

MEMBER MATTERS

PROVIDING HEALTH RELATED NEWS FOR HEALTH NEW ENGLAND MEMBERS

United We Stand



Researching Your Health Problem on the Web

The Internet is a valuable and accessible resource for most of us. On any single day, about 3 million people consult a doctor. But, on any single day, 7.5 million people go on-line for health information*. Just as with information from other sources, it's important to make a judgement about the value of the health-care information we find on the Internet. Is it reputable? Does it apply to you?

We need to use the Internet carefully. Here are some considerations to help you make your evaluation:

Who is the author?

First, decide if the source of the information is credible. Who wrote this material? Is the author a qualified expert? Is the author connected with an educational institution or other trustworthy organization? If you are unsure, is it possible to validate the credibility of the source using a resource you trust? Does the site give a telephone number, address, or e-mail address that allows you to request the credentials of the author?

Is the information free of bias?

Determine who owns the site. Is the main purpose of the site to inform, to sell, or to persuade you? Is the site administered for commercial reasons? Is there advertising on the page? Do the owners of the site support a position or the interests of a group that you would consider biased?

Can you verify the information?

Is a bibliography provided? Is an expla-

nation of the research method(s) included? Unlike traditional print resources, the Internet does not ensure that the information has undergone any type of editorial process, peer review, or other fact-checking evaluation.



Is the information up-to-date?

The Internet is largely an uncontrolled and unregulated environment. Useless information can remain on a site without any policy that would remove harmful, outdated or misleading information. You should check for a publication date or a date when the site was "last updated." Is there a copyright date? Does the document indicate dates for the data gathered (e.g., 1990 US Census data)?

Remember to use sources other than the Internet.

The Internet is a good second source of information that should be used in addition to, or as a way to identify, publications and books you can find in your local library.

Contrary to popular belief, not all information is posted on the Internet. Because of copyright costs, some medical journals will likely never be offered "for free" on the Internet. Further, traditional sources of information such as books, journals and magazines will have had material verified. On the Internet, this often does not occur.

Talk with your doctor.

Finally, it is always best to follow up Internet research with a discussion with your doctor.

When you have accurate information at hand, then you can be a better partner with your doctor in understanding and treating your medical condition.

*Pew Internet & American Life Project, 2001.

Inside This Issue

■ "Win-Win" Skills for Problem Solving

■ Dealing with Change

■ Retirement on Your Terms

■ Answers to Member Questions

■ Celebrating Women 2002!

■ Your Care: Insomnia



April 2002

HEDIS[®] REPORTING

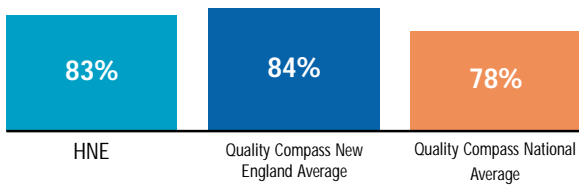
HEDIS (Health Plan Employer Data and Information Set) is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to make reliable comparisons among health plans. HNE must adhere to stringent specifications on how to collect HEDIS data, standards that are identical for all health plans that choose to participate.

The HEDIS data and information in this report is for our commercial HMO and point-of-service products. When available, results are compared to the average HMO/POS national and New England regional performance displayed in Quality Compass[®].

For the complete HEDIS report or questions about this information, contact Pat Scheer, Quality Operations Manager at HNE (e-mail: pscheer@hne.com, phone: 800.842.4464, or fax: 413.734.3356).

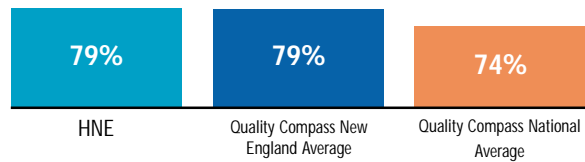
CERVICAL CANCER SCREENING

Percentage of women ages 21 to 64 who have had at least one Pap test during the past three years. Women who have undergone a hysterectomy with no residual cervix are excluded from this measure.



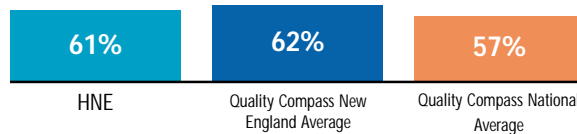
BREAST CANCER SCREENING

Percentage of women ages 52 to 69 who have had at least one mammogram during the past two years. Women who have undergone a radical bilateral mastectomy are excluded from this measure.



OVERALL MENOPAUSE MANAGEMENT

Percentage of women 47 to 55 who received counseling about the management of menopause from their physician or health plan.



WHAT IS HNE DOING? Health New England has created the Celebrating Women 2002! program. This program will focus on preventive care for women ages 35 and over. To learn more about this program, turn to page 10.

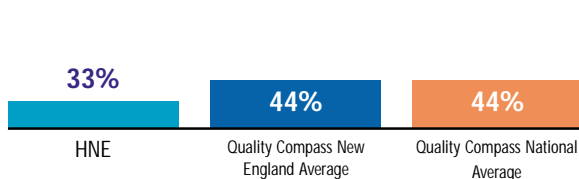
WHAT CAN YOU DO? Talk with your doctors about scheduling preventive care screenings and about menopause management. Sign up to participate in HNE's Celebrating Women 2002! program.

Comprehensive Diabetes Care

Percentage of members with Type 1 and Type 2 diabetes between the ages of 18 to 75 years old who had the following services:

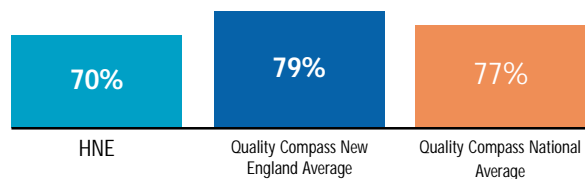
LIPID CONTROL

The most recent LDL-C test result between 1999-2000 was less than 130 milligrams per deciliter of blood.



LIPID SCREENING

At least one LDL-C test between 1999-2000.



WHAT IS HNE DOING? Health New England has had a Diabetes Management Program since 1998. In 2001, we implemented a cholesterol initiative in which HNE adopted the National Institutes of Health ATP III Guidelines and distributed a copy to all participating physicians. Also, cholesterol materials have been sent to all HNE members with diabetes.

WHAT CAN YOU DO? Ask your primary care physician what your LDL cholesterol value is. You may need to have blood drawn for a lipid panel. If your LDL value is greater than 100 mg/dl, talk with your doctor about how you can decrease it.

All information contained in this newsletter is for general information purposes only and should not be considered medical advice. For specific information or advice relating to your medical needs, please consult your primary care physician.

Stretching While You Work

Back Squeeze



- Sitting or standing, clasp your hands behind your back and squeeze your shoulder blades together.
- Hold for five seconds and release.
- Don't hold your breath.
- Repeat 10–15 times.

Arm Circles



- Stand with your arms out to the sides and as parallel to the ground as is possible.
- Don't hunch your shoulders, hold them back and down.
- Rotate your arms forward, with control, in 9–12 inch circles.
- Complete 10–30 circles forward, then reverse the direction for 15–30 circles backward.

Win-Win

Skills for Problem Solving

Our lives would be so simple if we always agreed with each other, were always cooperative, and rarely had disputes. But we know life just isn't like that. A process called mediation helps people settle disagreements through negotiation and bargaining, often with the help of a third person (a mediator, or facilitator) who has special training in problem solving. By reaching an agreement that's acceptable to both parties in a dispute, perhaps no one really wins, but no one loses either.

If you learn to use some basic mediation skills when you have a conflict with a co-worker, you won't have to wait for a supervisor (or mediator) to step in. Try these positive steps to resolve the matter yourselves, working toward a "win-win" solution in which you both have a part:

- **SCHEDULE A MEETING.** Agree on a time convenient for both of you, and meet in a neutral setting.
- **GET ANGER UNDER CONTROL.** Listen and respect the other person's point of view. Let him or her know that you hear the problem.
- **FOCUS ON THE PROBLEM.** Avoid personalities, blame, punishment, or guilt.
- **KEEP THE RELATIONSHIP POLITE AND PROFESSIONAL.** Maintain an atmosphere of mutual respect.
- **BE AN ACTIVE LISTENER.** Paraphrase, clarify, and provide feedback.
- **NEGOTIATE.**
 - Listen to all suggestions for solutions.
 - Make a point of using some of each person's ideas so that you both "own" the final product.
 - Create a solution you both can live with.
 - Agree on a time period for testing the solution and establish some objective ways for measuring success.
 - Agree to reopen the discussion after the test period if the problem isn't resolved.
 - If you can't solve the problem by yourselves, ask a neutral employee to sit in on the meeting and help you work toward a solution.
- **CONGRATULATE YOURSELVES FOR MAKING THE EFFORT.**

Resource: WorkCare: A working person's guide to life balance, by George J. Pfeiffer and Judith A. Webster. Charlottesville, Va.: WorkCare Press, 2001.



Does your natural shyness keep you from getting the most out of important meetings, luncheons, or social gatherings? Before you go to an event, think about who will be there. Plan some ice-breaking topics of conversation based on what you already know about him or her. Make the other person the center of the conversation. If you see someone who seems to be alone, step in and introduce yourself.

Reduce, reuse, and recycle. These buzz words for saving the environment can be helpful reminders at the office for saving paper, and the planet. For example, try using both sides of the paper when appropriate. If a Fax cover sheet isn't needed, don't use that extra page. Make scratch pads out of stacks of used paper. Participate in recycling programs.

"Time is an equal opportunity employer. Each human being has exactly the same number of hours and minutes every day. Rich people can't buy more hours. Scientists can't invent new minutes. And you can't save time to spend it on another day. Even so, time is amazingly fair and forgiving. No matter how much time you've wasted in the past, you still have an entire tomorrow."

Denis Waitley

To communicate effectively, know your audience when you are speaking or writing. You can learn to adjust your communications so that you address your audience clearly, using language and examples they can relate to. That way, they will be less likely to lose interest, and they will be more open to hearing your message.

Y o u r W o r k



Nothing Stays the Same

by Wendy Roe Hovey, ACSW, CEAP

It seems that just as we are getting used to things the way they are, something changes. Before we know it, we have to readjust our lives again. Sometimes, change involves adding a spouse, or a child, or new responsibilities to our lives. Change also may involve losses, such as the losses that accompany a parent's aging, or the loss of your own health. One of the biggest problems now is that change seems to happen so frequently. In addition to dealing with the rapid pace of change today, we may have certain expectations about how things will turn out. We feel stressed more easily when the reality of the new situation doesn't meet our expectations. Life changes are unavoidable, but there are things you can do to weather those transitions into new, uncharted territory:

- **Take care of yourself.** This may not be the best time to tackle a new fitness regime, but continue to keep all your regular self-care routines. Try to continue hobbies and other activities that are familiar and relaxing. Be sure to get enough rest. Nothing will sap your coping reservoir faster than exhaustion.
 - **Be resilient.** Stay flexible and think creatively about your situation. Rather than staying fixed on one outcome, keep an open mind about alternatives.
 - **Think ahead.** If you are planning a life changing event, talk with others who have already been through it to familiarize yourself with a variety of possibilities. However, there are no hard and fast rules, so be careful not to accept the experience of others as the only way things can happen.
 - **Postpone changing things you can control** while bigger changes are happening. For example, don't decide to buy a new house when you are about to start a new job.
 - **Use prayer, meditation or other techniques** to soothe your spirit, calm your mind, and relieve stress.
 - **Help others who are in transition by being a good listener.** Usually, it's not helpful to give advice unless you are asked.
 - **Respect your own emotions** and consult with a counselor or your doctor if you are feeling overwhelmed.
- Finally, be open to trying new things and look to the future with hope—it will always surprise you.

Wendy Roe Hovey is Manager for the Employee Assistance Program at Guthrie Health in Sayre, PA. She teaches workshops titled, "Managing Stress Before it Manages You."

Retirement o

When we were young, we had quick answers when folks asked us, "What do you want to be when you grow up?" Most of us had very clear ideas about our future in those days. Later, with those goals in mind, we may have pursued our interests, education, and training to prepare for new challenges and responsibilities. Then after years of hard work, maybe we finally achieved that career, family, hobby, or skill we envisioned so long ago. However, life has a way of becoming busy and routine. For many of us, family obligations, work commitments, financial limitations, and other realities may have derailed or obscured some of our life's dreams.



People in the United States are living longer and staying healthier these days, so retirement no longer means you have to settle for life in the rocking chair. Don't wait until after you retire to start thinking about what will come next. It's important to start exploring the positive aspects of retirement now.

Remember those dreams you had when you were younger? The ones you never quite managed to get around to? The ones that were set aside for "someday"? Feel encouraged. As you plan for your retirement, you may find that you'll actually have the time to follow your dreams at last. Look forward to the future knowing that, with good planning and imagination, you can create a lifestyle that is healthy, energizing, and rewarding.

Of course, certain practical matters such as your finances and options for housing are critical to your comfort in your later years. But, it's also important to plan for personally enriching activities so you can stay involved socially, intellectually, and physically.

Think seriously about what you will bring to your retirement that will affect the quality of those years. Are you in good health? Even if retirement is decades away, take steps now to

L i f e C o u r s e

on Your Terms

maintain your good health. The choices you make today about diet, exercise, smoking, alcohol use, and routine health care will affect the quality of your life years from now.

Are your personal and community relationships supportive? Maintain ties with your friends, place of worship, social group, and/or sports club. Nurture relationships within your family and your neighborhood as well. When you need help or support as you age, having these support systems in place will be invaluable.

Are your living arrangements suitable? Perhaps downsizing will free you from having to maintain an outgrown home. Having fewer housekeeping and maintenance duties will give you more time for the things you really want to do.

Is your financial house in order? Don't put off organizing and updating important insurance papers, legal documents, family records, and your will. If these issues are confronted ahead of time, neither you nor your loved ones will have to deal with them later.

Do you have skills, talents, and abilities that will be helpful to others? After you retire, you may find it rewarding to devote your time and energy to community projects, school tutoring programs, mentoring, or apprenticeship programs. You will have a lifetime of experience and wisdom that you can pass on to others while you're lending a hand.

Finally, don't forget about those lifelong dreams. Is there something you have wanted to do all your life that you haven't had the time to do yet? It's never too late to think about starting up that new business you've always dreamed about; learn to play the piano; see all fifty states; build a row boat; or earn a college degree.

Although you're no longer a child, consider creating a new answer to that question from your youth. Set your sights on making your dreams come true after retirement, or whenever you "grow up."



Reference DESK

The Five Stages of the Soul, by Harry R. Moody and David Carroll. New York: Random House, 1997.

The New Retirementality: Planning Your Life and Living Your Dreams, by Mitch Anthony. Chicago: Dearborn Trade, 2001.

Who Moved My Cheese?, by Spencer Johnson, M.D. and Kenneth H. Blanchard. New York: Putnam Publishing Group, 1998.

The Way of Transition, by William Bridges. Cambridge, MA: Perseus Books, 2000.

Homework

Honest discussions about life changing events such as retirement can help you reach decisions, sort through your options, and keep lines of communications open for the future. Once you get the more difficult issues out in the open, you can concentrate on enjoying yourself!

Talk with family members about your hopes and plans for your retirement years. Be honest about how you would like them to participate in your life (e.g., as possible caregiver, companion, or arm's-length buddy).

Seek the help of a financial advisor and select someone to step in to handle your affairs should it become necessary.

Inform your family about your preferences regarding long-term care options and end-of-life issues.

Health Education Classes

Health New England wants to keep you healthy! The following is a list of some health courses and their availability. A complete listing of classes can be found on HNE's Web site: www.healthnewengland.com, click on the Health Options button.

HEALTH NEW ENGLAND

New! Living Well Program. Meets for two hours, once a week for six weeks. This program is open to members who live with a chronic illness. Learn self-management for relief of symptoms. Become empowered to take control of chronic illness. Call 413.787.4000 or 800.842.4464, ext. 3553. There is a \$35.00 fee to cover materials.

Adult Asthma Education Class. For HNE members diagnosed with asthma. Learn how to manage your asthma, measure peak flow, and develop an Asthma Action Plan. For class dates, call 413.787.4000 or 800.842.4464, ext. 3553. Free of charge.

Pediatric Asthma Education Classes. Meets for one hour, once a week, for two weeks. Teaches kids how to keep their asthma under control. 1st week of each session, parents or guardians will be given the opportunity to review asthma control, common medications, action plans and peak-flow charting. 2nd week of each session, adult group invited to meet on their own (parents must remain on the premises during class). Call 413.787.4000 or 800.842.4464, ext. 3391. Free of charge.

Diabetes Education Class. This class is taught by a Certified Diabetes Educator and meets one time for 1 1/2 hours. The focus of this program is on glucose control through diet, exercise and medication. Learn how to achieve a healthy balance that works for you. Call 413.787.4000 or 800.842.4464, ext. 3383. Free of charge.

Diabetes Nutrition/Meal Planning Class. This class is taught by a nutritionist and meets one time for 1 1/2 hours. Learn how to manage your carbohydrate intake to control your blood glucose level, and learn how to plan meals to meet your needs. Call 413.787.4000 or 800.842.4464, ext. 3383. Free of charge.

Smoking Cessation Program. Reimbursement of up to \$50.00 to attend a smoking cessation program. This offer is for HNE members with asthma, diabetes, and/or who are pregnant. Call 413.787.4000 or 800.842.4464, ext. 3391.

BAYSTATE MEDICAL CENTER 413.794.2255 or 800.377.HEALTH

CPR Certification Class. 413.794.9441. Community Heartsaver CPR. Adult, child, and infant CPR, and first aid for choking. \$35 fee, includes book.

CPR-Healthcare Provider. For healthcare professionals. This class reviews adult, child, and infant CPR techniques and the use of the Automated External Defibrillators. Fee: \$40. Re-certification: \$35. Book: \$10.

BERKSHIRE MEDICAL CENTER 800.377.4325

CPR Certification Program: Two monthly, 4-hour sessions by appointment only.

FAIRVIEW HOSPITAL 413.528.6328

CPR Certification Program. Offered every 3rd Wednesday each month from 5:30 to 8:30 p.m. in the Conference Room. \$30 fee.

CPR Renewal. Renewal course offered every 3rd Wednesday each month from 5:30 to 8:30 p.m. in the Conference Room. \$20 fee.

MARY LANE HOSPITAL 800.377.4325

CPR Certification Program. Two evenings. Covers adult and child CPR. Contact Deb Gagnon. \$35 fee.

NOBLE HOSPITAL 413.572.5172

CPR Classes. Two-part basic life support classes held monthly. Classes held from 6:30 p.m. to 9:00 p.m.

DIABETES

BERKSHIRE MEDICAL CENTER 800.377.4325

Free diabetes clinic. 1st Tuesday of the month from 2:00 p.m. to 5:00 p.m. Contact Ann Cohn, RN, at 413.395.7810.

COOLEY DICKINSON HOSPITAL 413.582.2400

Managing Your Diabetes. Four-week program meets from 6:00 p.m. to 7:00 p.m. Call Education Department.

Families of Children with Diabetes. Held on the 4th Tuesday of every month, rear dining room. Call 413.582.2649.

HOLYOKE HOSPITAL 413.534.2789

Diabetes Self-Management. Classes held first four Thursdays monthly at 1:30 p.m. or 1st four Tuesdays monthly at 6:30 p.m.

MARY LANE HOSPITAL 413.967.6211

Blood Glucose Screenings. Offered 3rd Wednesday each month. \$5 fee.

GENERAL HEALTH

BAYSTATE MEDICAL CENTER 413.794.2255 OR 800.377.HEALTH

Cholesterol Screenings. HDL/LDL screenings 2nd, 3rd, and 4th Wednesday of each month. 7:30 a.m. to 10:30 a.m. 12-hour fast required.

FAIRVIEW HOSPITAL WELLNESS CENTER 413.528.6328

Blood Pressure Screenings. Offered 2nd Wednesday of each month 9 a.m. to noon. Blood pressure screenings available on walk-in basis.

FRANKLIN MEDICAL CENTER 800.377.HEALTH ext. 4325

Basic First Aid. Classes held 9 a.m. to 3:30 p.m. \$25 students; \$40 adults. \$10 employees. Pre-registration required.

HOLYOKE HOSPITAL 413.534.2789

Blood Pressure Screenings. Every Tuesday 10:30 a.m. to noon. Free.

MARY LANE HOSPITAL 413.967.6211

Health Screenings. Blood pressure, blood glucose, and cholesterol on 3rd Wednesday, every other month from 8:00 a.m. to 10:00 a.m.

PRE/POSTNATAL CARE

BAYSTATE MEDICAL CENTER call The Professionals 800.377.HEALTH

Preparation for Childbirth Program. Eight-week course teaches coping techniques for life and labor, medication choices, birth options, cesarean birth, postpartum care for mom, infant care class, breast or bottle feeding class. Enroll during the 4th month of pregnancy. \$90 fee.

Vaginal Birth after Cesarean. Class offered one evening for two hours.

COOLEY DICKINSON HOSPITAL 413.582.2736

Becoming a Family. Six-class series: four childbirth preparation classes, one newborn care class and one postpartum reunion, plus tour of Childbirth Center. Contact Maria Curtin-McKenna. \$65 fee.

Breastfeeding Clinic. Free lactation consultation for breastfeeding problems. Call Ruth Stevens 413.582.2096.

FAIRVIEW HOSPITAL 413.528.6328

Breastfeeding Clinic (Postpartum). Clinic offered weekly, Mondays 1:00 p.m. to 3:00 p.m., or Wednesdays 10 a.m. to noon, or Fridays 2:00 p.m. to 4:00 p.m.

Prepared Childbirth (Basic). Breathing and relaxation strategies for labor and delivery. Register in the 5th month of pregnancy.

MARY LANE HOSPITAL 413.967.6211

Childbirth Classes. Classes held at the Main Conference Room on Tuesday evenings from 6:30 p.m. to 9:00 p.m.

NOBLE HOSPITAL 413.572.5172

Exercise and Pregnancy. Meets for six weeks on Tuesdays and Thursdays, 6:30 p.m. to 7:30 p.m. \$45 fee. Call 413.562.3522.

PARENTING

COOLEY DICKINSON HOSPITAL 413.582.2736

Contact Maria Curtin-McKenna.

Beyond Birth: Parenting Your Newborn. Meets every Thursday from 1:00 p.m. to 2:30 p.m.

Gentle Baby Touch - Infant Massage. Three-class series. Learn ways to relax and bond with your baby. \$25 fee.

FRANKLIN MEDICAL CENTER 413.774.4444

Parenting Teenagers Effectively. Six-week session for parents meets Tuesdays 6:30 p.m. to 8:00 p.m. Call Central Intake.

SMOKING CESSATION

COOLEY DICKINSON HOSPITAL 413.582.2519

Quit Now/Tobacco Treatment Program. Program will teach you how to quit tobacco and how to "kick the habit".

Last Smoke. Free smoking cessation program. Contact the Education Department at 413.582.2400.

FAIRVIEW HOSPITAL 413.528.8600 ext. 3140

Better Breathers Pulmonary Rehab Program. Six-week program meets on Monday, noon to 3 p.m. & Thursday 1:00 p.m. to 3:00 p.m.

MASSACHUSETTS SMOKERS QUIT LINE 800.TRY-TO-STOP or 800.879.8678.

NOBLE HOSPITAL 413.568.1318

Smoking Cessation. Classes held at various dates and times throughout the year.

WEIGHT MANAGEMENT

FAIRVIEW HOSPITAL 413.528.8600 ext. 3061

Weight Management. Offered on Tuesdays from 4:45 p.m. to 5:45 p.m. \$15 fee for first class, \$10 each additional class.

WOMEN'S HEALTH

Preparing for the Change - Perimenopause and Menopause. Series of classes for women over the age of 35 to discuss myths and fears about menopause, symptoms and treatments, osteoporosis, hormone replacement therapy, nutrition, exercise, stress reduction and sexuality. \$35 fee. Call The Professionals 800.377.HEALTH for dates of the next series.

Health Education

Physician Directory Update

The following Primary Care Physicians have joined HNE:

Family Practice

Ardis B. Fisch, M.D.

Family Practice Associates
20 Elm Street
Pittsfield, MA 01201
413.442.1019

Martha A. Nathan, M.D.

Community Health Center of
Franklin County
338 Montague City Road
Turners Falls, MA 01376
413.772.3748

Internal Medicine

Olga I. Andreyeva, M.D.

Springfield Southwest
Community Health Center
532 Sumner Avenue
Springfield, MA 01108
413.787.1877

Adam S. Blacksin, M.D.

Connecticut River Internists
8 Burnham Street
Turners Falls, MA 01376
413.774.5554

Joshua E. Garriga, M.D.

Connecticut River Internists
8 Burnham Street
Turners Falls, MA 01376
413.774.3751

Wayne A. Gavryck, M.D.

Connecticut River Internists
8 Burnham Street
Turners Falls, MA 01376
413.774.5554

Wesley E. Green, M.D.

Connecticut River Internists
8 Burnham Street
Turners Falls, MA 01376
413.774.3751

Laurence Klein, M.D.

Connecticut River Internists
8 Burnham Street
Turners Falls, MA 01376
413.774.5554

Gregory W. Little, M.D.

University Health Services
150 Infirmary Way
Amherst, MA 01003
413.577.5311

David P. McGrath, M.D.

Amherst Internal Medicine
170 University Drive
Amherst, MA 01002
413.253.1214

Syed H. Mehdi, M.D.

Springfield Southwest
Community Health Center
1040 Main Street
Springfield, MA 01108
413.739.1100

Jodee L. Mosher, M.D.

Northside Medical Associates
53 Southampton Road
Westfield, MA 01085
413.568.4225

Jewel M. Mullen, M.D.

Mason Square Neighborhood
Health Center
11 Wilbraham Road
Springfield, MA 01199
413.794.3710

Andrew I. Schamess, M.D.

Dalton Medical Associates
33 North Street
Dalton, MA 01226
413.684.2110

Shaohua Tang, M.D.

Adams Internists
19 Depot Street
Adams, MA 01220
413.743.1080

Joseph J. Viadero, M.D.

Connecticut River Internists
8 Burnham Street
Turners Falls, MA 01376
413.774.3751

Pediatrics

Jacqueline A. Spain, M.D.

Springfield Southwest
Community Health Center
532 Sumner Avenue
Springfield, MA 01108
413.787.1877

Lisa C. Sullinales, M.D.

Northampton Area Pediatrics
193 Locust Street
Northampton, MA 01060
413.584.8700
and

Northampton Area Pediatrics

170 University Drive
Amherst, MA 01002
413.587.3224

Annabelle I. Quizon, M.D.

Springfield Southwest
Community Health Center
1040 Main Street
Springfield, MA 01108
413.739.1100

The following providers have
disenrolled from HNE:

Suzanne T. Jorey, M.D.

Corey J. Meyers, M.D.

Janet A. Slota, M.D.

Amanda L. Wilson, M.D.

The following physician will
no longer practice as a Primary
Care Physician with HNE. He will
continue to participate with HNE
as a Specialist.

Philip F. Gaziano, M.D.

The following Primary Care
Physicians have had a change
of address. The new addresses are
reflected below:

Albert J. Cennerazzo, M.D.

Valley Medical Associates
3550 Main Street
Springfield, MA 01107
413.739.0669

Joanna Cichon, M.D.

Hampden County Physician
Associates
77 Boylston Street
Springfield, MA 01104
413.734.8254

Michael G. Dalessandro, M.D.

Valley Medical Associates
3550 Main Street
Springfield, MA 01107
413.739.0669

Jefferson H. Dickey, M.D.

51 Sanderson Street
Greenfield, MA 01301
413.772.6040

Philip J. Doherty, M.D.

Valley Medical Associates
3550 Main Street
Springfield, MA 01107
413.739.0669

Lise A. Glading-Dilorenzo, M.D.

Valley Medical Associates
3550 Main Street
Springfield, MA 01107
413.739.0669

Paul J. Helmuth, M.D.

Valley Medical Associates
3550 Main Street
Springfield, MA 01107
413.739.0669

William H. Kober, M.D.

Northern Berkshire Family
Practice
820 State Road
North Adams, MA 01247
413.664.4088

Hanno P. Muellner, M.D.

14 Williams Street
Williamsburg, MA 01096
413.268.3616

Stephen L. Payne, M.D.

Northern Berkshire Family
Practice
820 State Road
North Adams, MA 01247
413.664.4088

Edward K. Ryter, M.D.

Hampden County Physician
Associates
185 West Avenue
Ludlow, MA 01056
413.583.2274

Bruce J. Shickmanter, M.D.

777 North Street
Pittsfield, MA 01201
413.499.8515

Marci Yoss, M.D.

Pioneer Valley Family Practice
118 Conz Street
Northampton, MA 01060
413.584.9990

The following Primary Care
Physician has a new telephone
number:

Anna F. Thurmayr, M.D.

413.525.1554

A doctor's panel status with HNE can change. To check the most current panel status of a doctor, log onto our Web site at healthnewengland.com or call HNE Member Services at 413.787.4004 or 800.310.2835.

Provider Directory



Formulary Changes

On January 1st, the following drugs were added to the HNE Formulary. These drugs are now available at the Tier 2, or middle copayment tier.

Brand Name	Generic Name	Use
ACCOLATE	zafirlukast	Asthma
ALPHAGAN P	brimonidine ophthalmic	Glaucoma
ARICEPT	donepezil	Alzheimer's disease
CYCLESSA	desogestrel/ethinyl estradiol	Birth control
INNOHEP	tinzaparin	Clot prevention
LANTUS	insulin glargine	Diabetes
LEVAQUIN	levofloxacin	Antibiotic
LUMIGAN	bimatoprost ophthalmic	Glaucoma
METADATE ER	methylphenidate, <i>extended release</i>	Attention deficit disorder
OPTIVAR	azelastine	Allergy
PROTOPIC	tacrolimus	Dermatitis
ZATIDOR	ketotifen ophthalmic	Allergy
ZOMIG	zolmitriptan	Migraine

On February 15th, the following drugs were removed from the HNE Formulary. These drugs are now available at the Tier 3 or highest copayment tier.

Brand Name	Generic Name	Use
AMERGE	naratriptan	Migraine
BECLOVENT	beclomethasone	Asthma
BECONASE	beclomethasone	Allergy
BECONASE AQ	beclomethasone	Allergy
MAVIK	trandolapril	High blood pressure
PATANOL	Olopatadine, ophthalmic	Allergy
TIAZAC	diltiazem, extended release	High blood pressure

Notice:
Effective May 31, 2002, the clinical criteria for the following services will be changed: **REMICADE GROWTH HORMONE**

If you would like information regarding the specifics of these changes please contact the Member Services Department at 413.787.4004 or 800.310.2835.

Q. Do I still have to call to report an emergency room visit?

A. As of January 1, 2001, you do not need to report emergency services in a hospital setting. This applies to both in-plan and out-of-plan emergency services obtained at a hospital.

Q. Does HNE cover Lasik Vision Surgery?

A. Because there are other options available, HNE does not cover this procedure. This decision is based on a limitation in most of our contracts that says elective treatment or surgery not required by your medical condition, according to the judgement of the plan, is not covered. There are non-surgical treatment options available to help people with astigmatism (where the visual image is not focused sharply on the eye's retina) and presbyopia or farsightedness (where a person can see objects clearly at a distance but not up close). These options include bifocals, contact lenses, and separate glasses for near and distance seeing.

HNE members with the HMO or Advantage plan can get up to a 15% discount off of prescription eyeglasses and contact lenses from participating eyewear providers. The discount or coverage for members of an employer group that is self-insured may be different.

Q. I heard there was a change in the mail order pharmacy benefit?

A. If you have this benefit through HNE, the benefit has not changed. As of February 1st, HNE has a new vendor for mail order prescription drugs. Our new vendor is Express Scripts, Inc. (ESI). For more information on this service:

- VISIT OUR WEB SITE at healthnewengland.com
- CALL HNE MEMBER SERVICES at 413.787.4004 or 800.310.2835 Monday through Friday from 8 a.m. to 5 p.m. or
- CALL ESI TOLL FREE at 866.515.3480, 24 hours a day, 7 days a week

Member Questions

Q. What if I need to fill a prescription out of the HNE service area?

A. If you have an emergency situation and need a prescription filled, you will be asked to pay for the prescription by the non-network pharmacy. If you have a pharmacy benefit through HNE, we can reimburse you the cost of the prescription minus the applicable copayment. For more information on this topic:

- VISIT OUR **WEB SITE** at healthnewengland.com or
- CALL **HNE MEMBER SERVICES** at 413.787.4004 or 800.310.2835 Monday through Friday from 8 a.m. to 5 p.m.

Women's Health & Cancer Rights Act of 1998

We would like to remind our female members of their rights under the Women's Health and Cancer Rights Act of 1998. This law says that if you are receiving benefits under the Plan in connection with a mastectomy, you have the right to receive coverage of the following:

- Reconstruction of the breast on which the mastectomy was performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses and treatment of physical complications at all stages of the mastectomy, including lymphedemas

Coverage is provided based on what you and your attending physician determine to be appropriate for you. If your Plan has deductible, coinsurance, or copayment requirements for other benefits under the Plan, these requirements may apply to the above procedures to the same extent that they apply to other benefits.

You are invited to join Health New England's Member Advisory Committee

The HNE Member Advisory Committee was established in June of 2001. This Committee was created to help HNE improve the lines of communication with our members. We feel it is important to invite members to meet with us so that your health care interests are represented. We want to offer our members an opportunity to provide input on matters that affect the membership and the entire region. The Committee got off to a very good start! To continue the success of this relationship, we hope you will consider joining the Committee. If you would like more information or an application, please call Arlene Gaudet at 413.787.4000 or 800.842.4464, extension 3237.

Ask Dr. Ebert

*Thomas Ebert, M.D.,
medical director for
Health New England*



The cost of prescription drugs continues to rise. The Food and Drug Administration (FDA) is the government agency responsible for reviewing information about new drugs. The FDA also determines if these new drugs meet safety and efficacy standards. New drug application submissions have greatly increased in recent years. The amount of time used for approval has decreased. Many of these applications are for drugs that are clinically sound. However, the new drugs do not offer any added benefit over existing treatments and often have a much higher price.

For these reasons, HNE has decided to lock out these new drugs for a 6-month period. Starting on May 1st, HNE will not cover newly approved drugs for the first six months after FDA approval. Your doctor or pharmacist can tell you if the FDA approved a drug within the last 6 months. To check the current formulary status of any prescription drug, you can go to the HNE Web site at www.healthnewengland.com, or call HNE Member Services at 413.787.4004 or 800.310.2835.

Health **N**ews

Celebrating Women 2002!

You may remember that Health New England declared 2001 the **YEAR OF THE FAMILY** and offered several seminar events throughout the year. This year, Health New England is **CELEBRATING WOMEN 2002!**

Throughout the year we will be offering seminars, open to HNE members and the general public, that will address important issues related to women's health. Health issues covered will include osteoporosis, menopause and hormone replacement therapy, cardiovascular health and fitness, and alternative therapies. Both local and nationally known expert guest speakers will conduct the seminars.

CELEBRATING WOMEN 2002! will culminate in the fall at the *Women's Night Out Health Fair* that will include:

- Free Health Screenings
 - Expert Panelists on Women's Health Topics
 - Relaxation Techniques
 - Nutrition Information
 - Massages
 - Beauty Tips
 - Raffle Prizes
- And much more!



CELEBRATING WOMEN 2002! will kick off with an informative osteoporosis seminar on Thursday, April 25th. Mary Pat Roy, MD and Jessica Tropp, RN, ANP of Baystate Medical Center will lead the seminar. Dr. Roy and Nurse Practitioner Tropp, who have lectured widely on this and other women's health issues, will include information about the causes and treatment of osteoporosis, steps you can take to prevent it, nutritional guidance, and medication options.

Space is limited so register today!

Return your registration and payment (check or money order) to:
 Health New England
 One Monarch Place, Suite 1500
 Springfield, MA 01144-1500
 Attn: Health Programs Dept.
 For information call
 800.842.4464, ext. 3553
 or 3881.

SEMINAR LOCATION: Best Western Sovereign Hotel & Conference Center, 1080 Riverdale Street (Route 5), West Springfield, MA 01089

Seminar Registration Form

BONES OF STEEL: OSTEOPOROSIS PREVENTION AND TREATMENT

MARY PAT ROY, MD & JESSICA TROPP, RN, ANP

Thursday, April 25, 2002, 6:30-8:30 p.m.

Name _____

Address _____

Phone (daytime) _____

Name of each additional person _____

HNE Member Cost: First Person: \$5.00 Each
 additional person: \$2.00 for each seminar
NON-HNE Member Cost: First Person: \$10.00
 Each additional person: \$5.00.

Total number of people registering _____

Total amount enclosed \$ _____

The **Y E A R** of the **W o m a n**

Insomnia

Approximately nine percent of adults suffer from chronic sleeplessness and another 27 percent experience occasional episodes of insomnia. Yet, people rarely take their sleep problems seriously or talk about their sleep difficulties with their doctors.

The consequences of sleeplessness such as fatigue, low energy, and poor concentration reduce work performance significantly and increase the incidence of accidents. Sleeplessness rarely is caused by a physical problem. Rather, habits such as using caffeine, exercising close to bedtime, napping too long during the day, or feeling stressed, depressed, or excited all can disrupt sleep patterns. Also the rebound that can occur a few hours after drinking alcohol may make getting to sleep difficult or cause awakening shortly after getting to sleep.

A disorder linked to insomnia is restless leg syndrome. With this, the legs (or feet or arms) feel uncomfortable at rest and symptoms—an unpleasant but not painful creeping or crawling sensation—begin shortly after going to bed. Walking around for 10 minutes and flexing or massaging muscles before going to bed may head off symptoms.

Perhaps the greatest health risk resulting from sleep problems is the chronic use of sleep aids such as antihistamines or sleeping pills. Reliance on sleep aids can create dependency and increased tolerance. This can produce a cycle of unnatural sleep patterns and more fatigue. If a sleep aid is prescribed by your doctor, it should be short-term and combined with behavioral techniques such as stress management and self-care methods outlined in the HomeCare section.

In some cases, chronic insomnia may require an evaluation by a sleep specialist.

Symptoms/Signs

- Inability to fall asleep or stay asleep, or waking up too early
- Daytime fatigue, poor concentration, or irritability
- Abnormal snoring

Consult Your Doctor If:

- The HomeCare recommendations do not improve your sleep pattern after four weeks.

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.

HOME CARE

If physician referral is not recommended at this time, try the following self-care procedures:



FLUIDS

- Avoid drinking alcohol and caffeine-containing drinks such as coffee, tea, and colas.
- Don't use alcohol as a sleep aid.



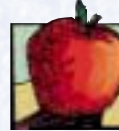
REST

- Associate your bed and bedroom with sleeping only.
- Practice a relaxation exercise.
- Have a fixed bedtime and wake-up time.
- Have a set bedtime routine that begins one-half hour before you go to bed.
- Do not watch TV in bed.



HOT/COLD

- A hot bath or warm shower promotes muscle relaxation.



NUTRITION

- Eating starches such as pasta can help promote relaxation and drowsiness. However, don't overdo it.
- Warm milk also can help you become drowsy.



ACTIVITY

- Avoid heavy exercise in the late evening. Exercise earlier in the day.



NOTE WELL

- If you can't sleep, get up and read in a chair until you feel drowsy.
- Avoid using sleep aids such as sedatives and antihistamines. Talk with your doctor.

Your Care

What is my copayment?

Ask one question



"Is a generic drug product available for my prescription?"



Yes

No

Any generic drug:
Member pays the lowest copayment
Note: Massachusetts State Law dictates dispensing of the generic drug unless otherwise indicated by the physician

Physician chooses a brand name drug over generic (by specifying "No substitution" on the prescription):
Member pays the highest copayment

If the brand name drug is on the Tier 2 list:
Member pays the middle copayment

If the brand name drug is not on the Tier 2 list:
Member pays the highest copayment

Member News

Health New England
One Monarch Place, Suite 1500
Springfield, MA 01144-1500

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