Always Someone To Turn To …
Our nurses are here for you

There is always someone to turn to, whatever time of day or night a health concern arises.

The nurse information line provides members with access to a nurse 24 hours a day, seven days a week and has been a feature of The Health Plan since 1994.

You will speak with a registered nurse if you have concerns about a particular issue, need assistance accessing services or obtaining urgent/emergent care out of the area. The nurse information line is not meant to replace any services offered by our health care providers, including after-hours assistance. You can contact the nurse information line by dialing 1.800.624.6961, 740.695.3585 or 304.639.8597.

Follow-ups Are Important

After you are discharged from a behavioral health hospital stay, it is important to keep your follow-up appointments with your doctor and your therapist. This follow-up appointment gives you a chance to speak with the doctor and ask questions about your medications. Your doctor will also be able to make sure that you are doing well. Keep a diary. Write down any symptoms that you are having or any questions that you want to ask.

It is important to see your doctor or therapist within seven days of being discharged. Make sure that your appointments are scheduled during this period. If you are having any difficulty with scheduling, call the Behavioral Health Unit at 1.877.221.9295 and a nurse will help you to schedule an appointment.

Who Has My Records?

“Could you send the records to my primary care physician (PCP)?”

This is an important question that you should ask every time you visit an emergency room, urgent care center, or are admitted to the hospital. Since your PCP is responsible for all aspects of your care, it is important to make sure they are informed of any medical care that you received. Keeping your PCP aware of any tests, treatments, or medications ordered by another provider can help to prevent potentially dangerous interactions and ensures you receive the most complete care.

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We introduce to you, a new logo that is vibrant, personal, and energetic. Our rebranded image reflects the trust and confidence that you have come to count on from The Health Plan. Our new colors show we are energetic and passionate about the health of you, our members. The apple, a symbol of good health, remains as a visual representation of our commitment to the health of the communities that we serve.

We are committed to advancing the quality of care delivered by our providers and received by you using the best available practices. We are committed to providing superior service using the highest set of standards for personal respect, courtesy and compassion for you, our providers and other health care systems.

Our rebranding is more than a new identity and a name modification. It reflects our continued commitment as a community health organization to deliver a clinically-driven, technology-enhanced, customer-focused platform by developing and implementing products and services that manage and improve the health and well-being of our members through a team of health care professionals and partners across our community.
Keeping your family protected from the flu is important. The flu is worse than having a cold and can make a person sick for a week or more.

The flu vaccine does not cause the flu and it helps keep children and parents from becoming sick with the flu.

Babies younger than 6 months cannot get the flu vaccine. That is why it is important for their parents, caregivers, and older children living in the home become vaccinated. Having others vaccinated in the home will decrease the babies risk of developing the flu.

The Centers for Disease Control (CDC) recommends a flu vaccine for all children 6 months of age and older. It is especially important for those who are at a greater risk of developing health problems from the flu, including:

- Children 6 months through 4 years old
- Anyone 65 years and older
- Women who are pregnant, considering pregnancy, have recently given birth, or are breastfeeding during flu season

The vaccine can be given to children in two different ways. It can be given by injection with a needle or sprayed into the nostrils. Both of these ways are effective in delivering the vaccine. Recent studies show that the nasal spray may work better in younger children.

Experts recommend that children who are ages 2 to 8 years old and are healthy, get the nasal spray vaccine, when it is available. If the nasal spray is not available, the injection can then be administered.

Flu season runs from October to May. While it is best to be vaccinated at the beginning of the season, getting a shot later in the season is still better than not getting the vaccine at all.

Source: http://kidshealth.org/parent/general/body/flu_vaccine_good.html

The survey says …

Member Experience Survey

Thank you to all of our members who participated in one or both of our member experience surveys.

Two surveys were conducted during 2014 to evaluate our member’s experience with behavioral health services.

The first survey was sent out to members who were involved in behavioral health case management. The results were very positive. All eight statements regarding care met the threshold for positive responses. All the personal comments regarding the case manager were also very positive.

“Members told us they were satisfied with their overall services.”

The second survey was conducted by phone and questions pertaining to the behavioral health experience were posed to members who received services and agreed to participate.

Members told us they were satisfied with their overall services. Members also told us they were concerned with the choice of behavioral health providers. We have recently made some changes to our website that make it easier to find facilities that offer behavioral health services.

If you have questions, problems locating a provider or would like to find out more on case management, please call our Behavioral Health Unit at 1.877.221.9295 for assistance.

“There will be no health screenings in the Massillon office in December due to the holiday.”