

SUMMER/FALL '99

# MEMBER MATTERS

A PUBLICATION FOR HEALTH NEW ENGLAND MEMBERS

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The Year 2000 (Y2K) is fast approaching and with it comes many computer-related problems. These computer-related problems stem from computers, computer software and any device with a computer chip that may not properly recognize or process dates after December 31, 1999. If a system can handle dates after 12/31/99, it is said to be "Y2K Compliant."

Health New England has been working to resolve its Y2K computer-related problems for over one year and has made much progress. We achieved a significant milestone in December 1998 when we upgraded our core claims processing system to a Y2K compliant version. Our software vendor has since informed us that we will need to make patch upgrades during 1999. We are prepared to do so and expect that all of our systems will be prepared to handle the transition to the Year 2000 well before the end of the year.\*

So how might this affect you and the health care services that you receive? According to the Food & Drug Administration (FDA), "Some medical devices and scientific research instruments have computers, computer chips or software integrated

Health New England is committed to providing the highest quality of care to our members in a cost-effective way. One way to be sure that this happens is to monitor the use of services, such as medical tests or procedures. If a service is felt to be not necessary or is not a covered benefit, it may be denied. Health New England makes these decisions based upon medical need and does not encourage our employees to do so in order to profit from it.

into them. The vast majority of medical devices will function without any potential health or operational problem after December 31, 1999. Some may have a minor problem, such as displaying an incorrect indication for the year (for example, 00 instead of 2000), and these will likely not significantly affect a patient's health. A very small number of medical devices will encounter a real problem because of the switch to the new millennium, unless they are corrected prior to being used after December 31, 1999."

System failures can include (but are not limited to):

- ◆ appointment scheduling systems

*Example: your doctor's office no longer has a record of your appointment that was scheduled after January 2000.*

- ◆ computerized filing systems

*Example: your demographic and medical history is lost.*

- ◆ medical devices

*Example: insulin pumps and oxygen regulators may not display the correct year - showing 1900 instead of 2000.*

- ◆ diagnostic and monitoring equipment

*Example: ultrasound equipment may display the date incorrectly preventing a search of records by date.*

- ◆ telephone systems

*Example: you are not able to refill a prescription using a pharmacy's touch-tone service.*

- ◆ answering services

*Example: you may need to call your provider office off-hours and rely on the answering service to take your call to page the on-call physician*

Health New England believes that the Y2K compliance of systems and devices used by physicians and hospitals in our network is an issue that you should discuss directly with any providers that you are concerned about.

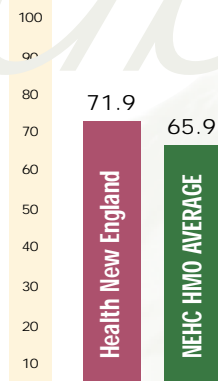
Health New England is not responsible for ensuring the Y2K readiness of our providers. Nonetheless, we have surveyed providers in our network to determine their Y2K readiness and will make their responses available to you. If you would like to find out how any provider responded to this survey, please feel free to contact HNE's Customer Service Department at (413) 787-4000 x 5001 after October 20, 1999.

Additionally, if you would like to check the status of a certain medical device, the Food & Drug Administration (FDA) has offered a website that lists medical equipment by manufacturer. The website is [www.fda.gov/cdrh/yr2000/year2000.html](http://www.fda.gov/cdrh/yr2000/year2000.html).

The National Committee for Quality Assurance (NCQA) is the leader in the effort to assess, measure and report on the quality of care provided by the nation's managed care organizations. More than three-quarters of Americans enrolled in HMOs are in plans that have been reviewed by NCQA. NCQA also manages HEDIS®, the performance measurement tool used by more than 90 percent of the nation's health plans. HEDIS® includes more than 50 measures related to such important aspects of care and service as cancer screening, immunization rates, diabetes treatment, cardiovascular disease, member satisfaction, smoking cessation and other serious health issues.

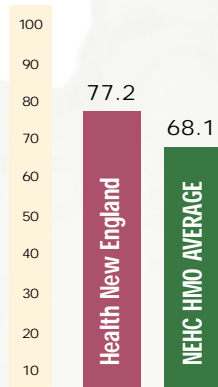
The Member Satisfaction Survey determines members overall rating of their health plan, as well as several other important aspects of care and service. The self-reported experience of members is an important indicator of the quality of care and service the plan provides. NCQA requires that an NCQA-certified third-party vendor collect all member experience data. DSS Research conducted Health New England's survey. They also conducted the survey for ten health plans that participate in the New England HEDIS® Coalition.

We just received results of the survey for the 1998 plan year. We are eager to share the results with you!



***All things considered, how satisfied are you with your current plan?***

71.19% of HNE members were completely satisfied or very satisfied with our plan. Among participating plans, HNE received the second highest ranking, well above the NEHC HMO average of 65.9%.

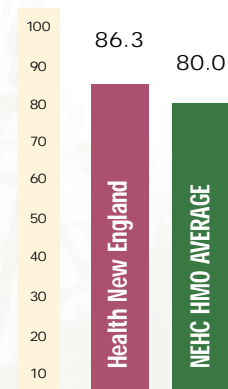


***Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, how would you rate your health plan now?***

77.2% of HNE members responded 8, 9 or 10. HNE ranked first among the participating plans, well above the NEHC HMO average of 68.1%.

***How much of a problem, if any, was it to get a referral to a specialist that you needed to see?***

86.3% of our members indicated that receiving a referral to a specialist was not a problem. This represents the highest ranking among the participating plans.



We thought these three measures in particular would be interesting to you. We recognize that quality of care and ease of referrals are important measures for our members. We want to thank our members who participated in the survey.

In the next Member Matters Issue, we will highlight HNE performance in the HEDIS® quality of care measures and describe the actions we are taking to improve both member satisfaction and quality.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

New England HEDIS® Coalition is an association of purchasers, health plans, and consultants organized in response to HEDIS®. The group shares information on developments in the area of performance measurement; works with NCQA to impact future versions of HEDIS®; clarifies definitions of the indicators contained in HEDIS® to promote uniform reporting; and, works collaboratively with purchasers, providers and other organizations on joint quality improvement initiatives.

## October is National Breast Cancer Awareness Month

Early detection is the major defense in the battle against breast cancer. With over 180,000 new cases of the disease expected in 1999, Health New England encourages all female members to follow the Breast Health guidelines below. If you meet the criteria to have a mammogram, please call and make your appointment today.

### Age 20-39

- ◆ Clinical breast examination by a health care professional every three years
- ◆ Monthly breast self exam

### Age 40+

- ◆ Annual mammography
- ◆ Annual clinical breast examination by a health care professional
- ◆ Monthly breast self-examination

Breast cancer is the most commonly diagnosed cancer in women. If detected early, breast cancer patients have the best chance at successful treatments. Breast self-examination and mammography are important tools for early detection of breast cancer.

A mammogram is the most effective way to detect breast lumps too small to be felt or seen. It consists of two low-dose x-rays, one taken from the top of the breast and another from the side. A mammogram can reveal a

malignant tumor or cancer two years before symptoms appear.

During a mammography the breasts must be compressed for a few minutes. For most women it is not painful, but some may experience minor discomfort. By compressing the breast tissue the technician is able to get a more accurate x-ray and reduce the radiation to the breast.

Health New England members do not need a referral for a mammogram. Simply call one of the Health New England participating radiology labs listed in our Provider Directory and schedule your appointment today!



### MORE HEDIS® RESULTS

Health New England's HEDIS® results for Breast Cancer Screening for 1998 was 77% and in 1997 it was 76%. Although these rates are better than the National Average of 72% in 1998 and 71% in 1997, they have remained steady.

The HEDIS® results for Cervical Cancer Screening for 1998 is 74%, this is down from the 1997 rate of 78%. Again, both of these rates are

better than the National Average of 70% in 1998 and 71% in 1997.

However, these measures are below where Health New England would like to be! We have set aggressive goals of 80% for Breast Cancer Screening and 83% for Cervical Cancer Screening. We need your help to make it happen!

### What you can do:

If you have not had either a mammography and/or cervical cancer screening and you meet the criteria in the guidelines, call and schedule your appointment today. Have the provider stamp or sign the attached postcard (at right) and return it to Health New England by December 31, 1999 and you will be entered into the Give Yourself the Gift of Health Raffle to be held in April 2000. (Please note that each card received must be matched to the receipt of a claim to be eligible.)

### What HNE will do:

You will be entered into the Give Yourself the Gift of Health raffle for each appointment that is appropriate for you and that you complete. If you need both screenings you will be eligible for two chances in the raffle.

The grand prize is a \$250 gift certificate and first prize is a \$100 gift certificate. There will also be 3 gift certificates at \$50 each and 5 gift certificates at \$25 each.

Fill out postcard at right, cut out and mail to:  
Health New England, One Monarch Place,  
Suite 1500, Springfield, MA 01144-1500

## "A Women's Wellness Program"

**H**ealth New England Presents  
**"A Women's Wellness Program"** - There are many facts that every woman should know about menopause. Whether you are approaching, going through or have gone through menopause, there are things you need to know at this time in your life that will help you stay healthy now as well as in the future.

Our workshop is designed to give women of all ages some helpful tips on better health. By attending this workshop you will learn preventive measures that will impact your overall health, understand personal risks for developing disease after menopause and be able to identify preventive measures to help reduce risks for developing postmenopausal illnesses.

Please join us for one of these FREE workshops:

**Tuesday, Oct. 19, or  
 Wednesday, Nov. 10**

**6:30-8:30pm**

**Community  
 Conference Room**

**3300 Main Street  
 Springfield, MA**

To register, please call Kim Slepchuk at 413-787-4000, ext. 3930. Pre-registration is required.



## Spirit of Women

Call 1-800-377-HEALTH for details on all the Spirit of Women programs.

### BREAST EXAM SCREENING

**Tuesday, Oct. 12**

**6-8 pm**

**Mary Lane Hospital  
 85 South Street  
 Ware, MA**

### SPIRIT OF WOMEN - ANNUAL CONFERENCE

**Saturday, Oct. 16**

**8:30 am - 4 pm**

**Baypath College  
 588 Longmeadow Street  
 Longmeadow, MA**

**\$30 SOW members  
 \$50 non-members**

### STRESS-FREE HOLIDAY ENTERTAINING & TIPS ON HOLIDAY WARDROBING

**Sunday, Nov. 7**

**10:00 am**

**Yale Genton  
 400 Riverdale Street  
 W. Springfield, MA**



Please enter me in the "Give Yourself the Gift of Health" drawing.

Appointment date: \_\_\_\_\_ Physician's name: \_\_\_\_\_

Appointment date: \_\_\_\_\_ Physician's name: \_\_\_\_\_

Your name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Please ask the physician's office to stamp the box next to the screening(s) you received today.

*Cervical Cancer Screening*

*Mammogram*

## November is National Diabetes Awareness Month

### DON'T LOSE SIGHT OF DIABETIC EYE DISEASE

If you have diabetes, there is something you should keep your eye on . . . YOUR SIGHT!

Because there is a disease that can take it away. It is called diabetic eye disease or retinopathy. And it can affect anyone with diabetes, at any age, of any gender, of any race and of any lifestyle. Diabetic retinopathy damages the tiny blood vessels in the retina, the light-sensitive tissue that lines the back of the eye. Other eye problems that can develop in people with diabetes include glaucoma and cataracts.

In fact, nearly half of all people with diabetes will develop some degree of diabetic eye disease during their lifetime. The longer you have had diabetes, the more likely you are to get it. People with diabetic eye disease may not realize that their eyesight is slowly deteriorating. And because there are no symptoms and vision seems to be normal, they may not make it a health priority to visit an eye care professional for an annual eye exam.

Eyesight lost from diabetes cannot be restored. However, when identified early on, it can be treated and your vision can be better preserved. People with diabetes need to have a

dilated eye exam in which drops are used to enlarge your pupils. This allows the eye care professional to see more of the inside of the eye to check for certain types of eye diseases and conditions related to diabetes.

Diabetic eye disease causes as many as 25,000 new cases of blindness every year. People with diabetes are 25 times more likely to become blind than those without diabetes. The only way to diagnose early signs of diabetic eye disease is through a dilated eye exam.

If you have diabetes, get a dilated eye exam at least once a year. It may be the only way to save your sight.

For more information on diabetic eye disease, please write:

National Institutes of Health  
2020 Vision Place  
Bethesda, MD 20892-3655.

If you have not had your annual eye exam yet, call a Health New England

participating optometrist or ophthalmologist listed in the Provider Directory and schedule your appointment today.

If you have diabetes and would like to participate in Health New England's Diabetes Management Program, please complete and return the attached postcard to:

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



### H E A L T H N E W E N G L A N D ' S D I A B E T E S M A N A G E M E N T P R O G R A M

Yes, I would like to participate in Health New England's Diabetes Management Program.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

## DIABETES NUTRITIONAL WORKSHOPS

*through December 1999*

THURSDAY, OCTOBER 21, 1999  
6:30 PM - 8:00 PM

THURSDAY, NOVEMBER 18, 1999  
6:30 PM - 8:00 PM

THURSDAY, DECEMBER 16, 1999  
6:30 PM - 8:00 PM

## DIABETES EDUCATIONAL WORKSHOPS

*through December 1999*

WEDNESDAY, OCTOBER 27, 1999  
6:30 PM - 8:45 PM

WEDNESDAY, NOVEMBER 10, 1999  
6:30 PM - 8:45 PM

WEDNESDAY, DECEMBER 8, 1999  
6:30 PM - 8:45 PM

*The workshops takes place in the Community Conference Room  
at 3300 Main St., Springfield, MA*

***Come Visit us On-line at***  
**[www.healthnewengland.com](http://www.healthnewengland.com)**

We'll keep you updated on the latest information about Health New England. Keep watching for more interactive features in the near future. And, while you're visiting, e-mail us with your comments. We'd love to hear from you!

**Q How do I get a referral if I want to receive services from a provider not affiliated with HNE?**

**A** Our HMO and HNE Select Exclusive members need to get prior approval from HNE's Health Services Department for such services to be covered. The member's PCP or specialist needs to submit an Authorization Request Form to HNE. If the services are available from participating providers, the request may be denied. HNE will notify you and your doctor of its decision in writing.

Our HNE Advantage and HNE Select Preferred members may receive most care from non-participating providers without prior approval. HNE Advantage and HNE Select Preferred members are covered for care from non-participating providers once the annual deductible is paid. Once the deductible is met, HNE will pay 80% of HNE's maximum allowable fee for the service provided. The member may be responsible for any difference. Services from specialty affiliated hospitals do require prior authorization to be covered.

**Q I received a bill for medical services. I am an HMO member, what should I do?**

**A** As a HNE member you are responsible for paying your copayment or for non-covered services. If you are unable to determine why you received a bill, you should contact our Customer Service Department at 413-787-4004 or 800-310-2835 between 8 a.m. and 5 p.m. A Customer Service Representative will research your bill and take any necessary action to correct any error.

### **DURABLE MEDICAL EQUIPMENT (DME)**

Durable Medical Equipment can now be obtained without an In-Plan Specialty Referral Form. Some examples of DME are wheelchairs, crutches and prosthetics. Please refer to your Member Materials regarding covered equipment and use of In-Plan DME suppliers. Certain types of equipment may require Prior Authorization by HNE's Health Services Management Department.

### **WIGS**

HNE will provide coverage for scalp hair prostheses (wigs) worn for hair loss suffered due to the treatment of any form of cancer or leukemia. HNE will reimburse members up to \$350.00 toward the cost of the scalp hair prosthesis. This benefit is limited to \$350.00 per calendar year and currently only applies to HMO & Advantage members. All requests for reimbursement must be sent to the HNE Customer Service Department.

### **ADVANTAGE MEMBERS AMBULANCE COPAY**

There has been a change in the copayment responsibility for Advantage members for ambulance services. Effective for dates of service July 1, 1999 or after, the copayment for services by a Non-Plan Ambulance Service is \$25.00. Prior to this date of service, ambulance services by a Non-Plan provider were subject to deductible and coinsurance. HNE only covers ambulance services when

transportation by ambulance is medically necessary.

Please contact our Customer Service Department if you have any questions regarding these benefit changes.

### **HNE AFTER HOURS CASE MANAGEMENT PROGRAM**

Health New England is pleased to inform you about our After Hours Case Management Program. This program allows physicians and members to access an HNE Nurse Case Manager outside of normal business hours. The Case Manager will assist physicians in care coordination needs; assist members and/or their families during transitions in care by answering medical case management questions; and will also be available to answer HNE health service specific questions. The Case Manager will not be able to respond to claims, billing, customer service, enrollment or other administrative issues.

The focus of the HNE Case Management Program is to help those members who would benefit from care coordination. Working with the member's physician, we will focus our efforts on identifying opportunities to manage patients across the continuum, along with identifying and managing high-risk members early in the course of illness.

The functions of care coordination, like health services, can extend

beyond "usual business hours." Therefore, the After Hours Program expands access to a Case Manager to support these functions. This program is available in the 4 counties of Western Massachusetts, Berkshire, Franklin, Hampden and Hampshire for HNE and HPHC members via one number. The program is available weekdays from 5 to 9 p.m., weekends and HNE Corporate Holidays from 9 a.m. to 6 p.m.

During HNE's normal business hours of 9 a.m. to 5 p.m., Monday through Friday, the Case Managers can be reached at the HNE offices, located in Springfield or Pittsfield, and by individual beeper numbers. The office numbers are (413) 787-4000 or (800) 842-4464.

### **HNE AFTER HOURS CASE MANAGEMENT BEEPER**

**(413) 846-8325**

**MONDAY TO FRIDAY FROM  
5 P.M. TO 9 P.M.**

**WEEKENDS & HOLIDAYS FROM  
9 A.M. TO 6 P.M.**

The message on the beeper will prompt the caller to enter their return telephone number, followed by a # [pound] symbol. The HNE On-call Case Manager will call that number back.

## HNE GRIEVANCE (APPEAL) PROCESS

**D**id you know that if you are not satisfied with a decision that HNE has made, you have the right to appeal? An “appeal” is a request by a member to change a decision that HNE has made. In most instances, appeals involve coverage decisions. For example, if you receive care and HNE decides not to cover that care, you would have the right to appeal HNE's decision. However, if you complain that you had to wait too long for an appointment with your doctor, although HNE will follow up, HNE has not made any decision. Therefore, you would not have a right to appeal.

Effective October 1, 1999, HNE has slightly changed the time frames for a member to bring, and HNE to respond, to an appeal. The new time limits for bringing an appeal, and in which HNE must respond to an appeal, are outlined below. These time frames replace the previous ones listed in your HNE Membership Agreement so please keep them for future reference.

To appeal a decision that HNE has made, you must call or write to HNE within ninety (90) calendar days of the event that has brought about the appeal. Within thirty (30) calendar days of receiving the appeal, HNE will send you a written statement of its decision and the reasons for it. If HNE cannot make a decision within thirty (30) days, HNE may take an additional fifteen (15) days to make its decision. If additional time is

needed, HNE will notify you prior to the end of the original thirty (30) day response period. In no event will a decision be delayed beyond forty-five (45) days from the date your appeal was received. (If following these time standards would endanger your life or health, HNE will make a decision with regard to your appeal as quickly as possible, but no later than 72 hours after the request is received.)

If you do not agree with HNE's resolution of your appeal, you have the right to request a hearing before the HNE Member Appeals Committee. You must request a hearing within thirty (30) calendar days of receiving HNE's written decision. The hearing will be scheduled for no later than forty-five (45) calendar days after the request is made. The Committee shall send you, within five (5) working days after completing its review, a written statement of its decision. For more information about the HNE grievance (appeal) process, please check your HNE Membership Agreement.

## HELP WANTED

**H**ealth New England is looking for two Health New England members to serve as part of a group of voting members on HNE's Member Appeals Committee beginning January 1, 2000. The role of the Member Appeals Committee is to hear appeals brought by members who disagree with a decision that HNE has made.

Members who have had claims denied or who have requested services that are not covered or who wish to see a provider that is not in HNE's network, can bring their request to the Member Appeals Committee for reconsideration. It is the Committee's responsibility to listen to the member's appeal and then decide whether to approve or deny the member's request.

Candidates for this position must be responsible and should possess excellent listening, communication and decision making skills. In order to qualify for this position, you must be an HNE member over the age of 18 with no relation to an HNE employee. You must have your own transportation and be available to attend meetings twice each month for approximately two hours per meeting. HNE will pay you a per meeting stipend.

Interested candidates should submit a letter stating the reasons for your interest in joining this Committee and why you believe you would be a good candidate for this position. All letters should be sent to HNE, Attention: B.J. Nubile, by October 30, 1999.

## **DON'T FORGET:**

**In an emergency,  
you may call**

# **911**

**for emergency medical  
assistance, if needed.**

**H**ealth New England (HNE) is committed to protecting the privacy of our members at all times and in all settings. It is HNE's policy to keep a member's Personal Health Information confidential in accordance with state and federal law. "Personal Health Information" consists of medical, claims, benefit or other information that can identify an individual member.

When you become a member of HNE, you agree that HNE and its affiliated providers and provider organizations may obtain and use your Personal Health Information, and disclose this information to necessary persons and entities, in accordance with the law, for the following purposes:

- ◆ For general plan administration purposes, including processing and paying claims, verification of enrollment and eligibility, coordination of benefits with other benefit plans, subrogation, reinsurance, financial auditing, and member satisfaction processes.
- ◆ To assess and improve the quality of care provided to our members. This is known as Quality Management.
- ◆ To manage the use of health care resources. This is known as Utilization Management.
- ◆ For disease management activities. For example, HNE may identify members with a certain medical condition so that we can work with them and their physicians on ways to manage their care.

- ◆ To furnish information to providers who are treating HNE members.
- ◆ When required by law, such as to respond to a court order or subpoena.

HNE does not release Personal Health Information (other than name, address and age) to employers. Self-funded employers, however, need certain information so that they may adequately fund their accounts. Therefore, HNE will release information to certain persons designated by the self-funded employer as persons who may appropriately have access to the information. HNE will also insist that the self-funded employer set security measures to prevent unauthorized access.

Other than the instances noted above, your Personal Health Information will be kept confidential and will not be disclosed without your consent.

If you would like a copy of HNE's formal confidentiality policy, you may request a copy from HNE's Customer Service Department.

#### ACCESS TO RECORDS

HNE does not directly provide medical care. All of our members receive care and treatment from hospitals, physicians and other medical providers based in their own facilities. Under Massachusetts law you have a right to see your medical records. If you wish to obtain a copy of your medical records, you should contact your health care provider directly. If you have difficulty obtaining medical

records from your providers, you may contact the HNE Customer Service Department.

## YOUR MEMBER RIGHTS & RESPONSIBILITIES

The following is an *updated* version of your rights and responsibilities as an HNE member. These are also listed in your Membership Agreement, a valuable reference tool for information concerning the Plan, its procedures and benefits.

#### *Members of HNE have the right to:*

- Voice complaints about HNE or care provided by an HNE plan provider.
- Appeal a decision that HNE has made.
- Get information about HNE, its services, plan providers, and members rights and duties.
- Take part in decision making about your health care.
- Expect that your providers will candidly discuss appropriate or medically needed treatment options for your conditions, regardless of cost or benefit coverage.
- Be treated with respect and dignity.
- Expect privacy.

#### *Members of HNE have a duty to:*

- Give providers the information they need to care for you.
- Follow your providers health care advice and orders.

Baystate Medical Center, MaryLane Hospital and Franklin Medical Center offer a 10% discount to all Health New England and Harvard Pilgrim Health Care 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

#### BOTTLEFEEDING CLASSES

This two-hour class is designed for expectant parents who are planning to formula-feed their baby. Issues specific to bottlefeeding are discussed.

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

#### BREASTFEEDING CLASSES

This two-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:* Mary Gentile - 413-794-9441

#### CPR/HEALTHCARE PROVIDER CERTIFICATION

This 5-hour course includes one and two man adult, child, and infant CPR, and foreign body obstruction and safety training.

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

#### CPR/HEARTSAVER PLUS

This 4-hour course includes adult, child, and infant CPR, and foreign body airway management.

*When:* Ongoing  
*Where:* Baystate Medical Center  
*Cost:* \$35  
*Contact:* Cheryl Sabola - 413-794-9441

#### CHILDBIRTH REFRESHER

This two-hour class is designed for mothers or couples who have attended Preparation for Childbirth classes. It is also recommended for couples planning a vaginal birth after a previous Cesarean birth.

*When:* Tues., November 2 at 7 pm  
*Where:* Baystate Medical Center  
*Cost:* \$40  
*Contact:* Convy Stahl, RN - 413-794-5515

#### 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

#### 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

#### VAGINAL BIRTH AFTER CESAREAN

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)

#### ADULT NUTRITION PROGRAM

Classes designed to teach weight control and tips on better health.

*When:* Mondays, from 4 - 5 pm  
*Where:* Private Dining Room - Berkshire Medical Center  
*Cost:* \$4  
*Contact:* 413-447-2671

#### "BIG BROTHER, BIG SISTER" SIBLING CLASSES

For children 3-7 years to prepare for new baby.

*When:* October 24 & December 19  
*Where:* Berkshire Medical Center  
*Cost:* \$10 per child (\$20 max.)  
*Contact:* 413-447-2400

#### BREASTFEEDING CLASS

*When:* October 11 & December 13  
*Where:* Berkshire Medical Center  
*Cost:* \$15 (includes book)  
*Contact:* 413-447-2132 to register

#### 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

#### CHILDBIRTH REFRESHER

Two-week series.  
*When:* November 11 & 18  
*Where:* Berkshire Medical Center  
*Cost:* \$40  
*Contact:* 413-447-2400

#### DIABETES SUPPORT GROUP

*When:* First Tuesday of each month, from 7 - 9 pm  
*Where:* Dining Room B - Berkshire Medical Center  
*Cost:* FREE  
*Contact:* Ann Kohn 413-447-2886, after 3 pm

#### HEART ATTACK FACTS

*When:* Monday, October 25 from 7 - 8:30 pm  
*Where:* Auditorium - Berkshire Medical Center  
*Cost:* FREE

#### SMOKING CESSATION CLASS

*When:* October 19 & 26 & November 2, 9 & 16 from 4 - 6 pm  
*Where:* Berkshire Medical Center  
*Cost:* FREE - pre-registration necessary

#### 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

#### CHOLESTEROL & BLOOD PRESSURE SCREENINGS

*When:* October 20, November 17 & December 15  
*Where:* Fairview Hospital Conference Room

#### 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

### FAIRVIEW HOSPITAL 413-528-0790, EXT. 3035

#### EXERCISE FOR A HEALTHY BACK

*When:* Thursday, October 21 at 5 pm  
*Where:* Fairview Hospital Conference Room

#### PREPARED CHILDBIRTH

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

#### SMOKING CESSATION CLASS

*When:* October 27 - November 24 at 7 pm  
*Where:* Fairview Medical Library  
*Contact:* For registration information 413-528-0035, 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

#### WELLNESS THROUGH YOGA: INTRODUCTION

*When:* Wednesday, November 10 at 5 pm  
*Where:* Fairview Hospital Rehabilitation Department - Stockbridge Wellness Center  
*Contact:* For registration information 413-298-3318

### 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

#### CPR RE-CERTIFICATION CLASS

This is a 4 hour-session.

*When:* October 19 at 6 pm  
*Where:* Conference Rooms B & C - Franklin Medical Center  
*Cost:* \$30  
*Contact:* Connie Odom - 413-773-2232

### HOLYOKE HOSPITAL 413-534-2789

#### BLOOD GLUCOSE SCREENING

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

#### BLOOD PRESSURE SCREENING

*When:* Tuesday, October 19 from 7 - 9 am  
*Where:* Main Conference Room - Holyoke Hospital  
*Cost:* \$2 suggested donation

#### BREAST CANCER SCREENING

*When:* Friday, October 15 from 8:30 am - Noon  
*Where:* Oncology Clinic - 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

#### GO VEGETARIAN

*When:* Thursday, October 14 at 7 pm  
*Where:* Auditorium - Holyoke Hospital  
*Cost:* \$10 - (\$5 Healthwork members)

#### IMPROVING BLADDER CONTROL FOR WOMEN

*When:* Mondays, October 18 & 25 and November 1 from 1:30 - 3 pm  
*Where:* South 4 Conference Room - Holyoke Hospital  
*Cost:* FREE

#### MIND-BODY SOLUTIONS FOR CHRONIC PAIN

*When:* Thursday, October 21 at 7 pm  
*Where:* Auditorium - Holyoke Hospital  
*Cost:* FREE

#### THERAPEUTIC TOUCH: A NURSE'S PERSPECTIVE

*When:* Thursday, October 28 at 7 pm  
*Where:* Auditorium - Holyoke Hospital  
*Cost:* FREE

### 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

#### CPR RE-CERTIFICATION CLASS

This class is a one-night, three hour session.

*When:* Mon., October 18 at 6 pm  
*Where:* Mary Lane Hospital  
*Cost:* \$25  
*Contact:* Deb Gratton - 800-377-4325

There have been several changes to the Health New England Provider Directory since the last publication of MemberMatters in March of 1999. For the most current listing of our providers please visit us at [www.healthnewengland.com](http://www.healthnewengland.com) or call Customer Service at **413-787-4000** or **800-310-2835** to request a copy of the latest Provider Directory.

**The following providers have disenrolled from HNE:**

Kathy Anderson, DO

Charles Austin, MD

Canaan Avunduk, MD

Thomas Bombardier, MD

Kathleen Catalano, M.D.

Paul Condon, MD

Karen Endacott, M.D

Craig Foster, MD

Julia M. Feudo, M.D.

Nona Girardi, MD

Jeffrey Green, MD

Nancy Haffey, EdD

Brian Kilpatrick, MD

Edward McHugh, MD

Thomas Mitchell, MD

RobertNenninger, MD

Pascale Perusse, MD

Carolyn Ruan, MD

Mark Sloan, MD

Christopher Standaert, MD

Clayton Wagner, MD

Richard W. Whitfield, M.D.

MemberMatters is published quarterly by Health New England's Marketing and Advertising Department. Our purpose is to educate and inform our members. We welcome your comments. Please address all correspondence to Marketing and Advertising, Health New England, One Monarch Place, Springfield, MA 01144-1006.

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