

BRIGHTER INFANT BEGINNINGS

LIVING WELL WITH CHRONIC CONDITIONS

These programs are targeted to meet the specific health needs of members living with one or more of these health conditions. All the programs are supported with educational materials (print and Web-based), newsletters, reminders, and health education classes.

As an example, each year, all members with diabetes are invited to attend HNE's Diabetes Care Day. Members receive several screenings: cholesterol, HbA1c, glucose, and blood pressure, as well as foot checks and body composition analysis. There are a number of health education programs members can choose to attend and all members receive instruction on the use of their glucometer. New glucometers are also available to members should they need one. This day-long program is free to members with diabetes.

The Department also coordinates preventive health initiatives like the birthday card program. The goal of the birthday card program is to encourage members to get preventive health screenings. The 18-month birthday card promotes immunizations by the age of two, and the women's and men's health birthday cards promote age and gender appropriate screenings such as mammography, cervical cancer screening, cholesterol screening, PSA screening, and colorectal screenings.

Each year HNE develops and implements a year-long program open to members and to the general community. This year the focus of the program was on Building Your Personal Health Improvement Program. Two evening workshops were conducted, and participants learned about all of the important components that need to be included in their plan—nutrition, physical activity, exercise, and preventive health screenings. All attendees also received a pedometer and a workbook to write down their plan and chart their progress. The program concluded with the Women's Health Expo, a health fair that included screenings, health education workshops, demonstrations, and numerous vendors.

So what is in store for 2004? HNE plans to debut the new Virtual Grocery Store Tour, a Lifestyle Management Program, and a Men's Health Program. The Virtual Grocery Store tour will be available to members on the HNE Web site as well as in CD and videotape formats. Watch for upcoming information about how you can get either the CD or videotape. The Lifestyle Management Program will be available for members who are overweight and want to improve their overall health. The Men's Health Program will be interesting, informative, and interactive. Topics will include heart disease prevention and management, physical activity, and a year-long campaign to encourage men to get a physical! \*

BE SURE TO CHECK THE HNE WEB SITE, [WWW.HNE.COM](http://WWW.HNE.COM), AND THE *MEMBER MATTERS* NEWSLETTER FOR INFORMATION ABOUT UPCOMING PROGRAMS.

FOR MORE INFORMATION ABOUT HNE'S HEALTH IMPROVEMENT INITIATIVES, CONTACT LYNN OSTROWSKI AT 413.787.4000, EXT. 3383.



## Ask Dr. Ebert



### Why does HNE ask my specialist to report findings and treatment plans to my Primary Care Physician?

Even though HNE eliminated most referrals, your PCP should still provide all of your primary or routine care. If you need specialty care, your PCP should coordinate this care and give you the names of appropriate specialists. Your PCP can also help set up appointments.

Your PCP should be aware of all care, treatments, medications, and recommendations you receive from other health care providers. This helps your PCP better coordinate your care and ensures your

safety. For example, your PCP should be aware of your medications to prevent dangerous drug interactions. If a specialist recommends different types of treatment or follow-up care, your PCP can help you decide on the most effective, timely treatment.

In addition, National Committee for Quality Assurance standards require health plans to encourage providers to share information with PCPs in order to ensure continuity and coordination of care. If you have questions or comments, please call Member Services at 413.787.4000 or 800.310.2835. \*

# Where Can You Look?

## Researching Your Health Problem

The more you know and understand about a new medical diagnosis or troubling symptom, the more confidently you will be able to take part in making decisions that affect you.

Where can you go to get reliable, accurate information? Here are some suggestions:

→ **YOUR PRIMARY CARE PHYSICIAN (PCP)** knows you and your medical history and can offer recommendations or suitable treatments. Ask for written materials such as booklets or pamphlets that explain your condition. Feel free to seek a second opinion.



### Maybe It's Depression

To diagnose depression, a healthcare provider will be interested in your response to these statements.

During the last two weeks:	Yes	No
I find it hard to enjoy the things I used to enjoy.	<input type="checkbox"/>	<input type="checkbox"/>
I feel worthless and hopeless about the future.	<input type="checkbox"/>	<input type="checkbox"/>
I have trouble making decisions.	<input type="checkbox"/>	<input type="checkbox"/>
I feel slowed down, or restless.	<input type="checkbox"/>	<input type="checkbox"/>
My appetite is poor, or I have been overeating.	<input type="checkbox"/>	<input type="checkbox"/>
I get tired and have little energy.	<input type="checkbox"/>	<input type="checkbox"/>
I am having trouble sleeping, or I'm sleeping too much.	<input type="checkbox"/>	<input type="checkbox"/>
I feel sad and unhappy.	<input type="checkbox"/>	<input type="checkbox"/>
I have thoughts about dying or killing myself.	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "yes" to more than five of these statements, you may benefit from talking with your health care provider or EAP (if available). If you answered "yes" to the last statement, seek professional help immediately.

Fortunately, treatment for depression, which may involve a combination of psychotherapy and medication, is successful in most cases. \*

Resource: National Institute of Mental Health, [www.nimh.nih.gov](http://www.nimh.nih.gov)

→ **TELEPHONE-BASED**

**NURSE SERVICE.** If your

company offers this benefit, professionals can coach you to ask your doctor the right questions about your health problem.

→ **INTERNET.** Government agencies, universities, not-for-profit groups, pharmaceutical companies, and managed care groups may offer health quizzes, health information, and other resources on the Web. Remember that the WWW has no quality standards or regulations and anyone can post information there. Always be sure to check that your source is a trustworthy authority.

→ **GOVERNMENT AND NOT-FOR PROFIT-GROUPS** such as the National Institutes of Health (NIH) and state and local governmental agencies have publications and hotlines that may be helpful. You also can request materials from such organizations as the March of Dimes, American Cancer Society, American Diabetes Association, or the American Heart Association.

→ **SOURCES TO AVOID.** Unproven goods and services are peddled by modern-day quacks to uninformed and often desperate consumers. Be cautious about medical information and advice that use terms such as "miracle," "secret ingredients," or that claim to be "the cure." Just because something is printed in a book or flyer, do not automatically accept it as the truth. \*

Resource: National Health Information Center, [www.health.gov/nhic](http://www.health.gov/nhic)

# What can I do for stomach flu?

**S**tomach flu (a type of gastroenteritis) usually is a viral infection that brings on sudden stomach cramps, vomiting, nausea, and diarrhea. It also can be caused by bacteria found in untreated drinking water (dysentery) or food poisoning (salmonella). The symptoms of gastroenteritis are the body's attempt to cleanse itself of noxious agents such as certain bacteria. Symptoms generally last only one or two days.

Stomach flu can be especially dangerous to infants, small children, and the frail elderly because of rapid dehydration caused by vomiting and diarrhea. Watch excessive vomiting or diarrhea carefully. \*

## Symptoms + Signs:

❖ Stomach cramps, vomiting, nausea, and diarrhea that usually last less than two days.

## Consult Your Doctor If:

- ❖ Excessive vomiting or diarrhea occurs in infants, small children, the frail elderly, or people with other health problems.
- ❖ There are signs of dehydration: increased thirst, dark yellow urine, limited urination, and skin that may be wrinkled and have no tone.
- ❖ Nausea, loss of appetite, and general abdominal pain is followed by pain in the lower right part of the abdomen.
- ❖ Fever is 102 degrees F or higher.
- ❖ Diarrhea continues after only liquids are used, for more than two days.
- ❖ Diarrhea is bloody or black.
- ❖ Vomiting continues on and off, without significant improvement, for more than 12 hours in an adult or 8-12 hours in a small child.

*This article is intended to increase awareness of health and medical care issues. None of the information in this text is intended to be a substitute for appropriate physician diagnosis and medical care.*

## If physician referral is not recommended at this time, Try HomeCare™:

### FLUIDS

- Choose crushed ice and sips of water for the first few hours.
- Drink clear liquids for the next 24 hours.
- For breast-fed infants, continue feeding, but offer water or oral rehydration fluids first. For formula-fed infants, eliminate all but clear liquids (e.g., water or oral rehydration solutions) for 24 hours.

### NUTRITION

- No foods for the first 24 hours.
- Slowly introduce bananas, rice, applesauce, and toast (BRAT diet) on Day 2.

### MEDICATION

- Ibuprofen or acetaminophen\* for a fever of 102 degrees F or higher.

- Do not give your child anti-diarrheal drugs unless recommended by his or her doctor.

\* Because of the risk of Reye's syndrome, aspirin should not be given to or used by children or teenagers who have or are suspected of having flu or chicken pox. Use acetaminophen.

### REST

- Reduce your activity. Bed rest may be needed.

### PREVENTION

- Make sure meats are properly stored. Surfaces where you prepare meat and poultry should be thoroughly decontaminated.
- Avoid food left unrefrigerated more than two hours.
- Wash your hands before and after handling food and after contact with someone who has the stomach flu.



**Q.** Sometimes I think I may have a problem with **alcohol**, but I'm not sure. How do I know if I need help?

**A.** It's important to be involved in decisions affecting your care. When you and your health care provider work together to manage your health problems, you'll feel more confident and satisfied with your care.

## Good Questions!

The **CAGE** Questionnaire will help you assess whether you may have a problem with alcohol.

1. Have you ever felt you should **C**ut down on your drinking?
2. Have people **A**nnoyed you by criticizing your drinking?
3. Have you ever felt bad or **G**uilty about your drinking?
4. Have you ever had an **E**ye opener—a drink in the morning to steady your nerves to get rid of a hangover?

If you answer yes to any of these questions, it's a good idea to discuss your alcohol use with your health care provider or your EAP, if available. \*

# Bulletin Board

HNE will be launching a new Web program

## Ask the Fitness Expert!

featuring Mike Gauvin, HNE's Health Programs Coordinator

Mike Gauvin is a graduate of Springfield College with a bachelor's degree in Health Fitness and a master's degree in Exercise Physiology. In addition to coordinating



HNE's health programs, Mike serves as the head coach of Men's Cross Country at Springfield College, coach of the Boy's Track and Field at Ludlow High School, and head coach of the Pioneer Valley Women's Running Club.

If you are interested in learning how to add physical activity to your day, create an exercise program, or train for a marathon, ask HNE's Fitness Expert.

Log onto to [www.hne.com](http://www.hne.com), and click on the "Ask the Fitness Expert" icon. \*

AVAILABLE FOR ALL HNE MEMBERS ON JANUARY 1, 2004

## Health New England Proud Sponsor of Kindervision

2004 will be HNE's second year of collaboration and sponsorship of Kindervision, a nationally acclaimed child safety program. Kindervision is a preventive safety education program that teaches children precautionary measures to use in their day-to-day activities specific to stranger danger.

Kindervision programs are held in our local communities and usually coincide with special children and family events such as Kids' Day. Each family member receives a free safety video that includes footage of each child in the family. Other fun give-aways for the kids and free finger printing, provided by local police departments, also are included in our Kindervision programs.

To find upcoming Kindervision events in your community, log on to the HNE web site, [www.hne.com](http://www.hne.com). \*

**MEMBERMATTERS**  
PROVIDING HEALTH RELATED NEWS FOR HEALTH NEW ENGLAND MEMBERS  
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One Monarch Place  
Springfield, MA 01144-1500

### How can we help you?

For information on your plan:

- Call Member Services at 413.787.4004 or 800.310.2835
- Visit us in person at: One Monarch Place, Springfield, MA.

For questions or comments on Member Matters:

- Contact Joe Kane, [jkane@hne.com](mailto:jkane@hne.com), 413.787.4000 Ext. 3229

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