

HealthAlliance **MEDICARE**

smart.
simple.

Essentials

Learn the smart, simple way to make the most
of your Health Alliance Medicare benefits

Call us 8 a.m. to 8 p.m.
Monday through Friday

Toll-free 1-800-965-4022

TTY/TDD 1-866-883-8551

www.HealthAllianceMedicare.org

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Health Alliance Medicare Services Is Here to Help

1-800-965-4022, TTY/TDD 1-866-883-8551
Monday through Friday, 8 a.m. to 8 p.m.

We can help you with questions about claims, coverage, appeals, pharmacy issues, preauthorization, utilization management and information about the doctors, clinics and hospitals we work with. After normal business hours, leave a message and we will return your call the next business day. Please note that all non-urgent review requests received after normal business hours will be recorded as being received the next business day.

Please call us if any of your personal information has changed, including:

- Name
- Other insurance providers
- Address
- Primary Care Physician
- Phone

Keep Your Member Materials Handy

To make the most of your benefits, read your member materials, including your annual Evidence of Coverage book, and any materials you received when you became a member. These materials are a convenient source for quick information about your coverage. If you need additional copies of your member materials, please contact Health Alliance Medicare Services at 1-800-965-4022, Monday-Friday, 8 a.m. to 8 p.m.

Find Answers Online

You can often find convenient answers to your questions online at **www.HealthAllianceMedicare.org**. Simply log in* with your user name and password to:

- View eligibility.
- Check the status of a claim.
- Look for a participating provider.
- Order a new ID card.
- View the Health Alliance Medicare Part D Formulary.
- Evaluate drug interactions, view drug claims history and see how much you'll need to pay for prescriptions.
- Access WorldDoc, our comprehensive online medical resource.
- Find copayments or coinsurance.
- View member rights and responsibilities.
- Read the Notice of Privacy Practices.
- Review HEDIS®/CAHPS® results and other quality initiatives.

You'll also find information about:

- Medical and pharmaceutical management policies and procedures, including how we review new technology.
- How to submit a claim.
- Which benefits and services are included and excluded from your coverage in and out of the service area.
- How to obtain emergency care, primary care, specialty care and behavioral health services during and after normal business hours in and out of the service area.
- How to obtain information about in-network physicians and hospitals, including searching for providers.
- How to file a complaint or appeal, including your right to involve an external review organization.

* If you don't have internet access, you can request printed copies of the materials on our website by calling Health Alliance Medicare Services.

To sign up for a user name and password, follow these steps:

1. Go to www.healthalliance.org.
2. Click on "Members."
3. Select "Sign Up."
4. Enter the requested information and click "Submit."
5. Begin surfing our website once you receive the acknowledgement email and confirm your registration.

Health Alliance Ensures Reasonable Access to Services

Health Alliance is committed to providing you with efficient, cost-effective, quality health care coverage. Health Alliance never encourages underutilization of care. We do not give financial inducements or set quotas for denying care or coverage, nor do we keep statistics identifying individual providers and their denial rates. The utilization decisions our medical directors, nurse coordinators, pharmacy coordinators and pharmacists make are based only on appropriateness of care and service and the existence of coverage. There are no incentives, financial or otherwise, to deny access to services.

We Partner with Physicians

We regularly seek input from all doctors in our network regarding policies under development or review. Through regular (every other month) e-newsletters, we communicate with our physician network. Practicing physicians are also involved on several of our committees to foster idea sharing and improve the quality of our programs.

We Speak Your Language

If you are more comfortable speaking a language other than English, try our telephone translation service, Language Line. We provide access to interpreters who speak 140 different languages. Simply call Health Alliance Medicare Services and state which language you speak. *Si usted necesita un interprete para traducir esta información, por favor llamar al teléfono gratis 1-800-965-4022 y pregunte por la "Language Line."*

Documents may be available in alternate formats or languages; please call 1-800-965-4022.

We Respect Your Privacy

Protecting your medical information is a responsibility we take very seriously. Health Alliance follows Health Insurance Portability and Accountability Act (HIPAA) regulations to ensure that your information is kept confidential. This means we will only use and disclose your information in ways that are permitted by law. For a complete copy of our website Privacy Policy or our Notice of Privacy Practices, please contact Health Alliance Medicare Services. This information is also available on our website at www.HealthAllianceMedicare.org.

Better Service, Better Care, Safely

Our Quality Management department continually strives to improve the services we provide you and the doctors and hospitals we work with. Our goal is to establish standards of care, identify opportunities and drive interventions to enhance care and measure effectiveness. Through regular monitoring and annual evaluation, we continue to meet our goals. To view our complete program, visit www.HealthAllianceMedicare.org, select "About Us" and then click the "Quality Improvement program" link under "History and Philosophy." Some examples of our initiatives include:

Clinical Guidelines

Health Alliance encourages our doctors to consult nationally recognized standards, called clinical guidelines, when providing care to our members. These evidence-based treatment suggestions have been developed to help doctors choose appropriate health care treatment for specific medical conditions. Doctors can review the guidelines on the Health Alliance website or call 1-800-851-3379, ext. 8112 (Monday-Friday, 8 a.m. to 5 p.m.) for a hard copy.

NCOA Accreditation

We participate in a health plan accreditation program with the National Committee for Quality Assurance (NCOA). This ensures we meet a rigorous set of nationally recognized standards for quality and service to our members and providers. For more information, visit the NCOA website at www.ncqa.org.

HEDIS® and CAHPS®*

Health Alliance participates in the annual Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) data collection programs through NCQA. HEDIS is the measurement tool used by the nation's health plans to evaluate performance in terms of clinical quality and customer service. CAHPS® is a nationally recognized survey tool that measures member satisfaction with their health plan. To view the most recent HEDIS and CAHPS® scores for Health Alliance, visit www.healthalliance.org.

Safety

Health Alliance supports a mission shared by many health care-related organizations: improve health care safety so our members with medical problems do not feel worse because of an error during treatment. Our Never Events and Patient Safety Committee focuses on quality at the point-of-service, as well as interventions that reach out to our members to increase their awareness of being safe as patients.

Be Well – Solutions For Your Health

Health Alliance programs help you achieve and maintain your best possible health.

- *I Can Quit* (smoking cessation)
- *Active with Asthma*
- *Active with COPD*
- *BP Beat* (blood pressure)
- *ChoLESSterol*
- *Get in Check* (diabetes)
- *ImmYOUnize*
- *Road to Relief* (migraine headaches)

Personal Health Coordination is offered to members who need extra help managing a chronic condition. For more information, please call 1-800-851-3379, extension 8061.

Health Alliance Medicare members can receive discounts at various fitness centers and discounted membership at any Jenny Craig Weight Loss Program. To learn more, call 1-888-382-9781.

To check out our wellness programs and other helpful health information, visit www.HealthAllianceMedicare.org and click on "Healthy Programs" under "Extras."

You Have the Right to an Independent Review

For members with Medicare Part D prescription drug benefits, if we deny any part of your first appeal, you or your appointed representative may ask for a review by a government-contracted independent review entity (IRE). You must file a written appeal request within 60 calendar days after the date you were notified of the decision on your first appeal to the written address included in the redetermination notice you receive from us. For more information, please read your Evidence of Coverage or call 1-800-500-3373, Monday-Friday, 8 a.m. to 5 p.m.

Planning Ahead

You have a right to accept or refuse treatment and to complete an advance directive. If you're not satisfied with how we've handled an advance directive, you have the right to file a complaint with the state survey and certification agency. Information on advance directives and how to file a complaint are addressed in your Evidence of Coverage under "Your Rights to Use Advanced Directives." For more information, contact Health Alliance Medicare Services to request a copy of the brochure "Planning Ahead."

*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).

Health Alliance Medicare is a health plan with a Medicare contract.