

Condition Management

Frequently Asked Questions

1. Why is HealthQuest offering the Condition Management Program?

- Our wellness vendor Alere provides employees (and dependents 18 and older on the health plan) with additional resources to manage your health because:
 - Managing a chronic condition can be difficult.
 - It's hard to keep up with the latest treatments and information.
 - We believe that there is a moment in everyone's life – where a person wants to be as healthy as he/she can be, and we believe we all do better with help.
- Participation will strengthen your interaction with your physician, for it empowers both the physician and you to work together for better health.
 - Medical and Rx benefits and the program work together to educate you on asking the right questions, getting connected, addressing concerns, etc.
- It helps participants be as healthy as possible, thus stabilizing costs to you and the health plan.
 - Preventative care – helps you and your covered dependents stay as healthy as possible.
 - Supplemental benefit - helps you manage your condition and keep you informed about the best ways to treat the condition.

2. How do I participate?

- If you have been diagnosed with or receive treatment for any of these chronic conditions - Asthma, Coronary Artery Disease [CAD], Heart Failure [HF], Chronic Obstructive Pulmonary Disease [COPD] or Diabetes - you can enroll by calling toll-free 1-888-275-1205 (option 1).

3. What can I expect when I call?

- An Enrollment Specialist will conduct a short interview with to determine whether or not you meet the criteria for the program and answer any questions you might have. This initial call is approximately 10 minutes.
- We always remind employees that calls are monitored for training purposes.
- Due to your privacy and protection under HIPAA, we must always verify who we are speaking with by asking first and last name, birthday, address, etc., (this may be asked more than once during a call).
- If you meet the criteria and agree to enroll, you will be transferred to a nurse. However, if you do not have the time during the initial call to speak to a nurse, the Enrollment Specialist can schedule a convenient time for you to enroll at a later date.

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- While this may seem redundant, when the call is transferred, the nurse will always verify again (due to your privacy and protection and as a HIPAA requirement) who we are speaking with by asking first and last name, birthday, address, etc.

4. How does the program work?

- You will work with a Care Manager over the telephone (RN, LPN, Care Coordinator, Registered Dietitian or Certified Diabetes Educator) to develop a plan of care.
- You will then be sent an invitation letter and educational information about your condition.
- At the end of each Care Manager session that you have, the nurse will summarize the next steps in your plan of care with timelines. This will happen during each call.
- If at any time you have questions or concerns about your plan of care, it is your responsibility to provide us with this information directly through discussion with your nurse.

5. What happens if I have a medical emergency?

- Call 911, or
- If you are not sure what to do, feel free to call Alere – for there is a nurse available to speak to you 24 hours a day, 7 days a week, and 365 days a year.

6. Will my supervisor/HealthQuest know that I am in this program?

- No, only if you tell him/her.
- Information is disclosed only with your consent and will be protected according to government policy standards (HIPAA).
- No individual names or other information is provided to HealthQuest/State Employee Health Plan from Alere.

7. Will my spouse be able to speak to Alere on my behalf?

- Only if you give Alere consent to speak with your spouse/significant other, etc.