

good health report

SPRING 2015

YOUR FAST TRACK TO LIVING WELL

Find It Online

Our website can help
answer your questions

Our Quality Program

How we drive results

 **AULTCARE**

Where *You* Matter.

TELL US HOW WE ARE DOING

Whether you are new to AultCare or have been with us for a while, we want your feedback. The New Enrollee Survey allows new members to provide feedback on their enrollment experience and the Member Satisfaction Survey allows all members to provide feedback on their overall satisfaction with AultCare.

You can access our surveys by visiting www.aultcare.com and logging in to your account. If you do not already have an account, click on the “create login” link and follow the instructions. Once logged in, click on the link at the bottom of your screen titled either “Member Satisfaction Survey” or “New Enrollee Survey.” Tell us about your experience. Your responses will provide us with beneficial information to aid in our goal of delivering the best service to all of our members.

Report Non-Compliance and/or Fraud, Waste and Abuse

AultCare encourages anyone with knowledge of suspected instances of non-compliance and/or fraud, waste and abuse to report this information. This information can be reported anonymously and without fear of retaliation. Every effort is made to maintain confidentiality. To report unethical behavior, policy violations, suspected fraud, waste or abuse anonymously and confidentially, contact our Compliance/FWA hotline toll free at 1-866-307-3528 or log on to <https://aultcare.php.alertline.com>.

AULTCARE CONTACT INFORMATION

DEPARTMENT	HOURS	PHONE NUMBERS	INQUIRIES AND CONCERNS
AultCare Customer Service	Monday-Friday 7:30 a.m.-5 p.m.	<ul style="list-style-type: none"> • 330-363-6360 • 1-800-344-8858 • TTY: 330-363-2393* 	<ul style="list-style-type: none"> • Claim Status • Benefits • Eligibility • Status of Referrals • Pre-certifications • Prior Authorizations
Utilization Management	Monday-Friday 8:00 a.m.-4:30 p.m.	<ul style="list-style-type: none"> • 330-363-6360 • 1-800-344-8858 	To Request: <ul style="list-style-type: none"> • Referrals • Pre-certifications • Prior Authorizations
Case/Disease Management	Monday-Friday 7:30 a.m.-4:30 p.m.	<ul style="list-style-type: none"> • 330-363-6360 • 1-800-344-8858 	<ul style="list-style-type: none"> • Inquiries and Referrals to Case or Disease Management Programs

Too busy to call? You may also e-mail us 24 hours a day, seven days a week at www.aultcare.com by clicking on the “Contact Us” link at the top of the website homepage. You will receive a response within one business day of your inquiry.

*We understand that some of our members have special communication needs. We will provide a translator or hearing impaired services (TTY) to those members who are in need. If you require these services, please contact our service center at the numbers provided and we will gladly assist you (for hearing impaired members, please use the TTY number indicated for Customer Service).

Information You Can Find on Our Website

If you have questions, you may be able to find the answers at www.aultcare.com. We continue to enhance the information available to you on our website. Here's a list of the information, documents and services available on our website:

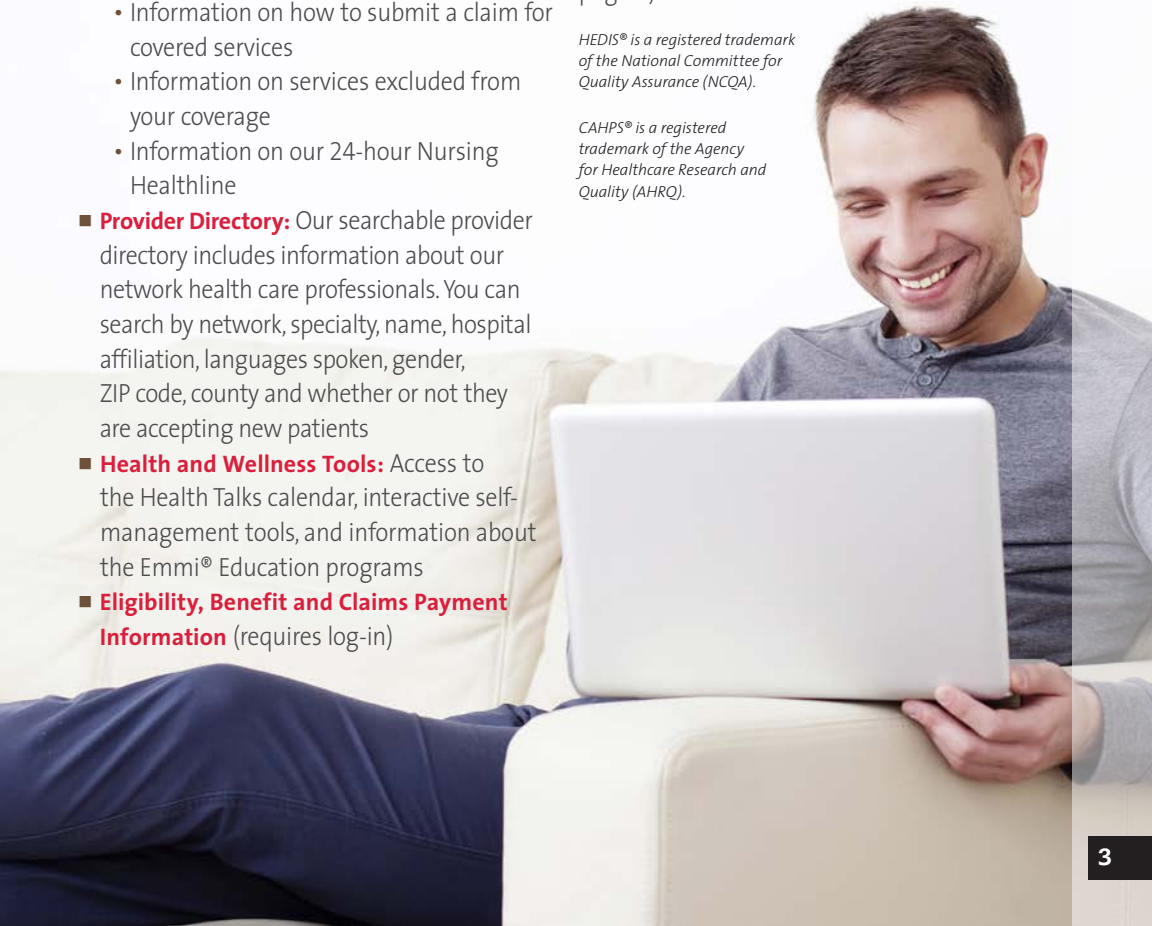
- **Member Guide**, which includes information on:
 - How to obtain language/interpreter services
 - New Technology Assessment/Evaluation
 - Pharmacy Program Information
 - Information for obtaining a Primary Care Physician or specialist for your care
 - Information for obtaining emergency/urgent care services whether in or out of the network and during or after normal business hours, including an inpatient admittance
 - Information on how and when to submit an appeal or complaint, including the independent appeals process
 - Information on how to submit a claim for covered services
 - Information on services excluded from your coverage
 - Information on our 24-hour Nursing Healthline
- **Provider Directory**: Our searchable provider directory includes information about our network health care professionals. You can search by network, specialty, name, hospital affiliation, languages spoken, gender, ZIP code, county and whether or not they are accepting new patients
- **Health and Wellness Tools**: Access to the Health Talks calendar, interactive self-management tools, and information about the Emmi® Education programs
- **Eligibility, Benefit and Claims Payment Information** (requires log-in)

- **Quality Management Programs, Evaluations and Outcomes**: Including HEDIS® and CAHPS® outcomes, and Quality Management Program Evaluation
- **Care Coordination Services**: Information regarding our Utilization, Case and Disease Management programs
- **Pharmacy Information**: Access to the pharmacy directory, formularies, recall information, and prior authorization/step therapy/quantity limit information
- **Enrollee Rights and Responsibilities**
- **Notice of Privacy Practices**
- **Pre-certification/Utilization Review policy**
- **Health Care Reform**

You can find all of this useful information by visiting our website at www.aultcare.com or by contacting our AultCare Customer Service Center. To request a written copy of any of the information mentioned above, please call our Service Center (contact information on page 2).

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

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





Care Coordination Services

UTILIZATION, CASE AND DISEASE MANAGEMENT SERVICES

AultCare offers a Care Coordination program that allows you to receive the care, information and community services you need. Our team of registered nurses, licensed practical nurses, licensed social workers and pharmacists are available by phone to help. Services include:

- Care Coordination to help you get the most from your plan benefits while maintaining quality, cost-effective treatment
- Community resource information to provide assistance with prescriptions, utilities and transportation if you are having financial difficulties
- Phone calls with a nurse who specializes in managing care for health conditions
- Educational materials to supplement information your physician has provided
- Informative mailings and handouts about your condition
- Equipment such as the Cardiocom Telescale® (CHF monitoring program) and GlucoCom Telemonitoring System (Diabetes Monitoring Program) to help

you manage your condition from the convenience of your home

- Staff to guide you in the right direction and help you work with your doctors to improve your health
- Reliable referrals to service agencies and resources in the community
- Assistance with the referral process to out-of-network specialists
- Help with transitioning your care to panel providers, if appropriate

You may benefit from our Care Coordination services if you:

- Have questions about your health status or health care
- Are in need of a transplant
- Have been newly diagnosed with cancer
- Are experiencing complex medical issues
- Are receiving specialty care outside of the network

UTILIZATION MANAGEMENT DECISIONS ARE BASED ON MEDICAL NECESSITY

- Utilization Management decisions are based on the appropriateness of care and services as well as eligibility and coverage of requested services

- AultCare does not reward practitioners or other individuals for issuing denials of coverage or service of care. There are no financial incentives for Utilization Management decision makers that result in underutilization
- The specific criteria used in decisions are available at no cost to you by contacting the Care Coordination department
- A physician, nurse or pharmacist reviewer is available to discuss Utilization Management denial decisions by contacting the Care Coordination department

UTILIZATION MANAGEMENT STAFF AVAILABILITY

- Utilization Management staff members are available from 8:00 a.m. to 4:30 p.m. Monday through Friday for inbound calls regarding Utilization Management issues and questions regarding the Utilization Management process
- Utilization Management staff members can receive inbound communication regarding Utilization Management issues after normal business hours via voicemail or fax
- Utilization Management staff can send outbound communication regarding Utilization Management inquiries during normal business hours
- Utilization Management staff members will identify themselves by name, title and organization when initiating or returning calls regarding Utilization Management issues

UTILIZATION MANAGEMENT EVALUATION OF NEW AND EXISTING TECHNOLOGY

AultCare investigates all requests for coverage of new technology using a medical technology assessment company as a guideline. If additional information is needed, AultCare utilizes sources including, but not limited to Medicare and Medicaid policies and Food and Drug Administration releases of any current medical peer review literature. This information is reviewed

and evaluated by AultCare's Medical Director and other physician advisors in order to determine if a new technology is appropriate for coverage under your AultCare plan. Members may request that a certain new technology be investigated for coverage by contacting the Utilization Management department.

Contact information for the Utilization, Case and Disease Management departments can be found on page 2.

QUALITY PROGRAM AND OUTCOMES

Did you know that AultCare has a Quality Program, which monitors the performance outcomes, in comparison with past performances, internal goals and external benchmark standards for both clinical and non-clinical measures? The measurements cover clinical performance, access, administrative performance, claims and eligibility. It is part of our quality plan to ensure you receive the necessary services and are satisfied with AultCare and our network providers.

The Quality Program is monitored through the Healthcare Effectiveness Data and Information Set (HEDIS®) as well as the Consumer Assessment of Healthcare Providers Survey (CAHPS®) to reflect member satisfaction.

If you would like additional information regarding AultCare's quality improvement initiatives, program or a report of our progress in meeting these initiatives, please visit us on the web at www.aultcare.com (click on the "About Us" link at the top of the page, and then click on the "Quality" link on the left-hand side of the page). You can also contact the Customer Service Center to request copies of this documentation (contact information on page 2).

HEDIS® is a registered Trademark of the National Committee for Quality Assurance.

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



Does Your Child Have ADHD?

Signs of this common condition and how to cope

Most children fidget and lots of them are impatient. This is why attention-deficit hyperactive disorder, or ADHD, can be difficult to diagnose. But ADHD is actually one of the most commonly diagnosed childhood conditions. The Centers for Disease Control and Prevention estimates that 11 percent of school-age children have ADHD, which is marked by hyperactive, impulsive and inattentive behavior. Boys are more likely to be diagnosed.

Children with this condition display these symptoms to an extreme, for six or more months:

- Show their emotions without restraint
- Blurt out impulsive responses
- Have trouble sitting still
- Appear not to listen when spoken to
- Find it hard to focus and follow directions

If you think your child has ADHD, talk with your doctor or pediatrician. After an evaluation, the doctor may recommend a combination of medication, therapy and even diet changes.

Children with ADHD struggle with change, so they need predictable routines to better understand what is expected of them. You can help your child by creating structure at home. Devise a clear daily schedule that includes time for homework and play. Organize clothes, schoolbooks and toys in their dedicated areas of the house. Specify expectations and define limits. Be consistent with rules, and remember to praise good behavior.

When school is on break, keep to your routine. Even if this means scheduling more playtime activities, make sure that good habits continue. Consistent rules and routines can help children with the condition focus and avoid distractions.

ADHD in Adults

People usually think of attention-deficit hyperactivity disorder (ADHD) as a children's condition, but it affects adults, too. Some adults with ADHD may have been diagnosed during their childhood, but some may not. Adults with ADHD often experience the following:

- Extreme restlessness
- Procrastination
- Trouble concentrating
- Relationship issues

- Challenges arriving to work on time and fulfilling work duties
- Trying to accomplish several things at once
- Becoming easily bored or quickly angered

As with children, adults must be evaluated and diagnosed by a doctor. Adult ADHD can be effectively managed with one or more forms of treatment, including medication, counseling and education.

ACCESS & OFFICE SITE STANDARDS

As consumers, we know that you value timely accessibility of medical care and physician office site quality. AultCare monitors primary care and behavioral health care practitioner appointment accessibility and office site quality annually in comparison to AultCare standards. Physicians are surveyed annually to ensure they meet the standards set by AultCare. However, accessibility is also measured through member surveys, complaints and grievances. Physicians are notified if particular trends are identified and this could result in an action plan or/and an on-site visit.

Primary Care Physician Appointment Accessibility Standards (Internists, Family Practitioners, General Practitioners, Pediatricians, Obstetricians):

- Routine appointments are available within two weeks involving non-acute symptoms or follow-up care
- Preventive care appointments are available within eight weeks
- Urgent appointments are available within 24 to 48 hours depending upon the severity of the condition at the time of the initial call
- Emergent life-threatening symptoms offer an immediate appointment or direct patient to the Emergency Department
- Less than 30 minutes average wait time in office
- Practice facilities must be wheelchair accessible, including easy entry and exit from the building
- AultCare must maintain a provider network that has at least 85 percent of practices accepting new patients

Behavioral Health (BH) Care Physician Appointment Accessibility Standards (Psychiatrists, Psychologists, Social Workers, and Counselors):

- Routine appointments within 10 business days
- Urgent appointments within 48 hours
- Non-life threatening emergent appointments within six hours
- Follow-up care following hospitalization for mental illness within seven days of discharge

After Hours Accessibility Standards for all Physicians

- 24 hours a day/seven days a week on-call coverage mechanisms directing members to access care outside practice hours

Office Site Quality Standards

- Physical accessibility and appearance, including handicapped accessibility
- Well-lit waiting rooms
- Adequate seating
- Posted office hours
- Adequate examination room space



Baked Salmon

With Thai Vegetable Salad

A fresh, uncooked salad-style vegetable sauce tops the hot baked salmon. The contrast in temperatures and textures is extremely satisfying. There is also a wonderful contrast in the richness in the salmon and the herbal, citrusy flavors of the vegetable mixture.

- 1/4 cup fresh lime juice
- 4 tsp. reduced-sodium soy sauce
- 1 Tbsp. sugar
- 2 carrots, shredded
- 1 red bell pepper, cut into thin slivers
- 4 skinless salmon fillets (4 ounces each)
- 1 tsp. ground coriander
- 1/2 tsp. salt
- 3 tsp. chopped cilantro
- 2 Tbsp. chopped mint

1 Preheat the oven to 450° F. In a medium bowl, whisk together 3 tablespoons of the lime juice, soy sauce and sugar. Add the carrots and bell pepper and toss to combine. Refrigerate until serving time.



NUTRITIONAL INFORMATION

PER SERVING: 217 calories, 8.9g total fat (1.5g saturated), 68mg cholesterol, 2g dietary fiber (.8g soluble), 12g carbohydrate, 23g protein, 536mg sodium. **SERVES 4.**

Source: wholehealthmd.com

2 Place the salmon fillets on a baking sheet. Sprinkle the fish with the remaining 1 tablespoon of lime juice, the coriander and the salt. Bake for about 10 minutes, or until the fish just flakes when tested with a fork.

3 Stir the cilantro and mint into the carrot-pepper mixture and spoon over the hot salmon.

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