

HNE Medicare Advantage Clinical Programs Summary

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HNE Medicare Advantage Clinical Programs Summary

HNE offers various clinical programs designed to help our members when they need it the most – during a period of illness or while managing a chronic condition. Some of our programs are designed to save our members money, while others specialize in keeping members out of the hospital.

Teladoc

Health New England Medicare beneficiaries have access to Teladoc for phone or online video consultations with U.S. board-certified physicians 24/7/365. Teladoc is not meant to replace your PCP; it is a convenient and low cost alternative to an urgent care center or emergency room visit to treat non-emergency medical issues such as flu, allergies, ear infections and more. Teladoc is available starting 1/1/16. To request your Teladoc consultation, call 800.835.2362 or visit Teladoc.com.

Comprehensive Health Appraisal

As a member of the HNE Medicare Advantage plan you have access to the Healthy Directions Web Portal. The web portal gives you access to important information to help you manage your health and wellness. Additionally, included in the Web Portal is our Comprehensive Health Appraisal. We ask that all new members complete this Comprehensive Health Appraisal within the first 90 days of their membership in our plan. This information will help HNE assist you in managing your overall health effectively.

Case Management

HNE provides comprehensive case management services to our members. This program takes a proactive approach to managing members who are likely to become hospitalized or require multiple health care services. This program ensures continuity and coordination of care for members with multiple needs, chronic conditions, and catastrophic illness. The goals of case management include:

- Improving the member's functional status
- Educating members regarding their disease process and available resources

- Reducing hospital admissions
- Improving cost-effectiveness while ensuring high quality care

Disease Management

HNE provides focused services to our members with chronic health conditions, including but not limited to: Asthma, Diabetes, and Coronary Artery Disease. Our programs provide each member a comprehensive assessment of their current health status and understanding of their treatment plan. A trained professional periodically interacts with members participating in these programs and educates them over the phone regarding actions participants may be able to take to improve their health. Once they complete our program, our members are well informed about their condition and are able to work more collaboratively with their providers.

Medication Therapy Management Programs

If you have complex health needs, taking multiple prescription drugs and have high drug costs, you may be eligible to participate in one of our Medication Therapy Management (MTM) programs. These programs help to make sure that your medications are appropriate, safe and effective. Our MTM programs include a personal review of all of your medications by a pharmacist or other health professional, refill reminders and cost saving opportunities. As a HNE Medicare Advantage member, these programs are not considered a Medicare benefit and are available to you at no additional cost.

We offer medication therapy management (MTM) programs at no additional cost to members who:

- Have multiple medical conditions
- Are taking many prescription drugs, and
- Have high drug costs

These programs help HNE make sure that our members are using the appropriate drugs to treat their medical conditions and help identify possible medication errors. These programs were developed for us by a team of pharmacists and doctors.

We may contact members who qualify for these programs. If we contact you, we hope you will join so that we can help you manage your

medications. Remember, you don't need to pay anything extra to participate. If you are selected to join a medication therapy management program, we will send you information about the specific program, including information about how to access the program.

Re-admission Prevention/Transition Management Program

We offer a 30-day transition program to support members who have a high risk of readmission following discharge from a hospital or skilled nursing facility. This program includes an in-home assessment by a pharmacist care manager who will work together with you and your caregiver as well as your physician and a registered nurse to develop an individualized medication regimen and care plan.

Free First Fill Program

As an HNE Medicare Advantage member, you may be able to save money on certain brand name drugs by switching to a generic alternative. By switching to the generic alternative, your first 30-day supply of medication may be free.* The U.S. Food and Drug Administration (FDA) requires generic drugs to have the same quality and performance as brand name drugs.

By switching to a generic alternative you can:

- Save money on copays each time you fill a prescription. The FDA estimates that “on average, the cost of a generic drug is 80-85% lower than the brand name product.”¹
- Reduce your prescription drug costs, which can help keep you from reaching the coverage gap.

**Limited to drugs included in the Free First Fill Program. Not all brand name drugs have a generic alternative. Refer to the HNE Medicare Advantage Formulary for a list of drugs included in this program.*

¹www.fda.gov

24-Hour Nurse Line: 866.389.7613

As a member of the HNE Medicare Advantage plan, you have access to a 24-hour nurse line that provides health care information. Simply call the number listed above, 24 hours a day, 7 days

a week. Whether you need:

- Answers to questions about your health
- Answers to medication questions
- Help on how to prepare for an upcoming medical visit

A caring professional will listen to your concerns and help answer your questions.

Remember, the Nurse Line does not replace a doctor or other health care provider. If you need immediate medical attention, call 911, and go to the nearest emergency room. For urgent issues, contact your health care provider.

Contact Us

You may call our Member Services Department at 413.787.0010 or 877.443.3314. TTY/TDD users call 800.439.2370.

February 15 – September 30
8 a.m. - 8 p.m. • Monday through Friday

October 1 – February 14
8 a.m. - 8 p.m. • 7 days a week

If you'd like to come to our office and meet with an *HNE Medicare Specialist, HNE's office hours are 9:00 a.m. to 4:00 p.m., Monday through Friday.

For questions related to Prescription Drug coverage, call 800.546.5677, 24 hours a day, seven days a week. TTY/TDD users should call 866.706.4757.

HNE Medicare Advantage is an HMO plan with a Medicare contract. Enrollment in HNE Medicare Advantage depends on contract renewal.

*Licensed health insurance sales representatives. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.