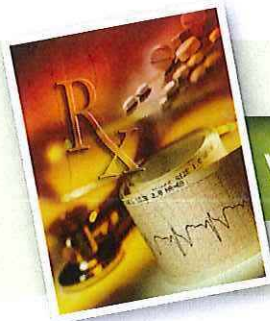


BEAUMONT EMPLOYEE HEALTH PLAN

Health Management Program



YOUR HEALTH ADVOCATE

Welcome to the BEHP Health Management Program

We've all been there...needing a shoulder to lean on. A sounding board. A trusted source of unbiased medical information. Now, Beaumont Employee Health Plan (BEHP) members can find such a resource through the [BEHP Health Management Program](#).

This innovative Program—offered at no additional cost—gives you direct access to the medical expertise, information and personalized support you need to make informed health decisions. Our specially-trained Registered Nurses (RNs) serve as personal “Health Advocates” who confidentially help you manage all aspects of your care—from assisting you with follow-up care after a hospitalization or ER visit, to teaching you how to manage a chronic condition.

Call a BEHP Health Advocate Nurse today to find out how we can help you take healthy actions and/or get support for your condition.



PROGRAM HIGHLIGHTS

- ~ **Complimentary.** The Program is available at no cost to all BEHP members (employees and family members).
- ~ **Convenient.** Added support is just a phone call away. By calling 248.273.6412 or 248.273.6413, you receive one-on-one assistance from a specially-trained RN who acts as your personal Health Advocate. They are available Monday to Friday, 8:00 a.m. through 5:00 p.m. Call as often as needed; no call limits.
- ~ **Collaborative.** Your doctor continues to direct your care; Health Advocate Nurses work with your doctor and you to support care and treatment efforts.
- ~ **Customized to you.** Everyone's health situation is different, requiring different forms and levels of support. This Program gives you the opportunity to work one-on-one with your Health Advocate Nurse to develop a plan of action specifically suited to your needs.
- ~ **Clinical excellence.** With oversight from BEHP Medical Directors, Health Advocate Nurses follow evidence-based practice guidelines to ensure you receive accurate and trustworthy information and guidance. In addition, they have earned their National Certification of Chronic Care Professionals and Certification of Diabetes Management—giving you assurance you are working with highly-qualified professionals.
- ~ **Confidential.** All personal information and interactions with a Health Advocate Nurse are confidential and comply with HIPAA regulations.

Making a Difference in the Lives of Our Members

Whether your goal is to stay healthy, feel better or improve your quality of life by more effectively managing a chronic condition, the BEHP Health Management Program can make a real difference. By calling 248.273.6412 or 248.273.6413, you work one-on-one with a personal Health Advocate Nurse who serves as your clinical advocate—providing you with the medical support and educational intervention you need.

Health Advocate Nurses are standing by to:

- **Teach you the skills** you need to effectively manage a health condition that requires ongoing attention (such as asthma, diabetes or heart disease)
- **Help you better understand** your condition and how to avoid potential complications
- **Monitor your treatment plan** to ensure successful outcomes
- **Prepare you** to get the most out of your doctor appointments
- **Work with your doctor** and other caregivers to optimize your treatment
- **Learn how to modify your lifestyle** to better manage your health and minimize complications and symptoms of your condition
- **Provide free materials** about symptom management, health risks, treatment and more
- **Connect you with the right providers**, resources and programs to support healthy outcomes

WHAT YOU STAND TO GAIN



- ✦ Better overall health and a fuller quality of life
- ✦ Improved outcomes
- ✦ More confidence managing a chronic condition
- ✦ Fewer visits to the ER
- ✦ Fewer hospitalizations
- ✦ Lower out-of-pocket health care costs

We Are There for YOU

As a BEHP member, you may call upon the support of a Health Advocate Nurses whenever you feel the need. In certain situations, however, you may receive a call from us proactively offering our assistance.

When You May Hear from Us:

- After being discharged from the hospital (i.e., Emergency Center visit)
- After an inpatient or outpatient procedure that may require follow-up care
- If your provider recently diagnosed you with a chronic condition, including but not limited to:

✦ Coronary Artery Disease (CAD)	✦ Hypertension
✦ Chronic Obstructive Pulmonary Disease (COPD)/Asthma	✦ Obesity/Weight Control
✦ Chronic Pain/Low-Back Pain	✦ Depression
✦ Diabetes	✦ Smoking Issues

Working Together, We Can Help Ensure Members:

- Stay on track with medical follow-up and treatment plans
- Avoid missed outpatient appointments
- Use the most appropriate resources at the appropriate time
- Adhere to medication treatment plans
- Receive referrals to resources within Beaumont, WebMD, ValueOptions® or other BEHP health partners. Or, if necessary, referrals to outside resources.



How the Health Management Program Helped Margaret

"I work in admitting for the Emergency Center, but was surprised to find myself there as a patient one evening when I suffered a severe asthma attack. I ended up being fine, but it was a scary ordeal nonetheless. My doctor asked if I had questions before discharging me, but at the time my mind was racing and I didn't think to ask the right questions. So it came as a pleasant surprise when I received a call from a BEHP Health Advocate Nurse soon after I arrived home.

Not only did the the Nurse answer questions I had about my asthma medication, but she also walked me through how to do my breathing treatment. She also sent me a packet of information to help me learn more about living with asthma. I found this service to be really useful and highly recommend others consider calling whenever the need arises."

Getting Started

Ready to get started? Call a BEHP Health Advocate Nurse at 248.273.6412 or 248.273.6413 today to find out how we can help you take healthy actions and get support for your condition.

For future reference, please separate the contact cards along the perforation. Place one in your wallet and give the other to your spouse or other eligible family member. In addition, post the enclosed magnet on your refrigerator for quick reference.



BEHP Health Management Program Your Health Care Advocate

Nurses Partnering with Your Physician

248.273.6412

OR

248.273.6413

(Monday-Friday 8am-5pm)

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Note: This Program is NOT a substitute for your medical care, rather an additional trusted resource to help you feel in control of your treatment and to assist you with navigating the health care system to ensure you receive the right care, at the right place, at the right time for the best possible outcomes. For diagnosis and treatment, always consult your physician.



How Health Advocate Nurses Can Help:

- Answer your medical care questions
- Coordinate your medical care
- Help you make informed treatment decisions
- Assist you with managing a chronic condition
- And more...

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Managing a Chronic Condition— You're Not Alone

Living with a chronic illness or a long-lasting condition can present you with many challenges. With the right support, however, you can learn how to manage your symptoms and even slow the progression of your illness. Fortunately, self-care doesn't mean you have to figure it out on

your own. You have the opportunity to work one-on-one with a compassionate, understanding and knowledgeable Health Advocate Nurse—via telephone—in the comfort of your own home.

Grounded in evidence-based medicine, the Health Advocate Nurses will work with your providers to achieve an effective treatment plan to improve your health and quality of life. With this personal guidance, you will gain greater confidence in managing your condition, and as a result improve your health and quality of life.

"Early identification of a serious health problem allows us to slow its progress, prevent complications and work together toward a better outcome."

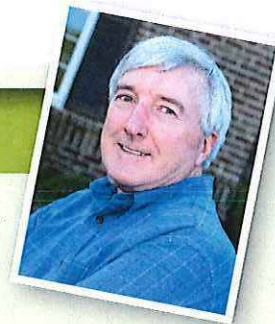
"Our goal is to achieve the best possible clinical outcome for each member. This is accomplished through collaboration with the member's physician, member education and support and ensuring timely coordination of services."

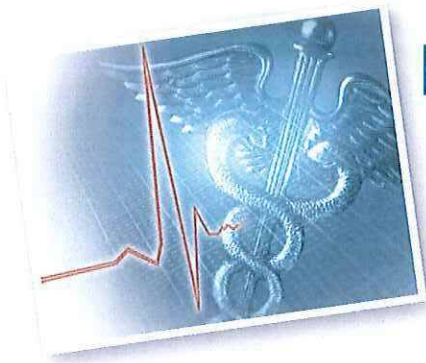
~ Nancy A. DeVore RN, BS, CCM
Administrative Manager
Beaumont Employee Health Plan

How the Health Management Program Helped Roger

"Two years ago, I was diagnosed with diabetes. My doctor explained what it was and the main things I needed to do to keep it from getting worse. In the beginning, I was pretty good about exercising more, eating better and taking my insulin, but after awhile I fell into my old habits.

I received a call from a Health Advocate Nurse saying they noticed I hadn't been filling my insulin prescriptions. She seemed truly concerned and wasn't judgmental about it at all. I felt comfortable talking with her and she said she could help me develop a personalized game plan for getting back on track with my treatment. Not only did she connect me with a Diabetic Educator, she had a Nutritionist develop a meal plan and an Exercise Physiologist help map out a good fitness schedule. She also talked me through how to check my glucose and properly document my recordings so that my physician could determine if I am controlling my blood sugars correctly. I couldn't have done it without her!"





Frequently Asked Questions

Do I have to participate in the Program if I don't want to?

The BEHP Health Management Program is voluntary. You do not have to participate.

Must I have a chronic condition to participate?

No! The Health Management Program is for any BEHP member who may need some added health care support—whether it is simply talking about a medical concern, wanting more explanation about a recent lab result or medication, or connecting with the right support resources—Health Advocate Nurses are here to help.

What chronic conditions does the Program cover?

The BEHP Health Management Program manages any condition, including (but not limited to) asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), hypertension, congestive heart failure, diabetes, chronic pain/low-back pain, obesity/weight control, depression and smoking issues. If you have been diagnosed with any type of chronic condition, you are encouraged to call a Health Advocate Nurse to find out what they can do to assist you.

What if I have more than one condition?

Yes, you can still participate in the Program. In this case, the Health Care Advocate can be the member's primary point of contact and can serve as a liaison between the patient and their physician. When additional specialists are necessary, the Health Care Advocate will arrange contact with other experts on a multi-disciplinary team. The member and the Health Care Advocate will work with these specialists as necessary to ensure all health needs are addressed.

How can this Program benefit me if I'm already working with my doctor?

Managing a chronic condition requires ongoing education and support. Think of your Health Advocate Nurse as an extension of your doctor—answering your questions, educating you about self-care techniques and helping you make lifestyle changes for maximum health and quality of life. The efforts provided by your Health Advocate Nurse are meant to supplement, not replace, your doctor's advice.

What is the difference between the health coaching offered through *myOptimal Health* and the BEHP Health Management Program?

The two Programs are intended to work together to support the overall health of Beaumont employees and family members, yet they do serve different purposes. Health coaching services through *myOptimal Health* focus primarily on wellness education and lifestyle coaching. The BEHP Health Management Program, on the other hand, is clinically-based and focuses on helping members with their medical care, working with their physicians to ensure compliance and healthy outcomes, and teaching them the skills needed to better manage chronic conditions.

What are some reasonable outcomes I can expect from participating in the BEHP Health Management Program?

Participants have a better understanding of their condition, increased ability to follow their physician-directed treatment plans and reduced amount of unnecessary care they receive—specifically reducing the number of Emergency Center visits and hospitalizations. They also take a more active role in their health care.



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Beaumont® | HEALTH
SYSTEM

Employee Health Plan

