



Welcome to your 2017 TICUA Enhanced Benefit Program

Hi there,

We're writing to inform you of the important steps you can take to receive a **special discount on qualifying prescriptions** as part of the TICUA Enhanced Benefit Program.

If you have completed the enhanced benefit program in prior years, please note that the activities listed in this flyer will be replacing the current requirement. **After January 1, to keep the discount, you will need to complete at least 50% of the activities related to your condition(s) as outlined in this flyer.** Once complete, your discount will be restored.

As someone who has been diagnosed with a chronic condition, it is beneficial for you to follow care path guidelines—both for your health, and to earn your discount. The activities outlined in the next few pages were developed by real healthcare providers to help you self-manage your specific condition(s)—with the goal to keep you healthy, happy, out of the hospital and able to enjoy the things in life that mean most to you.

Please read the attached information carefully. If you have any questions along the way or would like us to guide you through this information, give us a call at 1.877.498.6689.

Sincerely,

Your Care Coordinators
Your Care Coordinators



 www.ticua.org/tbc

 1.877.498.6689

 "Your Care Coordinators" App



TICUA
BENEFIT CONSORTIUM

CARE COORDINATORS
BY QUANTUM HEALTH



CARE COORDINATORS
BY QUANTUM HEALTH

NOTICE REGARDING WELLNESS PROGRAM

The Enhanced Prescription Benefit Program is a voluntary program available to all benefit enrolled employees and spouses. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the program you may be encouraged to complete a biometric screening, which could include cholesterol and/or A1c depending on your condition. You are not required to in the blood test or other medical examinations.

However, employees and spouses who choose to participate in the prescription benefit program will receive access to discounted medications and testing supplies for completing at least 50% of recommended care path items for any of the following conditions: asthma, COPD, CAD, CHF, or diabetes.

If you are unable to participate in any of the healthrelated care path items, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting your Care Coordinators at 1-877-498-6689.

The information from your will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the Enhanced Prescription Benefit Program, such as case management by Quantum Health registered nurses. You also are encouraged to share your results or concerns with your own doctor.

**Have questions about your benefits?
Care Coordinators can help!**

1-877-498-6689
www.ticua.org/tbc

TICUA
BENEFIT CONSORTIUM

CARE COORDINATORS
BY QUANTUM HEALTH



Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the Enhanced Prescription Benefit Program and TICUA may use aggregate information it collects to design a program based on identified health risks in the workplace, Quantum Health will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the benefit program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information is (are) registered nurses at Quantum Health in order to provide you with services under the wellness program.

In addition, all medical information obtained through the program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the benefit program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the enhanced prescription benefit program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the benefit program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact your Care Coordinators at 1-877-498-6689.

**Have questions about your benefits?
Care Coordinators can help!**



Care Pathways

Based on Nationally Recognized Guidelines

To earn your enhanced benefit discount, follow the guidelines below, which show that you are effectively managing your chronic condition(s). These might even be steps you are already taking!

Reviewing the activities below, you'll see each item is marked with a 📞 or 📄. This indicates how you can complete the activity.

- 📞 Contact your Care Coordinators to receive credit for these items.
- 📄 Use your TICUA health insurance ID card when you receive these services. When the insurance claim is processed, you will be given credit automatically.

Asthma

Note: If your doctor does not recommend or prescribe any of these treatment options, call your Care Coordinators to receive credit.

- 📄 **Get a flu shot** every year between August 1 and March 31 of the following year. Credit will be given when your insurance claim is processed.
- 📄 **Use a rescue inhaler** as needed (unless it is not recommended by your doctor).



Helpful hint:

Being able to self-manage your asthma symptoms with a rescue inhaler can remove stress by decreasing the likelihood that you'll need to visit the ER to be treated.

Diabetes

Note: If your doctor does not recommend or prescribe any of these treatment options, call your Care Coordinators to receive credit.

- 📄 **Hemoglobin A1c blood test** at least twice per year.
- 📄 **Lipid screen** (cholesterol-level blood test) once per year.
- 📄 **Microalbumin or Urine Protein Test** every year. You do not need to complete this test if you are taking an ACE-inhibitor or ARB.
- 📄 **Take a cholesterol-lowering statin medication** (unless it is not recommended or prescribed by your doctor).
- 📞 **Know the symptoms** of hypoglycemia (low blood sugar) and hyperglycemia (high blood sugar), what to do and when to call the doctor or get medical care.
- 📞 **If retinopathy is diagnosed**, have a Dilated Retinal Eye Exam every year. If no retinopathy is diagnosed, have the eye exam every other year.



"Why do I need an eye exam?"

Did you know that retinopathy—caused by damage to blood vessels in the eye—is 5x more common in individuals with diabetes? When left untreated, it can cause severe damage, and even blindness. If you ask us, that's a pretty good reason to get your regular eye exam!



🌐 www.ticua.org/tbc

📞 1.877.498.6689

📱 "Your Care Coordinators" App



Chronic Obstructive Pulmonary Disease (COPD)

Note: If your doctor does not recommend or prescribe any of these treatment options, call your Care Coordinators to receive credit.

-  **Get a flu shot** every year between August 1 and March 31 of the following year.
-  **Use an inhaler or nebulizer** routinely as directed by your doctor (unless it is not recommended or prescribed by your doctor).
-  **Use a rescue inhaler** as needed, as directed by your doctor (unless it is not recommended or prescribed by your doctor).
-  **Know the symptoms** of a COPD flare-up and when to call the doctor or get medical care.



Did you know?

Bronchodilator medications decrease symptoms such as shortness of breath and can decrease complications of COPD, the risk of needing oxygen, and also increase your comfort.

Congestive Heart Failure (CHF)

Note: If your doctor does not recommend or prescribe any of these treatment options, call your Care Coordinators to receive credit.

-  **Take a beta-blocker medication** (unless it is not recommended or prescribed by your doctor).
-  **Know the symptoms** of a heart failure flare-up and when to call the doctor or get medical care. Call your Care Coordinators to receive credit.



The more you know!

Being educated on the signs of a flare-up can help you know when you need to visit your primary doctor, versus waiting until symptoms require emergency attention. To learn more about Congestive Heart Failure and its symptoms, ask your doctor, or speak with a Nurse Care Coordinator at 1.877.498.6689.

Coronary Artery Disease (CAD)

Note: If your doctor does not recommend or prescribe any of these treatment options, call your Care Coordinators to receive credit.

-  **Lipid Screen** (cholesterol-level blood test) once per year.

Take the following medicines (unless they are not recommended or prescribed by your doctor).

-  **ACE-inhibitor or Angiotensin Receptor Blocker (ARB)**
-  **Beta-blocker**
-  **Statin or other cholesterol-lowering medication**



Do you know the role of your Rx?

As a part of treatment for Coronary Artery Disease—statins lower your cholesterol, while beta-blockers and ACE-inhibitors/ARBs target your blood pressure. These medications decrease your risk of having a stroke or heart attack.



HELLO!

We're your Nurse Care Coordinators. As a part of the chronic condition activity and your health plan, you've been provided with our services. Call today to be introduced to your very own nurse who will get to know you, answer questions about your health, follow up when needed—and of course, help you complete the wellness requirements.

WHAT PEOPLE ARE SAYING ABOUT THEIR NURSE CARE COORDINATORS:

// I LOVE THIS SERVICE. The two nurses that I have had the joy to work with have been fabulous. We are so lucky to have you. You think about everything when it comes to my care prior to my surgeries, following my surgeries, and anything in between. **YOU ALL ACTUALLY CARE, AND IT IS WONDERFUL. //**

// It seems small, but it is so valuable to me, to have someone call at the time they said they'd call. **THANK YOU FOR BEING SOMEONE I CAN TRULY COUNT ON. //**

// THANK YOU FOR YOUR HELP navigating my recent insurance issues related to my condition, and for your support through the process. Your assistance was beneficial, comforting, and much appreciated. **//**

Contact your Care Coordinators



🌐 www.ticua.org/tbc

☎ 1.877.498.6689

📱 "Your Care Coordinators" App

