

SUMMER/SPRING 2000

MEMBER MATTERS

A PUBLICATION FOR HEALTH NEW ENGLAND MEMBERS

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Peter Straley



I'd like to take this opportunity to talk about some of the initiatives that Health New England is undertaking on your behalf.

Our first and most important mission is to provide for your health care needs. We take this mission very seriously. I will highlight just a couple of recent events here. In future issues of Member Matters we'll continue to discuss how we serve you and invite you to discuss your issues and concerns with us directly.

ACCREDITATION

Health New England employees work hard to produce programs that are highly regarded by members and health care providers. Our diabetes management program and our mental health program are two unique and highly regarded examples of such programs. We recently had an accreditation review by the National

Committee for Quality Assurance (NCQA), an independent, not-for-profit organization dedicated to measuring the quality of America's health care. These accreditation reviews are very demanding and time consuming, and we were pleased—and proud—to learn that on July 3, 2000, Health New England earned the highest possible ranking from NCQA, an *Excellent Accreditation*. This accreditation status applies to HNE's HMO and POS products.

COMMUNITY SERVICE

Health New England has steadfastly maintained our commitment as a corporate citizen within the community (another component of our Mission) by contributing to the economic foundation of our region in many ways; as active participants and contributors to the Community United Way of the Pioneer Valley campaign, Juvenile Diabetes Foundation, Children's Miracle Network, Rays of Hope, and Partnership for a Healthier Community, to name just a few. We are committed to improving the quality of life and health status of our communities. We don't just do business here: we live here.

PHARMACY SERVICE — AN APOLOGY FROM HNE

Recently, we experienced a service interruption that affected some of you. It took place when the company which manages pharmacy benefits for us had a disagreement with one of our participating pharmacy chains (CVS). Unfortunately, the result was that for about a day and a half, some HNE members were unable to fill prescriptions at CVS stores. Although short-lived, this service interruption by CVS was not consistent with the high quality service that Health New England works so hard to provide. I want to personally apologize to each and every one of you who experienced any kind of inconvenience, and I want to assure you that we are determined to avoid any kind of re-occurrence. Given the skyrocketing cost of pharmaceuticals, we are committed to serving you by managing prescription drug costs as well as we can, but we truly regret that this incident occurred.

Peter F. Straley
President and CEO

It is the policy of Health New England that decisions regarding patient care are made based upon the appropriateness of care and the services rendered. This process reflects the need to avoid underutilization of necessary services. In the event that a service is denied, the decision is based upon the appropriateness of the service within the scope of covered benefits. Health New England does not offer incentives to encourage denials, nor is compensation tied to denials.

Benefits

BENEFIT UPDATE

Health New England (HNE) no longer requires an In-Plan Specialty Referral for coverage of ophthalmologic eye care. Services for the treatment of diseases or conditions of the eye must be provided by an ophthalmologist for HNE members. Either an optometrist or ophthalmologist may perform routine eye exams. Previously, only eye exams were covered without a referral.

PHARMACY UPDATE

Visit our website and see the new section with pharmacy benefit information. You can get information on the new mail order vendor, *familymeds* – or even link to their site! You can also look up information on the prescription drug benefit, our formulary medication list or check our pharmacy network listing to locate the pharmacy nearest you. Also available is a listing of oral contraceptives and their formulary status. So sign on today and let us know what you think!

FAMILYMEDS - OUR NEW MAIL ORDER VENDOR

Mail order prescriptions will now be handled by *familymeds*, a subsidiary of the Arrow Corporation. By using *familymeds*, members may take advantage of cost savings on their prescrip-

tions as well as obtaining a three-month supply of maintenance medications.

For more information or for a brochure and mail order form, please contact HNE Member Services at 800-310-2835 or 413-787-4004.

DURABLE MEDICAL EQUIPMENT (DME)

Health New England members may now obtain Durable Medical Equipment (DME) without an In-Plan Specialty Referral Form. *(There may be some exclusions. Please contact Member Services with any questions.)*



BRAND NEW 2000 BENEFIT

Effective July 1, 2000, Health New England members will have access to a wide variety of complementary healthcare programs, under the name HealthyDirections.

These programs include:

- A 25% discount on service from over 300 Chiropractors, Acupuncturists and Massage Therapists
- Access to 145 fitness clubs participating in the International Fitness Club Network
- Internet access to healthyroads.com, through our website at healthnewengland.com, to an online directory of complementary healthcare providers, a library of educational information on complementary healthcare and an online catalog of over one thousand health and wellness products.

For a complete packet of information, please call ASHN Member Services toll-free at 877-327-2746, Monday through Friday from 8 am to 11 pm or Saturday from 9 am to 6 pm. *(ASHN is closed on Sundays.)*

Healthy Directions is offered to you by Health New England and is administered by American Specialty Health Networks (ASHN).

Here for You...

NEW NAME— SAME GREAT SERVICE!

Customer Service will now be referred to as Member Services. This name better reflects our purpose— providing you with the best possible member assistance. This is a very high priority at Health New England.

We currently have 20 Member Services Representatives who are trained to assist you with just about any question or concern that you have. We also have a Complaint and Appeals Coordinator who is dedicated to ensuring that your concerns are handled in a timely and professional manner.

Has an HNE Member Services Representative recently provided you with excellent service? Please let us know by writing to HNE's Member Services Manager at One Monarch Place, Suite 1500, Springfield MA 01144-1500 or send us a message by email at healthnewengland.com

MEMBER SERVICES HOURS:
MONDAY – FRIDAY
8:00 A.M. TO 5:00 P.M.

CALL:
800-310-2835 OR
413-787-4004

E-MAIL:
www.healthnewengland.com

HEALTH NEW ENGLAND CASE MANAGEMENT

WHAT IS CASE MANAGEMENT?

“Case Management” means that there is someone to coordinate your health care. There is a nurse available to help you work through the health care network and your benefit package, while seeing that you receive the best quality care possible from the various providers in your plan.

WHO ARE WE?

Health New England has an active Case Management Program. There are several nurses who are available to assist physicians, facilities, their professional staff, members, and providers in managing your care. A Case Manager acts as a liaison between you, the physician, other treating providers, as well as the insurer and employer. Health New England's Case Manager works in close affiliation with the member's Primary Care Physician and other providers to obtain the best desired outcome for you.

HOW DO YOU CONTACT US?

The Case Management Department is part of the Health Services Management Department of HNE. There is a specific extension number (3498) that will put you in touch with a Case Manager. If a member, provider or physician needs assistance this number can be called to speak with a Case Manager directly. If all of the Case Managers are busy with

other calls when your call comes in, your message will go into a voice message box and given to the next available Case Manager, then the call will be returned.

WHAT ARE THE HOURS OF OPERATION?

MONDAY – FRIDAY
9:00 A.M. TO 5:00 P.M.

CALL: 413-787-4000 OR
800-842-4464, EXT. 3498

AFTER HOURS, USE THE ON-CALL PAGER NUMBER:

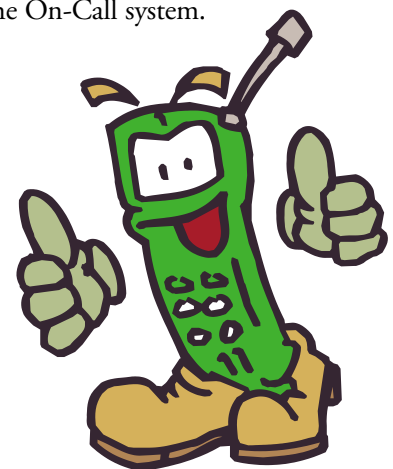
MONDAY – FRIDAY
5:00 P.M. TO 7:00 P.M.

SATURDAYS – HNE HOLIDAYS
9:00 A.M. TO 5:00 P.M.

SUNDAYS
10:00 A.M. TO 4:00 P.M.

CALL:
413-846-8325

Member Service questions and regular business issues should be handled during normal business hours and not through the On-Call system.



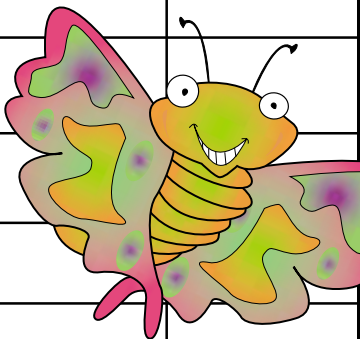
Pediatric-2000

Preventive health care can help you to improve your health and quality of life. It is an important issue for all of us and Health New England covers many preventive services.

Keeping you healthy is just as important to us as helping you get better when you are sick. It is easy to put off these preventive care appointments, especially when you are feeling good. Health New England encourages you to make an appointment for covered services, such as mammography, immunizations and well child visits.

Below are Health New England's 2000 Preventive Health Recommendations for healthy children. On the next page, you will find Health New England's 2000 Preventive Health Recommendations for healthy adults.

The Academy of Pediatrics recommends that children have these immunizations by age 2.

IMMUNIZATION SCHEDULE (Pediatrics 0-18 mos)	Hepatitis B Vaccine Hep B	Diphtheria Tetanus Pertussis (Whooping Cough) DTaP or DTP	Polio	Hemophilus Influenzae Hib	Measles, Mumps, Rubella - MMR	Varicella
Birth	1st dose					
1-2 mos	2nd dose					
2 mos		1st dose	1st dose	1st dose		
4 mos		2nd dose	2nd dose	2nd dose		
6 mos		3rd dose		3rd dose		
6-18 mos	3rd dose	4th dose (15-18 mos)	3rd dose (6-18 mos)	4th dose (12-15 mos)	(12-15 mos)	(12-18 mos)
SCHEDULE FOR PHYSICALS	Birth to 18 Months - prior to delivery, expectant parent(s) should meet with a pediatrician to discuss future care of newborn in hospital. Then physicals should be scheduled by 4 weeks old; then at 2, 4, 6, 9, 12, 15, and 18 months.					

Pull this sheet out and keep for easy reference!

	19-29 YEARS	30-39 YEARS	40-49 YEARS	50-64 YEARS	65+ YEARS
ROUTINE CHECKUP	At ages 19-21 and once between ages 22 and 29	Every 5 years	Every 2 years	Every year	
BLOOD PRESSURE MEASUREMENT	At least once every 2 years and at every visit for other reasons				
LIPID SCREENING <i>Cholesterol Screening</i>	Initial screening by age 20 or at the first appropriate opportunity between 21 and 35 unless abnormal or other cardiac risk factors present	Screening every 5 years after age 35, unless abnormal or other cardiac risk factors present		Frequency of testing depends on results of most recent test and presence of other cardiac risk factors	
COLORECTAL CANCER SCREENING	Not routine			Annual fecal occult blood testing (FOBT) and/or flexible sigmoidoscopy every 4 years	
TYPE 2 DIABETES	Screening every 3 to 4 years under 45, especially for high risk patients		Screening annually as of age 45		
TUBERCULOSIS SCREENING	If unscreened and at high risk. Periodic retesting may be indicated for patients at ongoing high risk.				
CHLAMYDIA INFECTION AND OTHER STDs	All sexually active female patients with risk factors for chlamydia infections should be tested annually. All sexually active male and female patients with risk factors for other STDs should be examined at routine exams.				
FOR WOMEN					
MENOPAUSE Bone Mineral Densitometry Menopause Management	Not routine		Testing should be considered for women 40 and over only if results will influence a treatment decision. All menopausal women should receive individualized counseling about risks and benefits of nonhormonal and hormonal therapies.		
CLINICAL BREAST EXAM	Every 1-2 years		Every year.		
MAMMOGRAM	Not routine	Baseline between 35 and 39	Screening based on individualized risk/benefit assessment. Annually after age 39.		
PAP SMEAR & PELVIC EXAM	Annually Depending on individual risk, screening may occur less frequently after 3 consecutive annual normal smears.				
FOR MEN					
PROSTATE CANCER	Not routine		High risk African-American males after age 40 should be counseled about available screening strategies and the risks and benefits of screening.	All males over 50 should be counseled about available screening strategies and the risks and benefits of screening.	
TESTICULAR EXAM	Every 5 years		Not routine		
IMMUNIZATIONS					
INFLUENZA VACCINE	Annually for high risk patients				Annually
PNEUMOCOCCAL VACCINE	Vaccinate high risk patients not previously vaccinated. Revaccinate some high risk individuals once after 5 years.				
TETANUS-DIPHTHERIA (Td)	Every 10 years				
RUBELLA	Vaccinate women of child bearing age and all medical personnel born after 1956 who lack proof of immunity. Routine screening or vaccination of other men and post-menopausal women is not recommended.				
MEASLES, MUMPS & RUBELLA (MMR)	Vaccinate all patients who lack proof of immunity		Vaccinate all adults born after 1956 who lack proof of immunity	Not routine	
HEPATITIS A VACCINE (Hep A)	Vaccinate high risk patients not previously immunized				
HEPATITIS B VACCINE (Hep B)	Vaccinate high risk patients not previously immunized				
VARICELLA VACCINE	Vaccinate susceptible adults				

Possible Interactions

POTENTIAL DRUG INTERACTIONS WITH HERBAL PRODUCTS

Over the last decade, the use of herbal products has dramatically increased, with sales of over \$3 billion a year. The Dietary Supplement Health and Education Act (DSHEA) of 1994 classifies herbal products as dietary supplements, therefore they do not require FDA approval and are not subjected to the same standards of purity, efficacy and safety as other drug products. The DSHEA does not allow a manufacturer to make a specific health claim about a product, but does allow labeling that describes the effect of the product on body structure or function. For example, a manufacturer may claim that glucosamine has a role in building cartilage in joints, but cannot claim that glucosamine is a treatment for osteoarthritis. In addition, the DSHEA requires dietary supplements (including herbal products) to include the following statement in the labeling: "This statement has not been evaluated by the FDA. This product is not intended to diagnose, treat, cure, or prevent any disease." The lack of standardization regarding product purity or potency has led to a great deal of product variability between manufacturers as well as between actual batches of product.

Consumer interest in natural products has largely driven this rise in usage, primarily due to the perception of herbal products as "natural" and thereby harmless. This perception of harmlessness results in as many as 70% of

patients failing to inform their physician or pharmacist of natural product use, making it extremely difficult to assess the potential for drug-herbal interactions. The following tables list common herbal products and potential uses, possible interactions between drugs and herbal products, and possible interactions between certain medical conditions and herbal products.



COMMON HERBAL PRODUCTS AND THEIR POTENTIAL USES:

HERBAL PRODUCT	POSSIBLE USES <i>(none of the uses are FDA approved)</i>
Black cohosh	<ul style="list-style-type: none"> • Menopausal symptoms • Premenstrual discomfort and dysmenorrhea
Chamomile	<ul style="list-style-type: none"> • GI spasms • Inflammation of mucous membranes • Peptic ulcers • Wound healing
Dong quai	<ul style="list-style-type: none"> • Prevention of premenstrual cramping • Stimulation of normal menstrual flow
Echinacea <i>(There are no documented drug interactions with echinacea)</i>	<ul style="list-style-type: none"> • Prophylaxis and treatment of cold and flu symptoms
Evening primrose	<ul style="list-style-type: none"> • Lower cholesterol and triglycerides • Premenstrual discomfort
Feverfew	<ul style="list-style-type: none"> • Fever • Menstrual problems • Prophylaxis and treatment of migraine
Garlic	<ul style="list-style-type: none"> • Lower cholesterol, LDL, and triglycerides • Raise HDL • Possible antibacterial, antifungal antithrombotic, anti-inflammatory, hypotensive and hypoglycemic effects

Chart continues on next page

COMMON HERBAL PRODUCTS AND THEIR POTENTIAL USES *(continued)*:

HERBAL PRODUCT

POSSIBLE USES

(none of the uses are FDA approved)

Ginger	<ul style="list-style-type: none"> • GI spasm • Nausea • Possible anti-inflammatory effects
Ginkgo	<ul style="list-style-type: none"> • Alzheimer's disease and dementia • Improve memory function • Improve peripheral blood flow • Treat dementia, tinnitus, vertigo, SSRI-induced sexual dysfunction
Ginseng	<ul style="list-style-type: none"> • Provide resistance to stress • Lower cholesterol • Lower blood sugar
Guarana	<ul style="list-style-type: none"> • CNS stimulant • Potentiate analgesics • Treat drowsiness
Hawthorn	<ul style="list-style-type: none"> • Treat heart disease, angina • Sleep disorders
Kava-kava	<ul style="list-style-type: none"> • Anxiety • Sleep disorders
Licorice	<ul style="list-style-type: none"> • Anti-inflammatory agent • Expectorant • Peptic ulcers
Ma Huang (ephedra)	<ul style="list-style-type: none"> • Bronchial asthma • Weight loss • Energy boost
Milk thistle	<ul style="list-style-type: none"> • Antioxidant • Inflammatory liver disorders and cirrhosis
Nettle	<ul style="list-style-type: none"> • BPH • Diuretic
Passion flower	<ul style="list-style-type: none"> • Sedative
Saw Palmetto	<ul style="list-style-type: none"> • Anti-inflammatory agent • BPH
St. John's wort	<ul style="list-style-type: none"> • Anxiety • Depression • Sleep disorders
Tea tree oil	<ul style="list-style-type: none"> • Antibacterial
Valerian	<ul style="list-style-type: none"> • Anxiety and/or Sleep aid
Yohimbe	<ul style="list-style-type: none"> • Impotence (alpha-2 adrenergic blocker)

POSSIBLE INTERACTIONS BETWEEN MEDICATIONS AND HERBAL PRODUCTS:

MEDICATION	HERBAL PRODUCT
Anticoagulants <i>warfarin (Coumadin)</i> Antiplatelet Medications <i>aspirin</i> <i>NSAIDs</i> <i>ticlopidine (Ticlid)</i> <i>clopidogrel (Plavix)</i>	<ul style="list-style-type: none"> • Alfalfa • Clove oil • Feverfew • Garlic • Ginger • Ginko • Ginseng
Cardiac glycosides <i>digoxin</i>	<ul style="list-style-type: none"> • Ginseng • Hawthorn • Licorice
CNS Stimulants <i>decongestants</i> <i>methylphenidate (Ritalin)</i> <i>dextroamphetamine (Dexadrine)</i> <i>beta2agonists</i> <i>caffeine/theophylline Guarana</i>	<ul style="list-style-type: none"> • Kola • Ma Huang • St. John's wort • Yohimbe
CNS Depressants <i>alcohol</i> <i>benzodiazepines</i> <i>opioids</i> <i>antihistamines</i>	<ul style="list-style-type: none"> • Chamomile • Hawthorne • Kava-kava • Skullcap • Valerian
Antidepressants <i>tricyclics</i> <i>MAO inhibitors</i> <i>SSRIs</i>	<ul style="list-style-type: none"> • Ginseng • Ma Huang • Passion Flower • St. John's wort • Yohimbe

POSSIBLE INTERACTIONS BETWEEN CERTAIN MEDICAL CONDITIONS AND HERBAL PRODUCTS:

CONDITION	HERBAL PRODUCT
Depression	<ul style="list-style-type: none"> • Kava-kava • Valerian
Diabetes	<p><i>The following may affect glycemic control:</i></p> <ul style="list-style-type: none"> • Garlic • Ginger • Ginseng • Hawthorne • Ma Huang • Nettle
Hypertension	<ul style="list-style-type: none"> • Devil's Claw • Ginseng • Goldenseal • Hawthorne • Licorice • Ma Huang • Squill • Yohimbe
Pregnancy/Nursing	<p><i>The following are contraindicated/not recommended:</i></p> <ul style="list-style-type: none"> • Black cohosh • Donguai • Feverfew • Ginseng • Kava-kava • Saw Palmetto <p><i>Safety in pregnancy not fully established:</i></p> <ul style="list-style-type: none"> • Garlic • Ginger • St. John's wort • Valerian
Seizures	<ul style="list-style-type: none"> • Evening primrose • Ginkgo



MEDICATIONS ADDED TO THE HNE FORMULARY

The following medications have been added to the *HNE Formulary*. These medications are now available at the middle copayment tier.

- | | |
|-----------------------------------|---------------------------------|
| Actos® (pioglitazone) | Evista® (raloxifene) |
| Acular® (ketorolac ophthalmic) | Metadate ER® (methylphenidate) |
| Adderall® (methamphetamine salts) | Ocuflox® (ofloxacin ophthalmic) |
| Avandia® (rosiglitazone) | Rilutek® (riluzole) |
| Carbatrol® (carbamazepine) | Seroquel® (quetiapine) |
| Detrol® (tolterodine) | Vioxx® (rofecoxib) ** |
| Dovonex® (calcipotriene) | |
| Estring® (estrogen insert) * | |

* Insert lasts for 90 days, therefore 3 copayments apply.

** Requires prior approval for coverage.

Health Management

HEALTH MANAGEMENT PROGRAM UPDATE

Congratulations to Baystate Medical Center's Endocrinology Department

Health New England congratulates Baystate Medical Center's Endocrinology Department Program for earning the American Diabetes Association Education Recognition for their Outpatient Diabetes Education & Self Management Program. The American Diabetes Association is the largest and most widely known organization in the field of diabetes. The American Diabetes Association's Education Recognition identifies quality diabetes self-management education services that meet the National Standards for Diabetes Self-Management Education.

HNE'S DIABETES MANAGEMENT PROGRAM

Health New England believes that the cornerstone of all of our disease management programs is education. The Diabetes Management Program holds two education sessions each month: The Diabetes Education Class and Nutrition Education/Meal Planning Class. The Diabetes Education Class is led by a nurse who is a Certified Diabetes Educator and the Nutrition Education/Meal Planning Class is led by a Health Educator/Nutritionist.

All members who have diabetes are also eligible for one-on-one diabetes teaching and nutritional counseling. We utilize the services of Baystate Medical Center's Outpatient Diabetes Education & Self-Management Program.

Other Diabetes Management Program components include reminders for retinal eye exams and educational program materials that are mailed directly to members' homes. For more information about the program, or to participate in a class, please call 787-4000 and ask for the Health Education Department.

The other programs that Health New England has in place are the Asthma Management Program and the Brighter Infant Beginnings Program.

ASTHMA MANAGEMENT PROGRAM

The Asthma Management Program is currently offered to our adult members (18+) with moderate to severe persistent asthma. The focus of the program is to help members maintain an optimal level of health and to avoid asthma-related complications. Members receive a welcome letter inviting them to participate in the program, and an asthma survey to complete and return. When the survey is received a packet of educational materials is mailed. The educational materials include a written booklet on asthma management, two videos and a peak flow meter.

In addition to educational materials, the program is being expanded to include education classes and telephone assessments. The program is also being broadened to include children and adolescents.

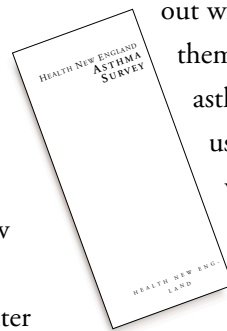
Health New England will be conducting parent surveys this summer to find

out what parents need to help them manage their child(ren)'s asthma. The survey will help us create a program that will help both parents and children/adolescents effectively manage their asthma. All HNE

members with asthma are welcome to participate in the program. If you are interested call the Health Education Department at 787-4000.

BRIGHTER INFANT BEGINNINGS PROGRAM

This program provides an educational packet of materials to all our members who are pregnant. The materials cover information of pregnancy, delivery, breastfeeding, stop smoking, caring for your newborn and postpartum depression. The goal is to provide you with the information that you need and want through your pregnancy, delivery and recovery. The second part of the program is early



(continued on back cover)

Baystate Medical Center, MaryLane Hospital and Franklin Medical Center offer a 10% discount to all Health New England members who participate in any of the Health Education Programs held at these sites. The following is a list of some of the courses and their availability. You may contact the hospitals directly at the phone numbers listed below.

BAYSTATE MEDICAL CENTER 413-794-0000

BOOT CAMP FOR NEW DADS

This 3-hour workshop for "expectant" fathers utilizes a man-to-man approach. Discussions include holding and comforting a real baby, diapering, safety issues, how to help mom, and more.

When: Ongoing
Where: Baystate Medical Center
Cost: \$10
Contact: Convy Stahl, RN - 413-794-5515

BREASTFEEDING CLASSES

This 2 to 2 1/2 hour class is designed for expectant parents who want to know how to successfully breastfeed their baby. Issues specific to breastfeeding are discussed.

When: Ongoing
Where: Baystate Medical Center
Cost: \$10

CPR CERTIFICATION CLASS

This is a basic CPR certification class held on 2 days, 3 hours each session. AHA course completion card will be awarded upon completion.

When: Ongoing
Where: Baystate Medical Center
Cost: \$35 non-refundable payment
(*must be mailed within two weeks of class*)
Contact: Cheryl Sabola - 413-794-9441

CPR RECERTIFICATION CLASS

This 4-hour course includes one and two man adult, child, and infant CPR, and foreign body obstruction, jaw thrust and use of AMBU bag.

When: Ongoing
Where: Baystate Medical Center
Cost: \$40, manual \$10
Contact: Cheryl Sabola - 413-794-9441

FOLLOW THE YELLOW BRICK ROAD - "The courage to become the change you wish to see."

Guest speakers: Carole Schulte, M.Ed. and
Ann C. Careau, RN, MA.

When: Wednesday, September 6
Where: Baystate Medical Center
Cost: \$6
Contact: Diane Bennett - 413-794-2413

INFANT CARE CLASS

Topics include: infant bonding, diapering and bathing your baby, taking baby's temperature and how to comfort an infant.

When: Ongoing
Where: Baystate Medical Center
Cost: \$10
Contact: Convy Stahl, RN - 413-794-5515

KEEPING BABY SAFE

This 2-hour class is held on two consecutive Tuesdays. Topics include: providing baby with a safe environment, what actions to take in an emergency, car seat safety, and more.

When: Ongoing
Where: Baystate Medical Center
Cost: \$10
Contact: Convy Stahl, RN - 413-794-5515

MENOPAUSE SUPPORT GROUP

When: First Monday of each month, from 6 pm - 7 pm
Where: Baystate Medical Center
Cost: \$10
Contact: Diane Bennett - 413-794-2413

PREPARATION FOR CHILDBIRTH

Eight classes taught by a certified childbirth instructor. Topics include: Lamaze techniques, medication, cesarean birth, infant care, post partum care, class on breast or bottle feeding, and a hospital tour.

When: Ongoing
Where: Baystate Medical Center
Cost: \$75
Contact: Convy Stahl, RN - 413-794-5515

SPORTSMETRICS

Offered to female athletes between the ages of 13 and 21. The program incorporates proper stretching, special exercises and weight training instruction to improve performance.

When: Tuesdays & Thursdays, from 6 pm - 7 pm
Beginning August 1.
Where: Baystate Medical Center
Cost: \$175
Contact: Convy Stahl, RN - 413-794-5515

VAGINAL BIRTH AFTER CAESAREAN

This two hour class prepares women for vaginal birth after previous C-section.

When: Ongoing
Where: Baystate Medical Center
Cost: \$10 -FREE if taking "Refresher Class"

BERKSHIRE MEDICAL CENTER 800-377-HEALTH (4325)

BREASTFEEDING CLASSES

When: Fridays from 4:00 - 6:00 pm
Where: Barrington OB/GYN - Fairview Hospital

CPR AND CPR RENEWAL

When: 3rd Wednesday of every month from 5:30 - 8:30 pm
Where: Fairview Hospital Conference Room
Cost: \$30 new, \$20 renewal
Contact: 413-528-6328

DIABETES SUPPORT

When: 2nd Thursday of every month from 3:00 - 4:00 pm
Where: Great Barrington Senior Center - Fairview Hospital
Cost: Free - all ages welcome

PREPARED CHILDBIRTH

When: Wednesdays from 6:00 - 8:00 pm
Where: Fairview Hospital
Contact: For registration information 413-528-1470

CPR CLASSES

Two, four-hour sessions by appointment only.
When: Every month by appointment
Where: Bishop Clapp Building -
Berkshire Medical Center Education Department
Contact: 413-447-2132 to register

COOLEY DICKINSON HOSPITAL 413-582-2000

BEYOND BIRTH: PARENTING YOUR NEWBORN

Parents of babies up to 4 months meet to discuss parenting issues.
When: Every Thursday, from 1 pm - 2:30 pm
Where: Childbirth Center Conference Room
Contact: Maria Curtin-McKenna at 413-582-2736.

CANCER AND SPIRITUALITY & CHILDREN OF PARENTS WITH CANCER SUPPORT GROUP

Held twice a year in the Spring and Fall.

Contact: The Oncology Program office for dates and times at 413-582-2028

"LAST SMOKE"/SMOKING CESSATION PROGRAM

For dates and times contact the Education Department at 413-582-2400.

Cost: Free

FAIRVIEW HOSPITAL 413-528-0790, EXT. 3035

VAGINAL BIRTH AFTER CAESAREAN CLASSES

Contact: For registration information call 413-528-1470

WEIGHT MANAGEMENT

When: Tuesdays from 4:45 - 5:45 pm
Where: Fairview Medical Library
Cost: \$15 for first class, \$10 each additional class
Contact: For registration information 413-528-8600, ext. 3061

FRANKLIN MEDICAL CENTER 413-773-8557

CPR CERTIFICATION CLASS

This is a basic CPR certification class held on 2 days, 4 hours each session.

When: Offered monthly
Where: Conference Rooms B & C - Franklin Medical Center
Cost: \$45
Contact: 413-773-2232

HILLCREST HOSPITAL 413-447-2862

Call for a listing of classes and programs.

HOLYOKE HOSPITAL 413-534-2789

BLOOD PRESSURE SCREENING

When: Every Tuesday from 10:30 am - 12:30 pm
Where: South 4 Conference Room - Holyoke Hospital
Cost: FREE

DIABETES SELF MANAGEMENT SERIES

When: First four Thursdays of each month at 1:30 pm or First four Tuesdays of each month at 6:30 pm
Where: Posted in Lobby - Holyoke Hospital
Cost: FREE

PRE-, POST-NATAL EXERCISE CLASS

Pre-registration required. Led by licensed physical therapist.

When: Tuesday and Thursday nights from 5:45 pm - 7 pm
Where: Birthing Center - Holyoke Hospital
Cost: FREE
Contact: Kelly Cahill at 413-534-2555

MARY LANE HOSPITAL 800-377-HEALTH (4325)

CPR CERTIFICATION CLASS

This class covers adult and child CPR, is offered by the American Heart Association, and is held on two evenings.

When: Ongoing
Where: Mary Lane Hospital
Cost: \$35
Contact: Deb Gratton - 800-377-4325

(Health Management, continued from page 10)
identification of members who may be considered to be at risk.

Telephonic outreach and case management services are put in place in addition to the educational materials to help ensure both a healthy pregnancy and positive birth outcome.

If you are interested in learning more about the Asthma Management Program or the Brighter Infant Beginnings Program, please call HNE and ask for the Health Education Department. You can reach us at:

MONDAY – FRIDAY
9:00 A.M. TO 5:00 P.M.

CALL: 413-787-4000 OR
800-842-4464, EXT. 3498

or look us up on the website at www.healthnewengland.com. Click on the Health Management button on the home page.



COMING SOON!

Health New England is in the process of updating our **PROVIDER DIRECTORY**. It will contain lots of new information and will be available in September 2000.

Until then, please check out our website at www.healthnewengland.com for the most updated version, or call Member Services at 413-787-4004 or 800-310-2835 to request a current copy with addendums.

AIR QUALITY HOTLINE

Your lungs work hard for you, filtering and processing about two gallons of air a minute. That's about 3,000 gallons—and 20,000 breaths—everyday. So of course we want to know that the air we breathe is clean. You can check the air quality by calling:

800-882-1497

Or log on to:

www.state.ma.us/dep

Sponsored by the
Massachusetts Department of Environmental
Protection and the American Lung Association



**Health
New England**

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