



selectLIVING<sup>SM</sup>



**HEALTH MANAGEMENT SERVICES**

*Health and Wellness · Care/Disease Management · Pharmacy · Quality*



selecthealth<sup>SM</sup>

**WE WANT OUR MEMBERS TO LIVE WELL**, so we provide a number of wellness resources to supplement our health plan benefits. From member discounts to convenient pharmacy services to online self-care, the Select Living<sup>SM</sup> program is designed to help our members maintain and enjoy a healthy, happy lifestyle. It's our goal to help them prevent unnecessary health problems and manage existing chronic conditions.

For more information on the following programs and services, call Member Services at 801-442-5038 (Salt Lake area) or 800-538-5038 weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## Health and Wellness

### **SELECTHEALTH HEALTHY BEGINNINGS<sup>SM</sup>**

Pregnancy is a special time. Our prenatal program provides support and resources for expectant mothers to help them have a healthy pregnancy and to decrease the possibility of an early delivery. This program includes a risk assessment screening and provides high-risk case management as necessary. Pregnancy education materials are also available. For more information, call 801-442-5305 (Salt Lake area) or 800-442-5305.

### **MEMBER DISCOUNTS**

We know embracing a healthy lifestyle is more convenient when it costs less. The following table outlines discounts we offer to members through partnerships with numerous vendors:

Eyewear	Up to 35 percent off
Health Clubs and Fitness Centers	Various discounts throughout the state
Vitamins and Nutritional Supplements	Up to 40 percent off
Chiropractic Services, Massage Therapy, Acupuncture Services	Up to 25 percent off
Hearing Aids	Up to 15 percent off
Drug Education Materials	Up to 30 dollars off

To receive the discounts mentioned above, members simply present their ID Card. For more information about these discounts or to find participating locations, visit [www.selecthealth.org/discounts](http://www.selecthealth.org/discounts).

## SMOKING CESSATION

Quitting smoking is one of the most significant things a person can do to improve overall health. We offer two programs to help members quit. Free & Clear® allows members to progress at their own pace from home. This program also provides a counselor to talk with participants over the phone. SmokeBreakers<sup>SM</sup> is a group program offered at several Intermountain Healthcare hospitals. For more information or to enroll, call 801-442-5305 (Salt Lake area) or 800-442-5305.

## PREVENTIVE CARE

One of the best ways members can stay healthy is by obtaining preventive care. SelectHealth provides resources to easily obtain this care. Information and schedules are available in the Membership Guide and on our Web site to help members know when to seek the appropriate examinations and immunizations. We also have discounts on fitness centers and nutritional supplements. Visit [www.selecthealth.org/prevention](http://www.selecthealth.org/prevention) for more information.

## WOMEN'S HEALTH AND WELLNESS

Regular preventive care exams can help women maintain optimal health and detect and treat problems early. Women who have SelectHealth benefits are mailed an informational flyer with the necessary preventive exams for each stage of their life. They may also receive an interactive telephone reminder call for mammograms or cervical cancer screening. Assistance for mammogram scheduling is available through Member Advocates<sup>SM</sup> at 801-442-4993 (Salt Lake area) or 800-515-2220. For more information, visit [www.selecthealth.org/wellness](http://www.selecthealth.org/wellness).

## ONLINE SELF-CARE SERVICES

Our members can access useful health information from home using many of our online resources. Our Web site contains valuable information on causes, prevention, symptoms, and treatment of numerous conditions and diseases. Intermountain InstaCare<sup>SM</sup> and Intermountain KidsCare<sup>SM</sup> Online are also available to help members determine what to do for common symptoms and injuries. To access this extensive collection of information, visit [www.selecthealth.org](http://www.selecthealth.org).

## WORK SITE HEALTH PROGRAMS

Staying healthy can help improve productivity in the workplace. Through our comprehensive weight management and physical activity programs, members can incorporate health awareness into their daily work routine. Our programs, represented in the logos below, encourage employees to walk, take the stairs, eat healthy, manage weight, and exercise. Employers are given materials, such as educational handouts, posters, and prize ideas, to easily implement these programs at their work site. For more information, call 801-442-5305 (Salt Lake Area) or 800-442-5305.



# Care/Disease Management

## CARE MANAGEMENT

We offer care managers to help our members with special medical needs. Care managers are specially trained registered nurses skilled in coordinating treatment for patients with various health concerns. These nurses work with providers, patients, and families to determine probable costs, confirm benefit coverage, and expedite doctor-recommended tests and treatment. For example, care managers arrange hospitalization or outpatient procedures and find alternatives to inpatient care.

Members are provided a care manager depending on their needs. A SelectHealth representative may contact members to see if they would like assistance from this program. For more information or to contact a care manager, call 801-442-5305 (Salt Lake area) or 800-442-5305.

## DISEASE MANAGEMENT

Helping our members maintain healthy lives is a top priority. Our disease management program offers support for those with chronic health conditions. Depending on a member's circumstances, they may receive educational materials, online resources, newsletters, follow-up phone calls, access to a care management nurse, and additional support. Our disease management program includes the following conditions:

- Allergies and Rhinitis
- Asthma
- Cholesterol
- Congestive Heart Failure
- Depression
- Diabetes
- Hepatitis C
- High-Risk Pregnancy
- Hypertension
- Migraines
- Oncology

To contact a disease manager, please call 801-442-5305 (Salt Lake area) or 800-442-5305. For more information, visit [www.selecthealth.org/wellness](http://www.selecthealth.org/wellness).



# Pharmacy

## **GENERICSAMPLE<sup>SM</sup>**

The GenericSample program helps members manage costs without compromising quality. This program is a great way to try a generic drug for free. It eliminates a copay/coinsurance for the first fill of certain generic prescriptions when provided at a participating retail pharmacy. Members have the opportunity to try respected and widely used generic drugs, while lowering long-term, out-of-pocket expenses with continued generic drug use. Please visit [www.selecthealth.org/pharmacy](http://www.selecthealth.org/pharmacy) for a list of drugs available through this program.

## **PRESCRIPTION DRUG LIST**

The SelectHealth Pharmacy and Therapeutics Committee meets monthly to evaluate new and existing medications to place on the Prescription Drug List. Evaluations include clinical efficacy, safety, and cost effectiveness. Using medications on this list will insure that members have access to the most effective and safe treatments. To view the Prescription Drug List, please visit [www.selecthealth.org/pharmacy](http://www.selecthealth.org/pharmacy).

## **MAINTENANCE DRUG BENEFITS**

SelectHealth is making it as easy as possible for members to obtain their maintenance drugs\*. A 90-day supply of certain prescriptions can be ordered online, by phone, through the mail, or at a participating retail pharmacy.

*\*Maintenance drugs are used on a continuous basis. Please refer to the Membership Guide for a list of drugs eligible for a 90-day refill.*



## **ONLINE PRESCRIPTION REFILLS**

Ordering home delivery drugs online is a convenience that offers several advantages. It provides faster delivery service than submitting refills by mail. Members can also receive e-mail reminders when refills are due and track their order to see when it was placed, filled, and shipped. To order online, visit [www.medcohealth.com](http://www.medcohealth.com).

## **PHARMACY UTILIZATION MANAGEMENT PROGRAMS**

SelectHealth Pharmacy Services has several programs designed to provide employers and members with the most appropriate medications, while guarding against increasing costs. These programs include pharmacy-specific case management, preauthorization, step therapy, three tier copay designs, and integrated pharmacy/medical clinical management programs. For more information on these programs, visit [www.selecthealth.org](http://www.selecthealth.org).

# Quality

## **NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA)**

SelectHealth is the only NCQA-accredited commercial health plan in Utah. We have been accredited for over 13 years. The NCQA rates health plans on how well they help members stay healthy, get better, manage chronic illness, access qualified providers, and receive care and service when needed.

Results show that NCQA-accredited plans like SelectHealth outperform non-accredited plans in all measures of clinical care and member satisfaction. SelectHealth's "Excellent" Accreditation status illustrates our commitment to helping members stay healthy and to providing the highest quality care when they are sick.

## **MEMBER ADVOCATES<sup>SM</sup>**

SelectHealth is committed to providing each patient with access to the most appropriate care and at the right time. Member Advocates is a service to help members find the best provider to meet their needs. They also perform the following services:

- Schedule the earliest available appointment at the closest facility
- Arrange an appointment with a specialist
- Assist in contacting a key staff member at the medical office
- Give additional information on the background of a provider

To contact Member Advocates, call 801-442-4993 (Salt Lake area) or 800-515-2220, weekdays, from 8:00 a.m. to 6:00 p.m.

## **BEHAVIORAL HEALTH ADVOCATES<sup>SM</sup>**

The Behavioral Health Advocates team assists members who are dealing with emotional and substance abuse issues. They can help find the most appropriate panel provider for members' needs.

A Behavioral Health Care Management program is also available to aid in identifying and managing high-risk cases. These include, but are not limited to, depression, anxiety, bipolar disorders, substance abuse, eating disorders, and schizophrenia. Through this program, licensed care managers provide clinical assessment, coordination of care, and treatment compliance assistance.

To contact Behavioral Health Advocates, call 801-442-1989 (Salt Lake area) or 800-876-1989, weekdays, from 8:00 a.m. to 6:00 p.m.