Preventing three silent threats

Page 4

Advocare plans are here to stay

Page 3

Diane Kremer and Kelly McGiveron are bringing mobile mammography bus to member health events

Page 2
We’re holding “Stay focused on your health” events in June throughout our Wisconsin service area with one topic mind – your health.

At these free events you’ll have a chance to talk with health professionals, participate in interactive learning sessions and get free materials that can help you improve your health and learn more about preventive screening.

You won’t need reservations for our interactive booths. Just come ready to learn and have fun.

• **Prevention is the best medicine**

• **Stand Tall, Don’t Fall**
  Marshfield Clinic fall-prevention program; balance testing

• **Diabetes foot checks**
  Proper foot care can prevent serious problems

• **Exercise is Wii good for you**
  Test your skills, challenge your friends on Wii Fit

• **Aging and Disabilities Resource Center**
  Information on classes and services offered by your county ADRC

The Marshfield Clinic mobile mammography unit will be at each health event. Advocare plan members who have not had a screening mammogram in the last 12 months can make an appointment to get screened.

Whether you have diabetes, have been told you are at risk for diabetes or have a loved one with diabetes, Dia-Beat-It is for you. This presentation, which is open to all, will be offered at 10 a.m. and 1 p.m.

To find out about a health event in your area and to make your reservation for a screening mammogram or to participate in Dia-Beat-It, call 1-877-703-4839.
Advocare plans are here to stay

We’re proud that our Advocare Medicare Advantage plans have been serving Wisconsin residents for more than a decade. And we are planning for another great year in 2014.

We are planning for the future because we believe Medicare Advantage plans like your Advocare plan will be available and strong for many years to come.

If you have any doubt, let me remove it: **Your Advocare plan will be here for the long-term.**

**How can we be so confident?**

- First, the federal government wants to provide Medicare benefits in a more efficient way. Medicare Advantage plans are closely monitored to check for quality and efficiency. We get paid to keep the sickest people healthy and out of the hospital. That motivates us to be efficient with the limited money we receive, which saves taxpayers money.

- Secondly, Medicare Advantage plans are very popular among Medicare beneficiaries. They include preventive health and many other benefits beyond those available with Medicare alone. Your elected officials in Washington, D.C., know Medicare Advantage programs are quite popular and any move to eliminate them would face strong opposition.

We are committed to making certain our members get the care they need by providing high quality coverage and service. Our Advocare plans consistently rank among the top Medicare Advantage plans in the nation by the Centers for Medicare and Medicaid Services and the National Committee for Quality Assurance.

Last year we expanded our service area to Dane, Sauk, Columbia and Marquette counties. We would not have done that if we had any doubts about the future of our Advocare plans.

In this issue of *Advocare Connection* you will read about member health events coming up in the next few weeks. Our team is making plans for this fall’s member events.

On the self-addressed postcard included in this edition is a question that asks how we could make these events even better. I hope you’ll share your thoughts with us.

**Let me say it one more time:** Your Advocare plan isn’t going anywhere but forward.
Many illnesses display obvious symptoms — a rash, a cough, a lump, pain. But three of the most serious cancer threats often develop silently. Each is easily detected, and if caught early there’s less chance of long-term risk.

“The U.S. Preventive Services Task Force provides rigorous evidence-based recommendations to guide the ordering of preventive screening tests by primary care providers,” said Phil Colmenares, M.D., M.P.H., senior medical director for Security Health Plan.

As a Security Health Plan member your regular preventive screenings are covered. Talk with your primary care physician about making sure you stay on schedule for regular recommended screening.

Security Health Plan recommends screenings for these three silent threats:

1. **CERVICAL CANCER** – Regular screenings make this one of the easiest female cancers to prevent. In most cases cervical cancer is a slowly progressing disease with few clear-cut symptoms. Security Health Plan recommends screening for women every three years beginning at age 21. It’s important to have a Pap test and pelvic exam regularly because they can detect abnormalities before they lead to cervical cancer.

2. **COLORECTAL CANCER** – Everyone over 50 (age 45 for African-Americans) should be screened regularly for colorectal cancer. We recommend a colonoscopy every 10 years.

3. **BREAST CANCER** – According to the American Cancer Society a woman has a one in eight chance of developing breast cancer during her lifetime. While many things can increase a woman’s risk of developing breast cancer, age is the most important factor. Most breast cancers occur in women over age 50. We encourage women over 50 to have a mammogram (a breast X-ray) every one to two years.

You can visit www.securityhealth.org for a complete listing of the care you should receive. If you have more questions or would like a paper copy of these materials, please call Security Health Plan Customer Service at 1-877-998-0998 (TTY: 1-877-727-2232).
Diabetic supply offers should be considered with caution

It sounds like a deal too good to let pass — a telephone offer or television commercial featuring a famous face urging you to get new products in quantity. There’s even an offer for a free new test meter.

Patrick Burt, assistant director of pharmacy services at Security Health Plan, has words of caution for members who might be tempted to answer these offers: “Beware of offers on the phone or TV that sound too good to pass. These could end up costing more than you expect.”

Here are some reasons Burt urges caution:

• Advocate plan members could find themselves unable to purchase test strips locally because they have purchased their limit by phone or mail
• Sometimes the meter you receive doesn’t match the brands covered by your insurance
• Once you get on an auto-ship list you may find yourself with more test strips than you need
• Test strips can expire
• Your health needs may change and you could wind up with a stockpile of unused items

“If you have questions about these offers, call our Customer Service Department. They can help you,” Burt said. “If you are not interested in receiving your diabetic supplies from these companies, don’t hesitate to tell them to remove you from their lists.”

Medical devices like diabetes meters, inhalers and nebulizers are scientific wonders if you understand how to use them. If you have questions about obtaining, using or caring for a medical device ask your provider or call our Customer Service Department at 1-877-998-0998 (TTY: 1-877-727-2232).

Understand your pharmacy benefit

Our online Formulary Guide can help you find the drugs covered by Security Health Plan. It is updated by the fifth business day of each month. It also lists which drugs require print authorization or a formulary exception review.

To learn more visit:
www.securityhealth.org/formulary
Get the latest updates to your coverage

Medicare has issued National Coverage Determinations (NCDs) for the following medical services to be covered by your Advocare plan under certain conditions.

- Autologous blood-derived products for chronic non-healing wounds
- Ocular photodynamic therapy (OPT) with verteporfin for age-related macular degeneration
- Positron emission tomography (PET) scanning with FDA-approved agents to be determined by local Medicare Administrative Contractors

For details about NCDs visit www.securityhealth.org/newsletters. If you do not have Internet access call our Customer Service Department at 1-877-998-0998 (TTY 1-877-727-2232) and we can mail this information to you. We are open from 8 a.m. to 8 p.m. seven days a week.

Federal government has updated privacy requirements

On January 25, 2013, the Department of Health and Human Services issued a final rule modifying the Privacy, Security, Breach Notification, and Enforcement Rules under the Health Insurance Portability and Accountability Act (HIPAA).

This newly released rule is sometimes referred to as the “HIPAA Omnibus Rule.” The HIPAA Omnibus Rule also adopts changes to reflect amendments made by the Health Information Technology for Economic and Clinical Health Act (HITECH), replaces the interim Breach Notification Rule, and finalizes rules to implement Title I of the Genetic Information Nondiscrimination Act (GINA).

The HIPAA Omnibus rule requires that health plans update their Notices of Privacy Practices (NPP) and post its revised notice on their website by September 23, 2013. Security Health Plan will post its revised NPP at www.securityhealth.org by September 23. Additionally, information on the revised NPP will be provided to all members at a later date.

If you have any questions on the HIPAA Omnibus Rule or our Notice of Privacy Practices, please call our Privacy Hotline 1-866-339-0289.

See your health insurance information online

Visit www.securityhealth.org to view these health insurance documents:

- Provider Directory
- Member Handbook
- Security Health Plan Website Privacy Statement
- Privacy notice
- Fraud, Waste and Abuse information
- Certificate (available by logging in to Security Health Online)
- Schedule of Benefits (available by logging in to Security Health Online)
- Personal Health Statement (available by logging into Security Health Online)

If you are not already registered for Security Health Online, sign up today. Just go to www.securityhealth.org and register for Security Health Online. It’s simple, it’s protected and it’s always available.
Responding to you

The reply card in the last Advocare Connection asked you to tell us how we can improve our service to you. Here are responses to some comments we received:

How long should I keep receipts for medical and drug costs?

R: Ask your tax adviser or employer about keeping receipts for tax purposes or flexible spending plans. But from a health insurance standpoint, you don’t need to keep medical and drug cost receipts. Security Health Plan keeps records of your health costs and payments for 10 years, and we can provide this information to you should you ever need it.

Many members said they want more information on health, such as diabetes, heart disease, surgery, natural health tips and healthy recipes.

R: We provide health stories in every issue of Advocare Connection as space allows. And we hope to have more of these stories in the future. Members who include their name and address on the reply card often receive a personal phone call to address their concerns. For specific questions about billing or health issues, call Customer Service at 1-877-998-0998 (TTY: 1-877-727-2232) to be connected with a staff member who can help you.

Always improving quality — Security Health Plan wants to ensure you get high-quality health care. We work with your doctors to improve programs and services for you.

To find out more about our quality improvement efforts, visit www.securityhealth.org and click on About Us, then select Quality Assurance. To request a paper copy, call 1-877-998-0998 (TTY: 1-877-727-2232).
"Our Case Management and Disease Management programs can help you deal with overlapping health problems, repeated hospital admissions and chronic conditions." —Judy LeMaster, R.N., B.S.N., Nurse Manager for Case and Disease Management

Disease Management program
Our Disease Management program can help you take good care of yourself when you have a chronic condition, and make sure you get the care you need when you need it. Our registered nurses and social worker work closely with you and your providers. We’ll help you with such chronic conditions as:

• Adult and child asthma care
• Adult diabetes care
• Adult heart care (such as high blood pressure, cholesterol, heart failure or heart attack)
• Tobacco cessation
• COPD (Chronic Obstructive Pulmonary Disease) life threatening lung disease
• Depression

Our partnership with AccordantHealth also provides you with specialized education support for conditions such as multiple sclerosis, lupus, rheumatoid arthritis and epilepsy.

To learn more or participate in our Disease Management programs, call 1-888-788-6488.

Care Management program
If you have health issues or questions, medication concerns or need help in managing your health care, our registered nurses can help you understand your health care needs and match you with appropriate health care professionals or community services. Our care management team, including registered nurses, social workers, physicians, pharmacists and physical therapists, is ready to help you.

• We can help you find a primary care provider
• We will create a care plan that is tailored to your needs

To learn more or to participate in these programs call Case Management at 1-888-799-1599.