

# MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HNE MEMBERS

## HNE Expands Network to Key Providers in Central Massachusetts

*Three Hospitals and the Fallon Clinic Now Accept HNE Insurance*

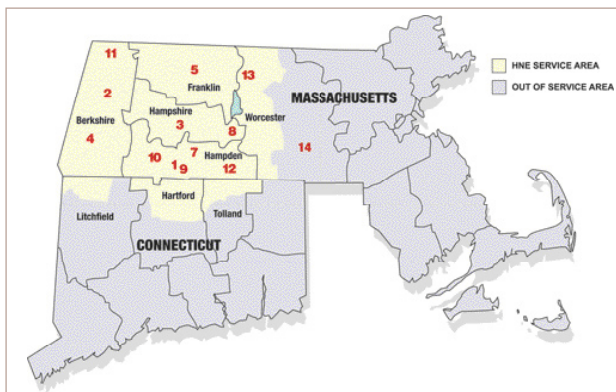
**H**NE has signed agreements with three key hospitals in central Massachusetts. Beginning in October, UMass Memorial Medical Center in Worcester, along with Wing Memorial Hospital in Palmer and its affiliated Medical Centers are participating providers in the HNE provider network. In September, HNE signed a provider agreement with the Fallon Clinic, a 255-doctor group practice with medical centers throughout central Massachusetts. Athol Memorial Hospital in Athol joined the HNE provider network this past July.

With these additions, HNE is expanding the options available to members, particularly those in the Worcester County area. Members of HNE

now will be able to obtain care from these providers in addition to Baystate Health and the many other facilities and practices in western Massachusetts.

According to Peter F. Straley, HNE President and CEO, the expansion to central Massachusetts was made to better serve its members. "We have employer groups where 80 to 90 percent of their workforce is located in western Massachusetts, but the remaining 10-20 percent live in central Massachusetts.

By contracting with these providers we can better serve all our HNE members, especially those located on the edge of western and central Massachusetts." \*



### HNE Hospital Network at a Glance

**ATHOL:** Athol Memorial Hospital (13)

**GREAT BARRINGTON:** Fairview Hospital (4)

**GREENFIELD:** Franklin Medical Center (5)

**NORTH ADAMS:** North Adams Regional Hospital (11)

**HOLYOKE:** Holyoke Medical Center (7)

**NORTHAMPTON:** Cooley Dickinson Hospital (3)

**PITTSFIELD:** Berkshire Medical Center (2)

**WARE:** Baystate Mary Lane Hospital (8)

**SPRINGFIELD:** Baystate Medical Center (1) Mercy Medical Center (9)

**WORCESTER:** UMass Memorial Medical Center Campuses (14) Hahneman Campus Memorial Campus University Campus

**PALMER:** Wing Memorial Hospital (12) and Medical Centers. See: [umassmemorial.org/umhmc/hospitals/wing](http://umassmemorial.org/umhmc/hospitals/wing)

**WESTFIELD:** Noble Hospital (10)

### Win an iPod® Shuffle!

AT HNE, we want you to get the most out of your plan. To help you with that, we've designed a new Quick Reference Guide. This guide explains some very basic things about our HMO Plans. Before we start using this guide, we wanted to see what you—our members—think about it. The Quick Reference Guide and a short, three-question survey are on our Web site, HNE.com. Just click "Quick Reference Guide Survey." Look at the guide, complete the survey, and we'll put your name in a drawing to win an iPod Shuffle. Make sure to include your name and address, in case you win! \*

INSIDE  
QUALITY COUNTS

HNE measures up!

Page 2

THIS  
ARE YOU AT RISK?

Understanding prenatal risks

Page 4

ISSUE  
DO YOU HAVE THE FACTS?

Talking about hospitalizations and surgery

Page 6

BABY IT'S COLD OUTSIDE

HomeCare™ may help you stay safe and warm

Page 7

DECEMBER 2006



# HEDIS and CAHPS Performance

**H**ealth Plan Employer Data & Information Set (HEDIS®) is a set of standardized performance measures related to many important public health issues such as cancer, heart disease, smoking, asthma, and diabetes. HEDIS also includes a member satisfaction survey, the Consumer Assessment of Health Plans (CAHPS®), which evaluates plan performance in areas such as customer service, access to care, and claims processing.

- HEDIS is sponsored, supported, and maintained by the National Committee on Quality Assurance (NCQA). This is a non-profit organization committed to assessing, reporting on, and improving the quality of care provided by health plans.
- HEDIS allows health plans to develop meaningful information about the quality and value of care that members receive, and it provides health plans with measures upon which they can continuously improve.

A sample of HNE HEDIS and CAHPS rates compared to national averages published by NCQA in Quality Compass® 2006 are shown below. You may obtain a full report by calling HNE Member Services (413.787.4004 or 800.310.2835 Monday–Friday, 8 a.m.–5 p.m.). \*

<p><b>ADOLESCENT IMMUNIZATIONS</b></p> <p>Protecting children from deadly diseases is an HNE goal. This measure calculates the percentage of adolescents who received all required doses of several vaccines by their 13th birthday.</p> <p>HNE: 88%</p> <p>National: 55%</p>	<p><b>APPROPRIATELY TREATING CHILDREN WITH COLDS</b></p> <p>Recent science has shown that the overuse of antibiotics has led to stronger, more drug resistant infections. While the common cold (upper respiratory infection [URI]) is a frequent reason for children visiting the doctor's office, studies do not show that antibiotics are an effective course of treatment. This measure shows the percent of children who did not receive an antibiotic for a URI.</p> <p>HNE: 91%</p> <p>National: 83%</p>																					
<p><b>BREAST CANCER SCREENING</b></p> <p>This measure looks at women between the ages of 52 and 69 who received a mammogram in the past two years. With nearly 200,000 new cases of breast cancer reported each year, getting a mammogram annually is a woman's best line of defense.</p> <p>HNE: 82%</p> <p>National: 72%</p>	<p><b>CHLAMYDIA SCREENING</b></p> <p>The Centers for Disease Control and Prevention estimates that three million people are infected with chlamydia each year. Sexually active women between the ages of 16 and 25 should be screened to prevent pelvic inflammatory disease, infertility, and ectopic pregnancy. Most women who have chlamydia do not experience any symptoms, making regular screenings important. This measure shows the percent of women who were screened.</p> <p>HNE: 42%</p> <p>National: 34%</p>																					
<p><b>CERVICAL CANCER SCREENING</b></p> <p>Annually, more than 10,000 women in the U.S. are diagnosed with invasive cervical cancer and nearly 4,000 die. Cervical cancer can be detected in its earliest stages by using a Pap test. Guidelines recommend women get a Pap test every 1 to 3 years depending on risk factors. The measure shows the percent of women who were tested.</p> <p>HNE: 83%</p> <p>National: 82%</p>	<p><b>DIABETES CARE</b></p> <p>It is estimated that 19 million Americans have diabetes. Complications such as kidney disease and blindness can be prevented when early detection and interventions are applied. The HNE Diabetes Management Program seeks to improve the quality of life and health status of members with diabetes.</p> <table border="1"> <thead> <tr> <th>Diabetes Care Measure</th> <th>HNE</th> <th>National</th> </tr> </thead> <tbody> <tr> <td>Checking eyes</td> <td>77%</td> <td>55%</td> </tr> <tr> <td>Testing blood sugar</td> <td>92%</td> <td>88%</td> </tr> <tr> <td>Checking cholesterol</td> <td>96%</td> <td>92%</td> </tr> <tr> <td>Monitoring for kidney disease</td> <td>74%</td> <td>54%</td> </tr> </tbody> </table>	Diabetes Care Measure	HNE	National	Checking eyes	77%	55%	Testing blood sugar	92%	88%	Checking cholesterol	96%	92%	Monitoring for kidney disease	74%	54%						
Diabetes Care Measure	HNE	National																				
Checking eyes	77%	55%																				
Testing blood sugar	92%	88%																				
Checking cholesterol	96%	92%																				
Monitoring for kidney disease	74%	54%																				
<p align="center"><b>MEMBER SATISFACTION SURVEY RESULTS</b></p> <p>HNE is always interested in how our members feel we are doing in delivering care and service. We do this through a standardized survey tool. The survey provides results in several key categories, which are listed in the table to the right. The survey helps us learn what our members say about the quality of their personal experience as members of HNE. Each member's personal experience and satisfaction helps us improve the way we deliver care and service.</p> <table border="1"> <thead> <tr> <th>Category Measured</th> <th>HNE</th> <th>National</th> </tr> </thead> <tbody> <tr> <td>Getting Needed Care</td> <td>82%</td> <td>80%</td> </tr> <tr> <td>Getting Care Quickly</td> <td>84%</td> <td>80%</td> </tr> <tr> <td>Courteous &amp; Helpful Office Staff</td> <td>96%</td> <td>93%</td> </tr> <tr> <td>Customer Service</td> <td>76%</td> <td>70%</td> </tr> <tr> <td>Claims Processing</td> <td>93%</td> <td>89%</td> </tr> <tr> <td>Rating of All Health Care</td> <td>80%</td> <td>78%</td> </tr> </tbody> </table>		Category Measured	HNE	National	Getting Needed Care	82%	80%	Getting Care Quickly	84%	80%	Courteous & Helpful Office Staff	96%	93%	Customer Service	76%	70%	Claims Processing	93%	89%	Rating of All Health Care	80%	78%
Category Measured	HNE	National																				
Getting Needed Care	82%	80%																				
Getting Care Quickly	84%	80%																				
Courteous & Helpful Office Staff	96%	93%																				
Customer Service	76%	70%																				
Claims Processing	93%	89%																				
Rating of All Health Care	80%	78%																				

HEDIS® and Quality Compass® are registered trademarks of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

The source for data indicated above is Quality Compass™ 2006 and it is used with permission from 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. Quality Compass is a registered trademark of NCQA.

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

## Disease Management Grocery Store Tours

In small groups, you will have the opportunity to walk through each food section at Big Y Supermarkets with a licensed registered dietitian who will review food labels. You will learn carbohydrate counting and how to identify the sodium, fat, and cholesterol content of food. The focus is on making better food choices that are affordable, following the diet plan for your health condition, and enjoying your meals. So whether you need to follow a diabetic meal plan, limit sodium and salt intake to lower blood pressure, or decrease dietary cholesterol and fat intake to lower blood cholesterol, the Disease Management Grocery Store Tour will help you! Those who have attended describe it as an “interactive and eye-opening” experience. To register call 413.787.4000 or 800.842.4464, ext. 3553.

## Adult Asthma Education

A certified asthma education nurse teaches this workshop. To register, call 413.787.4000 or 800.842.4464, ext. 3553.

## HNE's Virtual Asthma Class on DVD

For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3030.

## Diabetes Education and Meal Planning Workshop

A certified diabetes educator/nurse and a dietitian/nutritionist teach this workshop. To register, call 413.787.4000 or 800.842.4464, ext. 3451.

## HNE's Virtual Diabetes Class on DVD

For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3030.

## Living Well Grocery Store Tours

HNE offers this exciting program to all HNE members. As a participant, you will have the opportunity to walk through the grocery store with a registered dietitian. You will learn how to read food labels; count carbohydrates; determine portion sizes, fat, sodium, and cholesterol content; and much more! Space is limited. For more information, dates, or to register, call 413.787.4000 or 800.842.4464, ext. 3031.

## HNE's Virtual Grocery Store Tour

This informative guide will help you read food labels; determine portion sizes, fat, sodium, and cholesterol content; and much more. Use at your own pace in the comfort of your home. Available on VHS-video or CD-ROM format. Free of charge to HNE members. For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3031.

## Smoking Cessation

HNE provides reimbursement of 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.

## Rx News

### Gardasil Vaccine® Coverage

By Ilene Estes, RPh, HNE's Clinical Pharmacist

As of September 1, 2006, HNE covers Gardasil Vaccine® for female members aged 9–26. This vaccine is for the prevention of Human Papillomavirus (HPV). Here are some common questions and answers about HPV and the Gardasil Vaccine®.

**WHAT IS HPV?** HPV is the most common sexually transmitted infection in the United States. It may cause abnormal cells on the lining of the cervix. These cells may turn into cancer years later. It also may cause genital warts.

**WHY GIVE THE GARDASIL VACCINE?** If given before exposure to HPV, the vaccine may be almost 100 percent effective in preventing precancerous cervical lesions, precancerous vaginal and vulvar lesions, and genital warts, which are caused by HPV. Receiving this vaccine does not eliminate the need for Pap testing.

**HOW IS THE VACCINE GIVEN?** The vaccine is a series of three intramuscular injections. The second dose is given two months after the first, and the third dose is given six months after the first. It is important to receive all three doses.

#### WHAT ARE THE SIDE EFFECTS OF THE VACCINE?

Gardasil Vaccine is a recombinant vaccine (contains no live virus). Because of this, it generally is well tolerated. There may be some pain, itching, or swelling at the injection site. \*

### Authorization of Personal Representative Form Available Online!

Many members ask us to disclose their protected health information to their relatives, friends, or others. Elderly members often ask us to make their records available to caregivers. One spouse sometimes calls on behalf of the other to resolve a claims payment issue. Parents often call on behalf of student dependents regarding eligibility verification. These are just a few examples.

If you would like to authorize someone else to call HNE and discuss your information, please call our Member Services Department and ask for an *Authorization of Personal Representative* form. You also may download the form from our Web site, [www.hne.com](http://www.hne.com). You should return the completed form to HNE's Enrollment Department at One Monarch Place, Springfield, MA 01144. You may revoke the authorization at any time by sending a letter to us at the same address. \*

In this column, we explore risk factors associated with certain health problems and feature people who have taken steps to manage their health condition effectively.

## Prenatal Health

**W**hen you are pregnant, the odds are good that you will have no serious problems and that you and your baby will be healthy. The natural process of pregnancy and birth is miraculous to be sure, but there are steps you should take to assure that you and your baby are healthy. The U.S. Surgeon General and the March of Dimes recommend the following for mothers-to-be:

- ◆ **PRENATAL CARE.** As soon as you think you may be pregnant, see a health care professional for prenatal care. Continue going for prenatal care throughout your pregnancy. Choose a provider with whom you feel comfortable discussing sensitive topics and who is willing to answer all your questions. Develop a partnership with your doctor to help you make choices and decisions regarding your pregnancy and delivery.
- ◆ **DIET.** A diet rich in vegetables, fruit (aim for 5 to 13 servings daily) and whole grains, and low in saturated fat and cholesterol is best. Drink plenty of fluid to stay hydrated. However, limit caffeine because it contributes to dehydration and can affect the baby's nervous system. Folic acid can prevent neural tube defects (including spina bifida) and congenital malformations, which are the leading cause of infant mortality. So every woman of childbearing age should consume at least 400 micrograms of folic acid each day.
- ◆ **ALCOHOL.** There is no known safe level of alcohol consumption for pregnant women. Alcohol can affect an unborn baby even before a woman knows she is pregnant, and the problems caused by prenatal alcohol exposure are lifelong. Alcohol-related birth defects such as growth deficiencies, behavioral disorders, and facial abnormalities are completely preventable.
- ◆ **SMOKING.** Smoking during pregnancy can lead to a low birth weight baby and can reduce your baby's lung function. Disorders related to preterm birth and low birth weight are the second-leading cause of infant death. Diseases of the respiratory system (aggravated by secondhand smoke) are one of the leading causes of infant hospitalization and doctor visits.
- ◆ **CERTAIN ANIMALS.** Women who are pregnant, or who plan to become pregnant, should avoid contact with all rodents, including pet hamsters, mice, and guinea pigs. They can spread diseases that could harm your baby.
- ◆ **MERCURY.** Exposure to mercury can occur through eating fish. Do not eat swordfish, shark, king mackerel, and tile fish, and eat no more than 6 ounces of canned white tuna per week. Also, do not handle broken thermometers or broken fluorescent light bulbs. If you have concerns about dental fillings that may contain mercury, talk with your dentist.
- ◆ **DRUGS AND HERBS.** Always ask your doctor before you use any drug (prescription or over-the-counter), and never take someone else's medicine. Herbal supplements and teas have not been formally studied for safety during pregnancy, but it is known that certain herbs (e.g., feverfew, juniper, St. John's Wort) can cause uterine contractions, which may increase the risk of miscarriage or preterm labor. \*

## In My Own Words



**NAME:** Mary Parker

**AGE:** 27

**HEALTH RISK:**  
Pregnancy

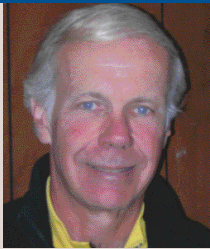
**WHAT HAPPENED:**

When I became pregnant, I was happy to make any lifestyle changes that would help both me and my baby be healthier in the long run. One thing I knew that was extremely important was to keep all my appointments with my doctor while I was pregnant. My doctor gave me recommendations about my diet, exercise, weight gain, and even advised me about how long I could keep working during my pregnancy.

**WHAT I DID:** Because I was pregnant during the winter months, I joined a prenatal yoga class, a prenatal water aerobics class, and I swam laps in the pool so I could get the exercise I needed. I was careful to drink plenty of water and eat nutritiously, which I supplemented with prenatal vitamins as recommended by my doctor.

We had one scare however. When I was about five months pregnant, I had an unavoidable roll-over car accident on a snowy road. I was not injured, but I spent 6 hours in the emergency room for observation. I was put on a fetal monitor to make sure the baby was OK. Luckily, the baby was not affected by the accident. I certainly was glad I had been wearing my seat belt!

On the advice of my doctor, I was able to work until 2 weeks before my due date. Near the end, I would get up from my desk frequently and walk around, just to change position and "loosen up." During the last week before delivery, I was monitored closely because my blood pressure was a little high, which is a risk factor for a dangerous complication called pre-eclampsia. Fortunately, my blood pressure returned to normal and a week later my husband and I had a beautiful, healthy baby daughter! \*



## Wellness Coach

John T. Oates

# Think Snow!

John Oates is a PSIA-E\* Alpine Level 2 certified ski instructor. He teaches skiing at Catamount in Hillsdale, NY-S. Egermont, MA, and Mount Snow in West Dover, VT. He had skied only a handful of times before he joined his children on the slopes and took up the sport seriously—when he was in his mid-40s! \*Professional Ski Instructors Association-Eastern Division

**S**kiing is a fun activity for everyone from little tots to lively seniors. Families can spend quality time together on the slopes, and you can make new social connections with other people who also like outdoor activities. As a bonus, skiing gives you the chance to get outside and have fun during what you might otherwise think is a dreary time of year. No matter what your age or skiing ability, the following tips will help you get the most out of skiing and also avoid injury.

### Get ready, get fit

Skills you use in off-season activities such as tennis, roller blading, or dancing probably will help you be a better skier. But as the ski season approaches, ramp up your exercise routine to include strength training, aerobic exercises, and balance work. Don't forget stretching exercises (particularly the lower body) to help increase your flexibility. Try this exercise to stretch your quadriceps\*:

\* Don't bounce or jerk when you stretch. Always talk with your doctor before performing any new stretches or exercises, especially if you have any health condition that may limit your activity.

- ✓ With a ski pole in your right hand, plant it in front of you, slightly to the right.
- ✓ Reach back with your left hand and grab the heel of your left shoe (or ski boot).
- ✓ Pull your foot toward your buttocks until you feel a gentle stretch in the front of your thigh. Do not arch your back, but pull in your abdomen.
- ✓ Breathe deeply twice while holding the stretch. Don't hold your breath.
- ✓ Repeat with the other leg.

### For fun and safety

✓ **KNOW THE CODE.** Learn the *Skier's Code of Responsibility*, which details the things skiers and snow boarders must do to help minimize the risks that go along with these winter sports. Find the Code posted at your ski area or go to the Web site of the National Ski Areas Association, [www.nsaa.org](http://www.nsaa.org).



✓ **WATCH YOUR HEAD.** Many ski areas recommend or require helmets specially designed for recreational snow sports for all children who ski or snowboard. (See [www.lidsonkids.org](http://www.lidsonkids.org).) I also have noticed that more and more veteran skiers are opting to wear helmets as well.

✓ **CONSIDER LESSONS.** Ski lessons are a good idea, even if you already know how to ski. No matter how long you've been a skier, lessons will improve your skills so you can progress and enjoy skiing even more! ✨

## Do You Need Extra Fuel in Winter?



**WHEN YOUR BODY TEMPERATURE DROPS**, your appetite is stimulated and you feel hungry. And when you eat, your body actually generates its own heat—about 10 percent more than when your stomach is empty! So it naturally follows that in the winter, the

cold weather can make you feel hungrier—but eating can help you feel warmer.

**DO I NEED EXTRA FOOD IN COLD WEATHER?** If you start to shiver in cold weather, more energy (calories from food) will help you to warm up. However, severe shivering can burn up to 400 calories per hour! Your body also burns more calories as it works to warm and humidify the air you are breathing.

Even carrying the extra weight of winter clothing, heavier footwear, or sports equipment such as skis can burn more calories.

*"Eating not only provides fuel but also increases heat production."*

—American College of Sports Medicine

**WHAT SHOULD I EAT?** If you are exercising outdoors in the winter, always carry emergency fuel such as dried fruit, chocolate, or an energy bar. If you are chilled, warm carbohydrates such as hot cocoa, hot cider, hot soup, oatmeal, chili, or pasta will help you recover and warm up quickly.

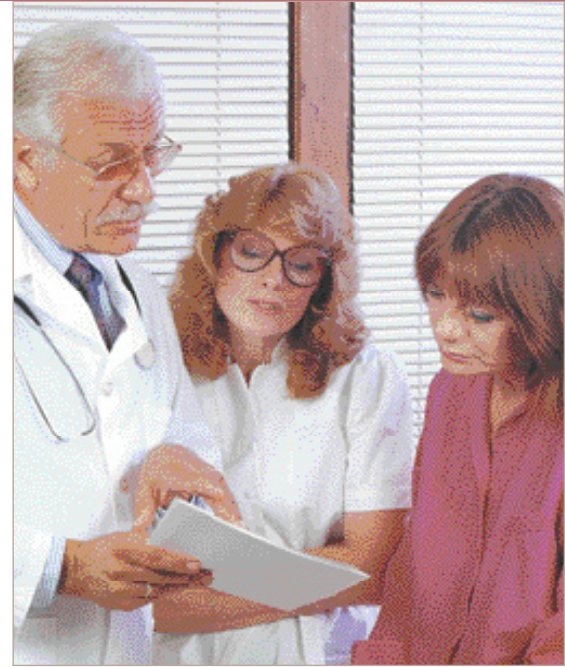
**WHAT ABOUT DRINK?** You may not notice that you feel thirsty in cold weather. However, it's important to stay hydrated, especially when you are exercising and perspiring. Make a conscious effort to drink enough fluid, even in cold weather. Avoid alcohol because it can contribute to dehydration. ✨

# Hospitalizations and Surgery

**H**ospitalization is the most expensive—and often the most stressful—part of health care. Of course, there are many reasons hospitalization is necessary, but even in the best hospitals, there are risks such as infections and complications during surgery. Therefore, you should be informed and able to discuss these issues with your doctor when hospitalization or surgery is recommended.

- Discuss the need for the surgery or hospitalization. Ask how the treatment will affect the outcome of your health problem. Then examine your own expectations about the treatment.
- If surgery is recommended, find out if there are any other methods of treating your condition, such as medication or outpatient surgery services such as physical therapy.

- If there are alternatives, ask your doctor about their benefits, risks, and costs.
- Ask about the financial, physical, and emotional costs of the treatment plan (e.g., scarring, disabilities).
- Learn what to expect during the recovery phase. Expected level of pain? Normal recovery time? Possible complications? Risks of disability? Length of absence from work?
- Ask your doctor:
  - Are you board certified?
  - How many surgeries similar to mine have you done? What is your success rate?
  - Who will assist you?
  - Will you or your assistant actually do the surgery?



- If you are feeling unsure about your treatment plan or you lack confidence in your doctor, it may make sense to get a second opinion.  
There also are steps you can take to keep your hospital bill as low as possible.
- Keep a detailed daily log of tests, drugs, supplies, and other services you receive, or have a family member do this for you.

- Report discrepancies between your log and the itemized list of services performed listed on your bill. Make sure your admission and discharge dates are correct.

- Check your insurance company's calculation of your deductible and out-of-pocket minimum.

The quality of your health care experience and your satisfaction with your care depends on your involvement in these important decisions. \*

Resource: *Well Informed: Your guide to health and vitality*. The WorkCare Group, Inc.®, Charlottesville, VA, 2005.

## Postpartum Depression

**YOU HAVE A HEALTHY NEW BABY**, you are in love with this new little person—but you feel angry, depressed, and sad. What's the problem? Many women experience the “baby blues” after their babies are born. Known formally as postpartum depression (PPD), you may feel moody and cry for no apparent reason. You may have trouble sleeping, even though you actually may be sleep deprived. Some of these feelings are very common and go away on their own within a week or two of the birth.

However, when these feelings continue and become more intense, you should discuss your feelings with your health care provider. If PPD is interfering with your ability to care for yourself or your baby; if “the blues” last longer than 2 weeks; or you feel you could harm your-

self or the baby, seek treatment. Postpartum depression is a serious medical condition that can become prolonged and disabling without treatment. Medical treatment for PPD may include counseling and medication.

These ideas also may help you manage this challenging time:

- ◆ Try to get enough rest.
- ◆ Accept all help offered.
- ◆ Take time for yourself.
- ◆ Exercise. It has been shown to relieve symptoms of depression.
- ◆ Seek local support groups so you can share your feelings with other new mothers who understand what you're going through. \*

For more information:  
Postpartum Support International, [www.chss.iup.edu/postpartum](http://www.chss.iup.edu/postpartum)  
Depression After Delivery, [www.depressionafterdelivery.com](http://www.depressionafterdelivery.com)

# What can I do for Hypothermia?

**THE WEATHER** doesn't have to fall below freezing for winter weather to threaten your health. Even temperatures as high as 50 F can be deadly, particularly when accompanied by rain, wind, or your own physical exhaustion. The elderly and very young are vulnerable to cold, even indoors.

Hypothermia—a mild to severe drop in the body's core temperature—can be prevented easily by checking the weather forecast and making sure you dress accordingly. Doing so can mean the difference between life and death. Severe hypothermia is a medical emergency. However, any amount of body cooling is serious and should be treated with care.

## Symptoms/Signs

- Shivering
- Numbness of the hands and feet
- Confusion, sleepiness, physical exhaustion, slurred speech, memory lapses
- Slow and shallow breathing; a weak, slow heartbeat
- Cool, pale skin; fingers, toes, and lips may be slightly blue
- Cessation of shivering with diminished alertness or loss of consciousness, slow pulse and breathing (severe hypothermia)

## Get Emergency Care Right Away If:

- ✘ Anyone with symptoms of hypothermia suffers from diminished alertness, mental confusion, or loses consciousness.

## Call Your Doctor Right Away If:

- ✘ HomeCare™ doesn't relieve hypothermia symptoms within 30 minutes, or if symptoms get progressively worse despite self-care.

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

### HEAT

- Move to a warm, sheltered area.
- Use blankets or skin-to-skin contact (i.e., torso to torso) to raise body temperature or to keep warm.
- In cases of very mild hypothermia, a warm bath can help restore body temperature.
- Remove any wet clothes and put on dry clothes or cover up with blankets. Keep the head covered.

### FLUID

- Drink hot tea, broth, or water.
- Avoid alcohol.

### NOTE WELL

- Before spending time outdoors, know the current weather conditions and the forecast.

### PREVENTION

- Always dress appropriately in cold weather: Wear layers of breathable clothing next to your skin, with wind-blocking or woolen outer layers. Always wear a hat and gloves.
- Never sleep outdoors in clothing you've worn earlier in the day.
- Keep clothes dry in cool weather; change from wet to dry clothes as soon as possible.

## Good Questions!



*It's important to be involved in decisions affecting your care. When you and your doctor work together to manage your health problems, you'll feel more satisfied and confident with your care. Asking the right questions will help you understand your condition.*

**Q.** My doctor says I have irritable bowel syndrome. What questions should I ask my doctor about managing this condition more effectively?

**A.** Irritable bowel syndrome (IBS) causes painful abdominal cramps, bloating, diarrhea, or constipation that occur off and on over many months. Ask your doctor these questions:

- Do I need any special tests to confirm the diagnosis of IBS?
- What foods may contribute to my symptoms? How can I identify my "trigger" foods?
- What can I do to increase fiber in my diet?
- Are there drugs that can relieve symptoms? What are the risks and benefits of these drugs?
- Which methods or techniques are recommended for reducing stress and anxiety?
- Are there warning signs or symptoms that could indicate a more serious condition? \*

**Primary Care Providers (PCPs) joining HNE:**

**FAMILY PRACTICE**

**Jennifer Mark, MD**  
Baystate Medical Practice  
Franklin Adult Medicine  
48 Sanderson Street  
Greenfield, MA 01301  
413.773.2022

**Joan M. McFadden, MD**  
Family Practice Associates  
20 Elm Street  
Pittsfield, MA 01201  
413.442.1019

**Meme B. Orquiola, MD**  
Wing Medical Center  
2344 Boston Road  
Wilbraham, MA 01095  
413.596.3455

**INTERNAL MEDICINE**

**Philip Adamo, MD**  
Berkshire Nurse Practitioners  
610 North Street  
Pittsfield, MA 01201  
413.447.7511

**Elizabeth A. Armstrong, MD**  
Riverbend Medical Group  
Hampton Ponds Plaza  
1029 North Street  
Westfield, MA 01085  
413.533.2900

**Sudeep K. Aulakh, MD**  
140 High Street  
Springfield, MA 01199  
413.794.2511

**Subha Clarke, MD**  
Wing Medical Center  
2344 Boston Road  
Wilbraham, MA 01095  
413.596.3455

**Irene N. Cody, MD**  
Riverbend Medical Group  
230 Main Street  
Agawam, MA 01001  
413.789.6800

**Celeste Enriquez, MD**  
Baystate Medical Practice  
Franklin Adult Medicine  
48 Sanderson Street  
Greenfield, MA 01301  
413.773.2022

**Tara D. Futrell, MD**  
Valley Medical Group  
Greenfield Health Center

329 Conway Street  
Greenfield, MA 01301  
413.774.6301

**Annabel Lee C. Espinas, MD**  
Western MA Physician  
Associates  
Chicopee Medical Center  
262 New Ludlow Road  
Chicopee, MA 01020  
413.552.3250

**David L. McGuire, MD**  
Wing Medical Center  
2 Main Street  
Monson, MA 01057  
413.267.9101

**Elias Name, MD**  
Riverbend Medical Group  
444 Montgomery Street  
Chicopee, MA 01020  
413.594.3111

**Naomi Rosenberg, MD**  
Hilltown Community Health  
Center  
73 Russell Road  
Huntington, MA 01050  
413.667.3009

**Bart T. Soar, MD**  
Wing Medical Center  
20 Daniel Shays Highway  
Belchertown, MA 01007  
413.323.5118

**Richard K. Wu, MD**  
Wing Medical Center  
40 Wright Street  
Palmer, MA 01069  
413.284.5400

**PEDIATRICS**

**Elizabeth A. Armstrong, MD**  
Riverbend Medical Group  
Hampton Ponds Plaza  
1029 North Street  
Westfield, MA 01085  
413.533.2900

**Tara D. Futrell, MD**  
Valley Medical Group  
Greenfield Health Center  
329 Conway Street  
Greenfield, MA 01301  
413.774.6301

**Kirti Nagpal, MD**  
Baystate Medical Practice  
Quabbin Pediatrics  
83 South Street, Suite 112  
Ware, MA 01082  
413.967.2040

**Naomi Rosenberg, MD**  
Hilltown Community Health  
Center  
73 Russell Road  
Huntington, MA 01050  
413.667.3009

**Patricia F. Sfeir, MD**  
Baystate Medical Practice  
Quabbin Pediatrics  
83 South Street, Suite 112  
Ware, MA 01082  
413.967.2040

**Dilipkumar S. Vagal, MD**  
Wing Medical Center  
40 Wright Street  
Palmer, MA 01069  
413.284.5400

**PCPs leaving HNE:**

**Carmel A. Celestin, MD**

**Donna-Marie E. Christie, MD**  
**Cecilia L. Concepcion, MD**

**Michael Dowling, MD**

**Mohamed Eldaly, MD**

**Charles E. Glass, MD**

**Russell A. Kaphan, MD**

**Nicholas A. Katzen, MD**

**Mathew T. Kraus, MD**

**Howard M. Ledewitz, MD**

**Arthur T. McGuire, MD**

**Anne E. Nugent, MD**

**James M. Pribula, MD**

**Roy Stillerman, MD**

**Daniel M. Sullivan, MD**

**Helen H. Yu, MD**

**No longer participating as PCP with HNE:**

**Ann K. Markes, MD**

**Address changes:**

**Kenneth Aquilino, MD**  
Valley Medical Group  
Holyoke Associates in Internal  
Medicine  
2 Hospital Drive  
Holyoke, MA 01040  
413.536.8924

**Julia M. Feudo, MD**  
2 Main Street  
Monson, MA 01057  
413.267.9101

**Mani George, MD**  
27 Lewis Avenue  
Great Barrington, MA 01230  
413.528.5006

**David C. Harvey, MD**  
Southampton Pediatrics  
6 Parc Place  
Southampton, MA 01073  
413.529.7161

**Robert C. Jandl, MD**  
Williamstown Medical  
Associates  
77 Hospital Avenue  
North Adams, MA 01247  
413.664.5959

**Marilyn Levine, MD**  
Holyoke Associates in Internal  
Medicine  
2 Hospital Drive  
Holyoke, MA 01040  
413.536.8924

**Richard C. McGinn, MD, PhD**  
Franklin Healthcare Associates  
25-27 Bank Row  
Greenfield, MA 01301  
413.773.8464

**David P. Norton, MD**  
Holyoke Pediatric Associates  
150 Lower Westfield Road  
Holyoke, MA 01040  
413.536.2393

**Hemant K. Panchal, MD**  
170 Hazard Avenue  
Enfield, CT 06082  
860.749.2022

**Lorenver O. Po, MD**  
Holyoke Associates in Internal  
Medicine  
2 Hospital Drive  
Holyoke, MA 01040  
413.536.8924

**Andrew I. Schames, MD**  
Lenox Internal Medicine  
450 Pittsfield Road  
Lenox, MA 01240  
413.442.5670

**William R. Smith, MD**  
Amherst Medical Associates  
100 University Drive  
Amherst, MA 01002  
413.253.1214

**Denise A. Spence, MD**  
Amherst Medical Associates  
100 University Drive

Amherst, MA 01002  
413.253.1214

**Frank J. Stirlacci, MD**  
Agawam Primary Care  
2 Southbridge Drive  
Agawam, MA 01001  
413.786.5222

**Carolyn S. Tolley, MD**  
1850 Northampton Street  
Holyoke, MA 01040  
413.536.3800

**Jay M. Ungar, MD**  
Hampden County Physician  
Associates  
382 N. Main Street  
East Longmeadow, MA 01028  
413.526.9515

**No longer at the following office address:**

**Thomas P. Kaegi, MD**  
Williamstown Medical  
Associates  
77 Hospital Avenue  
North Adams, MA 01247  
413.664.5959

**Douglas B. O'Neill, MD**  
Williamstown Medical  
Associates  
197 Adams Road  
Williamstown, MA 01267  
413.458.8182

**Richard A. Wiseman, MD**  
Williamstown Medical  
Associates  
77 Hospital Avenue  
North Adams, MA 01247  
413.664.5959

**Group name change but at the same office address:**

**William J. Dean, Jr., MD**

**Morris C. Lainer, MD**

**Alan B. Munro, MD**  
Holyoke Associates In Internal  
Medicine  
2 Hospital Drive  
Holyoke, MA 01040  
413.536.6902

**Michael J. Jawitz, MD**  
Agawam Family Physicians  
141 Main Street  
Agawam, MA 01001  
413.786.0880

# MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HNE MEMBERS

Published by HNE Communications.

Health New England  
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 *MemberMatters*:

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

PRESORTED  
STANDARD MAIL  
U.S. POSTAGE  
**PAID**  
ARLINGTON, TX  
PERMIT #1881