

# good health report

SPRING 2016

YOUR FAST TRACK TO LIVING WELL

## The Doctor's Office

What to expect—  
appointments,  
accessibility and more

## Stay Safe

Protect yourself  
against falls



 **AULTCARE**

Where *You* Matter.

[www.aultcare.com](http://www.aultcare.com)



## 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 our website [www.aultcare.com](http://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.

### AULTCARE CONTACT INFORMATION

DEPARTMENT	HOURS	PHONE NUMBERS	INQUIRIES AND CONCERNS
AultCare Customer Service	Monday-Friday 7:30 a.m.-5:00 p.m.	<ul style="list-style-type: none"> <li>• 330-363-6360</li> <li>• 1-800-344-8858</li> <li>• TTY: 330-363-2393*</li> </ul>	<ul style="list-style-type: none"> <li>• Claim Status</li> <li>• Benefits</li> <li>• Eligibility</li> <li>• Status of Referrals</li> <li>• Pre-certifications</li> <li>• Prior Authorizations</li> </ul>
Utilization Management	Monday-Friday 8:00 a.m.-4:30 p.m.	<ul style="list-style-type: none"> <li>• 330-363-6360</li> <li>• 1-800-344-8858</li> </ul>	To request referrals/ prior authorizations/ precertifications
Case Management	Monday-Friday 7:30 a.m.-4:30 p.m.	<ul style="list-style-type: none"> <li>• 330-363-6360</li> <li>• 1-800-344-8858</li> </ul>	• Inquiries and referrals to Case Management Programs
Disease Management	Monday-Friday 7:30 a.m.-4:30 p.m.	<ul style="list-style-type: none"> <li>• 330-363-2421</li> </ul>	• Inquiries and referrals to Disease Management programs

Too busy to call us? You may also email us 24 hours a day, 7 days a week at [www.aultcare.com](http://www.aultcare.com) by clicking on the “Contact Us” link at the top of the website homepage. You will receive a response within 1 business day of your inquiry.

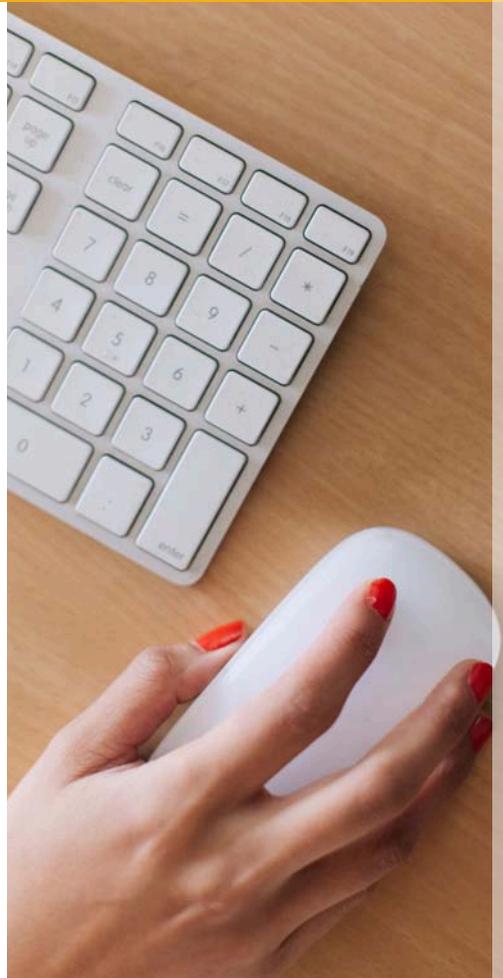
\*We understand that some of our members have special communication needs. We will provide a translator or hearing impaired services (TTY) to those members who are in need. If you require these services, please contact our service center at the numbers provided and we will gladly assist you (for hearing 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 to your questions at [www.aultcare.com](http://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:
  - Language/interpreter services
  - New Technology Assessment/Evaluation
  - Pharmacy Program Information
  - Primary Care Physicians or specialists
  - Emergency/urgent care services whether in or out of the network and during or after normal business hours, including an inpatient admittance
  - Appeal or complaint submission process include the independent appeals process
  - Information on how to submit a claim for covered services
  - Services excluded from your coverage
  - 24-hour Nursing Healthline
- **Provider Directory**: Our searchable provider directories include 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 & Wellness Tools**: Access to the Health Talks calendar, interactive self-management tools and information about the Emmi® Education Programs
- **Eligibility, Benefit & Claims Payment Information** (requires log-in)
- **Quality Management programs, evaluations & 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 & Responsibilities**
- **Pre-certification/Utilization Review policy**
- **Health Care Reform**
- **Notice of Privacy Practices**

You can find all of this useful information by viewing our website at [www.aultcare.com](http://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).*





# DISEASE MANAGEMENT SERVICES

**D**id you know that AultCare has Disease Management Programs available to you at no additional cost? It is important to us to help you maintain or begin your healthy lifestyle and manage any chronic conditions you may have. AultCare encourages you to visit your doctor for an annual physical exam and recommended check-ups.

These are just a few of the programs we offer to our members at no additional cost:

## ONLINE (WEB-BASED) SERVICES

Located in the [www.aultcare.com](http://www.aultcare.com) "Member Area," under the "Health & Care Coordination" section:

- Interactive Self-Management Health Tools
- Emmi® Education Programs:  
An online program that takes complex medical information and makes it easy to understand for both adults and children

## INTERACTIVE DISEASE MANAGEMENT PROGRAMS

- CardioCom® is a tele-monitoring program for members with Congestive

Heart Failure (CHF) that allows one of our Care Coordinators to monitor your daily weight readings and symptoms and communicate with you and your physician to report issues and prevent hospital admissions

- GlucoCom® is a tele-monitoring program for members with diabetes that allows one of our Care Coordinators to monitor your daily blood sugar readings and symptoms and communicate with you and your physician to report issues and prevent hospital admissions

## TELEPHONIC WELLNESS & DISEASE MANAGEMENT HEALTH COACHING

- **Nursing Hotline:** AultCare offers a Disease Management hotline to our members. You can speak to one of our Care Coordinators Monday through Friday from 7:30 a.m-4:00 p.m. about education on chronic conditions or prevention information by calling 330-363-2421.

- **Smoking Cessation:** If you are interested in quitting the nicotine habit, AultCare Wellness or The Ohio Tobacco Quit Line can assist you by listening, giving advice and tips and motivating you to kick the habit. Please note: neither of these programs will give any free nicotine replacement products or medications. To reach the AultCare Wellness Smoking Cessation Coach, please call 330-363-3281 or for The Ohio Tobacco Quit Line counseling services call 1-800-QUIT-NOW.

If you do not have internet access, printed versions of the online (web-based) educational material is available to you. To request printed versions of this educational material or to speak to a Disease Management nurse, please call 330-363-2421, Monday through Friday from 7:30 a.m. until 4:00 p.m. Please have your member ID# ready, which is on the front of your AultCare Insurance card.

## Quality Program and Outcomes

Did you know that AultCare has a Quality Program that 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. Ensuring you receive necessary services and are satisfied with AultCare and our network of providers is part of our quality plan.

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](http://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) or contact the Customer Service Center to request copies of this documentation (contact information on page 2).

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



# STOP FRAUD

**D**id you know that reducing fraud is one step toward controlling your cost of health care? You can do your part by being on the lookout for fraudulent schemes that often include people calling you or asking you for your health plan information.

## **AultCare encourages you to:**

- Never give out your Social Security, health plan number, date of birth or banking information to someone you don't know
- Carefully review your plan statement or explanation of benefits to ensure that all the information is correct

Below is important information you need to know to protect yourself and your health care against potential fraudulent schemes.

## **Did you know that identity theft can lead to higher health care costs?**

### **Be on the lookout for:**

- People using your health plan number for services you never received
- People calling to ask for your health plan numbers
- People trying to bribe you to use a doctor to receive a service you may not need

## **Did you know many legitimate businesses engage in telemarketing, but criminals can also use live or recorded calls to try to steal your identity?**

AultCare WILL NOT ask you for your banking information or Social Security number.

### **To protect yourself:**

- Be wary of recorded messages
- Do not press any keys or numbers when prompted (even if it is to take your name off of their list)
- Write down suspicious numbers and report them

## **Did you know that AultCare DOES NOT sell or mail medical supplies?**

If you receive medical supplies that you or your doctor did not order, you might be the target of a fraud scheme.

### **Take action to protect your AultCare benefits:**

- Refuse medical supplies you did not order
- Return unordered medical supplies that are shipped to your home

## **Did you know that you are one of the first lines of defense against fraud?**

- Do your part and report services or items that you have been billed for, but did not receive

### **Review your plan statement or explanation of benefits and:**

- Make sure you received the services or items billed
- Check the number of services billed
- Ensure the same service has not been billed more than once

## **If you suspect that you are the target of a fraudulent scheme, report it to AultCare.**

- Fraud Hot Line—**866-307-3528**
- Website—**<http://aultcarethp.alertline.com>**

# Appointment Accessibility & Office Site Standards

**W**e know that you as consumers 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 against 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 could result in an action plan and/or an on-site visit.

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

- Routine appointments are available within 2 weeks involving non-acute symptoms or follow-up care
- Preventive care appointments are available within 8 weeks
- Urgent appointments are available within 24-48 hours depending upon 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

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

- Initial routine appointments within 10 business days
- Follow-up routine appointments within 7 days
- Urgent appointments within 48 hours
- Non-life threatening emergent appointments within 6 hours
- Follow-up care following hospitalization for mental illness within 7 days of discharge

## **High-Volume/High-Impact Appointment Accessibility Standards (Obstetricians and Oncologists):**

- Routine appointments are available within 2 weeks involving non-acute symptoms or follow-up care
- Urgent appointments are available within 24 hours
- Emergent life-threatening symptoms offer an immediate appointment or direct patient to the Emergency Department

## **After-hours Accessibility Standards for All Physicians**

- 24 hours a day/7 days a week on-call coverage mechanisms directing members to access care outside practice hours
- Emergency notification at the beginning of the answering machine message

## **Office Site Quality Standards**

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



# Prevent Falls

An increased risk for member falls typically comes with advanced age, and can cause devastating results on a member's physical and mental health. Statistics from the Home Safety Council show that one-third of all injuries in the United States occur in the home. The home is also the second most common location of unintentional fatal injuries in the United States.

With the goal of reducing Emergency Room visits and hospitalizations related to injuries in the home, AultCare has partnered with Aultman Home Safety Services to provide free in-home safety assessments to our enrollees who are at risk.

AultCare is committed to improving the mental and physical health of our members as well as decreasing their risk for falls.

## The following are safety suggestions to keep in mind:

- Utilize canes, walkers and other assistive devices
- Use shower seats
- Avoid throw rugs on hard surfaced floors



- Use hearing aids and glasses if needed
  - Install good lighting
  - Use Medical Alert systems when needed
  - Complete an assessment of medications
- If you are aware of an enrollee that could benefit from these services, please contact AultCare at the numbers provided on page 2 and ask to speak to a Case Manager.

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U.S. POSTAGE  
PAID  
AvMed  
Health Plans