

Healthmate

A Publication of Health Tradition Health Plan

VOLUME 9, NO. 4

A MAYO HEALTH SYSTEM CHOICE IN WISCONSIN

FALL 2003

FLU SHOTS: Facts from Fiction

- ◆ Flu shots are recommended for older adults, people with diabetes or with chronic illnesses, and women who will be in their second or third trimester of pregnancy during the flu season. However, flu shots can also be beneficial for healthy adults and children.
- ◆ Children 6 to 23 months old should be immunized because of their high risk of severe illness if they catch the disease. Children in this age range are among those most likely to be hospitalized for influenza.
- ◆ Flu shots aren't 100 percent effective, but if you get the flu after having had a flu shot, your symptoms will likely be less severe than they would have been without the shot.
- ◆ Flu shots don't give you the flu. The influenza viruses used in the vaccine are dead, so they can't cause the flu.
- ◆ Flu shots RARELY have significant side effects.
- ◆ Flu shots protect against influenza, but they don't protect against other viruses that may cause flu-like symptoms, such as the stomach flu.

SOURCES: MayoClinic.com,
The Centers for Disease
Control and Prevention

**Service
Excellence**
THE TRADITION CONTINUES

Formulary Update: Allegra Now Off the Formulary

Effective January 1, 2004, two major changes to the Health Tradition Formulary will occur:

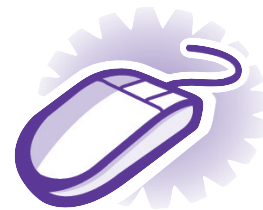
◆ **Allegra and Allegra-D** are being removed from the formulary. With the non-sedating antihistamines Claritin (Loratadine) and Claritin-D available over-the-counter, you will pay less for these drugs than you do for the current formulary drugs. The non-formulary options either will be covered at the highest cost-sharing amount if you have a three-tiered plan or will not be covered under your plan benefits if you have a two-tiered plan. You should discuss these formulary changes with your provider to have your prescription updated prior to January 1, 2004.

◆ **Insulin lispro (Humalog)** will be removed from the formulary effective January 1, 2004. In addition, Novolin L insulin has been removed from the market and is no longer available for use. Humulin L has been added to the formulary in its place. See the table below for a list of formulary options as of January 1, 2004.

Treatment Options	New Formulary Option	Non-formulary Options
Insulins	Novolog, Humulin L	insulin lispro (Humalog)
Antihistamines (Non-sedating)	None. Over-the-counter options available.	cetirizine HCl (Zyrtec) desloratadine (Clarinet) fexofenadine (Allegra) fexofenadine/pseudoephedrine (Allegra-D)
ADHD	Strattera – no prior authorization required	

The Health Tradition Pharmacy and Therapeutics Committee continually monitors current and new drugs. Periodically, the formulary is updated to ensure you receive the highest quality and most cost-effective prescription drugs available. When drugs become available over-the-counter which are equivalent to the formulary prescription options, the formulary may be updated to reflect these changes. *If you have any questions about these formulary updates, please contact Customer Service at 1-877-832-1823.*

New Website Coming!
Health Tradition is proud and excited that our new, easy-to-use, informative Website will be ready soon!



Customer Service 1-877-832-1823



Beverly Larson, RN, MPH
Health Tradition
Director of Operations

College Students & “Snowbirds”: Know your coverage while away

DO YOU KNOW YOUR COVERAGE:

- ◆ Students attending college outside of Health Tradition’s service area?
- ◆ Retired adults relocating to warming climates during the winter season?
- ◆ Members receiving COBRA coverage through a former employer and relocating outside the service area for new employment?

In order to control healthcare costs for our members, Health Tradition requires members to receive health care services from providers within our Health Tradition network. If you are moving or residing outside of Health Tradition’s service area — even temporarily (for college or winter vacations) — only urgent or emergency care services are covered by Health Tradition when the healthcare services are received outside the Health Tradition network of providers. Members must contact Health Tradition for authorization soon after receiving urgent care services, even if they were received in a clinic setting.

In cases of urgent care or emergency services, Health Tradition must be notified within 48 hours or the next business day. If Health Tradition is not notified of urgent or emergency services received outside of Health Tradition’s service area, these services may not be covered.



VERY IMPORTANT: Routine and follow-up care received from non-Health Tradition network providers is not covered unless you receive prior authorization.

Limited coverage also applies to those members who require follow-up to urgent or emergency care outside the Health Tradition network of providers. For example, you may injure your back while “wintering” in Florida or your college student daughter may injure her ankle while away at school. The initial emergency room or urgent care visit would be covered under your Health Tradition plan. Health Tradition must be notified of the situation. If a follow-up visit is recommended, this care would need to be received from a healthcare provider within the Health Tradition network, unless prior authorization is received.

For those relocating to warmer climates for the winter and for college students who are away for months at a time, this may pose a hardship. You may want to consider purchasing a form of supplemental health insurance while residing out of the area.

For more information on out of area coverage, please contact a Member Advocate at (608) 781-9692.

Health Tradition Scores High in Quality

When compared to other health plans from all over the country, Health Tradition again performed above national standards! Effectiveness of care quality measures, similar to HEDIS® measures, are the most widely used set of industry performance measures. Organizations and consumers use this information to evaluate the quality of healthcare delivered by different health plans. In all of the performance standards, Health Tradition exceeded the national average. These results prove our commitment to not only managing your health problems, but also preventing health problems from arising. The statistics demonstrate the excellent disease prevention and disease management strategies used by practitioners in the Health Tradition network.

	2001 National HEDIS® Average	2002 Health Tradition
Healthy Children		
Childhood Immunizations	69%	73%
Women’s Health		
Breast Cancer Screening	75%	84%
Cervical Cancer Screening	81%	83%
Prenatal Care in 1st trimester	86%	98%
Heart Health		
Controlling high blood pressure	58%	60%
Diabetic Care		
Blood sugar testing (Hemoglobin A1c)	83%	89%
Eye Exam	52%	85%
Kidney Disease Screening	52%	68%
Asthma Treatment		
Use of Appropriate Medications	68%	76%

For more information on the selected quality measures presented, please contact Jackie Kuhlman, Quality Manager, at (608) 781-9692.

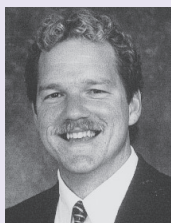
Stuck at Work? Get Up, Stretch and Move!

How do we exercise when we're at work all day? Stand up and move — especially after sitting for prolonged periods of time. "We need to make opportunities for stretching and moving," says Brian Langenhorst, OTR, Industrial Coordinator, Center for Occupational Health at Franciscan Skemp Healthcare. "Our bodies tell us what we need to do, but we don't always listen."

Every 20 minutes we need to ask:

- ◆ What's my posture? Am I sitting properly?
- ◆ Have I stood up and moved recently?
- ◆ Have I stretched my neck, shoulder, back, leg and arm muscles recently?

REMEMBER — you can keep it simple for effective results: Reach overhead and stretch. Use backward shoulder rolls to counteract leaning forward over a computer. Put your chin to your chest, and your ear to your shoulder. Try doing your work standing at a counter for awhile. Take a short walk. While not as effective as jogging or a session at the health club, "These simple exercises will refresh our bodies, strengthen muscles, and decrease the risk of injuries," says Brian. "By getting up, stretching, and moving, we increase circulation and help to re-align our necks and backs. A few minutes of stretching each day makes us healthier and more productive in the long run."



Brian Langenhorst, OTR,
Industrial Coordinator,
Center for Occupational
Health at Franciscan
Skemp Healthcare

Brian is a consultant to area companies and organizations. He performs worksite analysis of proper workstation set-ups, stretching/lifting techniques to prevent injuries, and stress management for employees. For more information, contact Health Services to Business at (608) 791-9769 or 1-800-362-5454, ext. 4251.



Healthy Living: Today not Tomorrow

Would you like to have more energy? Feel better about yourself? Lose some weight? If you answered YES, there's no better time than today! People all over our Coulee Region are joining forces toward healthy living. Motivated by the rising costs of healthcare, the La Crosse Tribune and WXOW News 19 are spearheading a Healthy Living initiative that focuses on exercise, healthy eating and stress reduction. This six-month challenge began on Sept. 25 at a Town Hall meeting.

As one of the partners in this initiative, Franciscan Skemp Healthcare created its own internal challenge for FSH employees that runs in conjunction with the community-wide effort. Here are the details of the Franciscan Skemp program. Feel free to copy this program with your colleagues at work or friends in your neighborhood — whatever it takes to be healthy and feel better!

◆ What is the Your Every Step, program?

Your Every Step, is the Franciscan Skemp Healthcare initiative to motivate employees to make healthy lifestyle choices through the support of a team. Teams range from 4-20 employees. The program focuses on exercise, healthy eating and stress management over the 6-month challenge. "Being a member of a team is so important," says Karee Munson, Franciscan Skemp Healthcare Health Promotion Coordinator. "Team members give each other support, add a bit of healthy competition, and keep each other motivated. It makes it more fun!"

◆ How does the program work?

To kickoff this challenge, employees weighed in. The weigh-ins were completely confidential. Each person's weight, weight loss goals, or weight loss success will not be shared with anyone unless that person chooses to share that information. But weight loss is not the main focus of the project. Participants are encouraged to eat healthier, eat less and move more! Each team member received an exercise log to track minutes of physical activity on the honor system. Team members receive a new exercise log every month. Each individual on the team is encouraged to set other goals for themselves such as increasing the number of fruits/vegetables in their diet, drinking more water, reducing stress or getting more sleep. Teams have monthly challenges and prizes. Franciscan Skemp's goal is to provide individuals with assistance and support in achieving their goals and improve employee's health.

So find some colleagues at work or friends or neighbors and form your own teams and your own challenges! Set your individual goals. Track your results. Feel better and have more energy. Remember, your every step towards healthy living begins today!

Are you interested in having someone talk to your group about healthy living? Call the Franciscan Skemp Speaker's Bureau at (608) 791-7838 or 1-800-362-5454, ext. 9717.

New Providers to your Healthcare Network

LA CROSSE

Franciscan Skemp - La Crosse

- ◆ Matthew Emme, MD, Urology
- ◆ Sankar Bandy, MD, Neurology

ARCADIA

Chippewa Valley Orthopedics, LLC

- ◆ Nathaniel Stewart, MD, Orthopedics
(Provides outreach to Franciscan Skemp Healthcare - Arcadia Campus)

BLACK RIVER FALLS

Krohn Clinic, Ltd.

- ◆ James Kosler, MD, Family Practice

EAU CLAIRE

Midelfort Clinic - Luther Campus

- ◆ Scott Martin, MD, Pathology
- ◆ Thomas Carmody, MD, Cardiovascular Surgery

ELROY

St. Joseph's Community Health Service

- ◆ Suzanne Stepanski, DO, Family Practice

TOMAH

Franciscan Skemp - Lake Tomah Clinic

- ◆ Will Schanhofer, MD, Family Practice

WINONA

Winona Clinic, Ltd.

- ◆ Andrew Rule, MD, Internal Medicine
 - ◆ Matthew Broghammer, DO, General Surgery
 - ◆ Kenneth Clayton, DO, Gynecology
- Parkview Behavioral Health Services
- ◆ Mark Bronson, MS, LICSW, Mental Health

Providers on the Move

EAU CLAIRE TO OSSEO

Midelfort Clinic - Osseo

- ◆ Michael Fitzgerald, MD, Family Practice

Providers Leaving

BLACK RIVER FALLS

Krohn Clinic, Ltd.

- ◆ Elizabeth Russell, MD, Family Practice

WINONA

Winona Clinic, Ltd.

- ◆ Brett Manthey, DO, Gynecology

Franciscan Skemp Home Medical Equipment Relocates: Appointments and Call-in Orders Now Necessary

The Franciscan Skemp Home Medical Equipment

rental and supply service relocated near the La Crosse Campus Medical Center. Retail sales on site will be discontinued, however, all other Home Medical Equipment services will continue. "Services to our customers will continue to include prior authorizations and certificates of medical necessity," says Dan Korson, Home Medical Equipment program supervisor.

"To better serve customers, we ask that orders are called in. Calling ahead and scheduling an appointment for respiratory patients will ensure someone is available to assist the patient. For equipment, calling ahead to have us deliver is the preferred method--consider us as more of a warehouse of home medical equipment and supplies," says Korson.

Our health plans require members to use only the in-network providers for Durable Medical Equipment. Some items require prior authorization, especially if higher cost.

For more information or for home medical equipment order and delivery call 608-791-9797 or 1-800-362-5454.

Provider Additions (For WI State Employees)

LA CROSSE

General Dentistry

- ◆ Joseph Kotnour, DDS

Ready to Quit Smoking?

Call our Tobacco Quitline at 1-888-642-5566 (toll-free)

Health Tradition

A Mayo Health System Choice in Wisconsin

Executive Director	Steven M. Kunes
Medical Director	Alan Krumholz, MD
Director of Operations	Beverly Larson, RN
Director of Health Services	Mary Wanzek, RN
Director of Sales & Marketing	Michael Eckstein

The purpose of Healthmate is to inform and communicate with health plan members. Please submit suggestions or ideas to:

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