

HEALTH MANAGEMENT PROGRAMS OVERVIEW

Security Health Plan helps you reach better health and well-being by helping you manage your chronic disease(s). Through education and telephonic coaching, you will learn how to take a more active role in your health. Nurse care managers work with you and your health care provider to help you achieve better health.

The following programs and initiatives are provided to you at no additional charge.

Disease Management

Security Health Plan's personal approach to disease management emphasizes local support from certified professionals with years of clinical experience in their field. Security Health Plan provides disease management for members with diabetes, asthma, heart failure and depression. You receive educational information, and have the option to receive telephonic coaching with a nurse or social worker to help you learn how to take greater control of your own condition.

Program features:

- **Convenient** – Programs are delivered via mailed information or telephone contacts. You do not have to travel to participate.
- **Comprehensive** – We focus on health issues specific to you.
- **Collaborative** – Our process promotes a team approach including members, providers, nurses and other professionals.
- **Coaching** – Registered nurses and social workers use a motivational approach to promote behavior change for optimal health.
- **Tailored approach** – We customize our approach based on your health.

Program goals:

- Improve your health
- Provide high-quality health care
- Change behavior
- Empower you to manage your condition
- Prevent health complications
- Contain health care cost

Heart Failure program

The Heart Failure program encourages self-management and development of positive relationships with medical care providers and caregivers to achieve the best heart health possible. You receive mailed information about heart failure and one-on-one consultation with a nurse coach, who works closely with you and your providers to identify exacerbation symptoms early and avoid unnecessary emergency visits and hospitalizations. The program is based on the Institute of Clinical Systems Improvement (ICS) guidelines.

In this program you will learn the benefits of:

- Understanding heart failure
- Monitoring daily weight/symptoms
- Adhering with medications
- Eating healthy
- Quitting tobacco
- Exercising

Blood pressure and cholesterol control

If you have high blood pressure or high cholesterol we can help you understand the importance of proper treatment. We also offer nurse coaching services to help you better understand your health condition and what you can do to improve it.

Asthma Management program

Through this program you are empowered to learn how to control your asthma symptoms by working with a certified asthma nurse educator. You learn about the diagnosis and treatment of adult and childhood asthma. You also learn the importance of self-management as you receive one-on-one education and use asthma care kits as part of the program.

The Asthma Management program is based on the Institute of Clinical Systems Improvement (ICS) guidelines.

In this program you will learn how to:

- Understand and correctly administer medications
- Manage asthma triggers
- Monitor and control asthma attacks
- Use the asthma care kit
- Complete and follow an asthma action plan
- Use a peak flow meter/spacer
- Quit tobacco

Diabetes Management program

Security Health Plan's Diabetes Management program emphasizes communication among you, your providers and Security Health Plan to ensure you are following your recommended diabetes care and improve your health.

The educational information Security Health Plan provides for you is based on the clinical practice recommendations of the Institute of Clinical Systems Improvement (ICSI) guidelines.

In this program you will learn the benefits of:

- Receiving recommended diabetes testing
- Monitoring and controlling blood sugar levels
- Eating healthy
- Quitting tobacco
- Exercising

Other health promotion programs

Tobacco Free program

Security Health Plan supports members who want to quit using tobacco. We offer full coverage for all FDA-approved tobacco cessation medications for most members when a provider prescription is obtained. People who get support and education when quitting are more likely to be successful. We offer up to six phone sessions designed to help you develop a plan to quit and go over topics such as:

- preparing to quit
- behavior, habits and addiction
- managing stress
- living a healthy life
- remaining tobacco free

Note: Members of individual policies (single or family coverage) that are not part of employer-sponsored health plans who have been non-tobacco users for 12 months or longer may be eligible for a lower premium rate. Please contact our Customer Service Department for more information.



Out of the Blue program

The Out of the Blue program provides education to members who are diagnosed with depression and who are receiving treatment with antidepressant medication.

The program is based on the nationally recognized evidence-based IMPACT study and the DIAMOND Project, which each have proven success achieving optimal management of the treatment of depression. Unlike other depression management programs, Security Health Plan uses on-staff social worker care managers who work closely with you to improve your understanding of depression, how to use your medication and coping strategies.

Partners In Pregnancy program

Prenatal education and support reduce the risk of complicated births. You receive information on the value of prenatal care and strategies to ensure your baby is born healthy. Nurse care managers can work with you if you are experiencing a high-risk pregnancy and your physicians to reduce the risk of complications.

Strong mental health during and after your pregnancy ensures you and your baby get a healthy emotional jump-start. The evidence-based Edinburgh Post-partum Depression Scale is mailed to you three times during your pregnancy as well as soon after the birth. Our social worker care managers will contact you if your scores point toward depression, and offer you the Out of the Blue program. Key components of success in this program are for you to receive personalized support, and that your provider is alerted to the your needs.

Case Management

One-on-one support, which focuses on your specific health care needs, is the focus of Security Health Plan's Case Management services. Our certified professionals, which include physicians, registered nurses, social workers, a physical therapist and a pharmacist help coordinate your health care needs with primary physicians, other health care professionals and community services. Case managers provide an array of services to help you and your family effectively cope with complicated situations.

Case management provides the following value to members at no added cost:

Helps members with complex health care needs such as:

- Cancer
- Transplants

- Serious trauma
- Chronic illness that results in high use of medical services
- Behavioral health conditions
- Nutritional needs
- Multiple Sclerosis
- Stroke
- Uncontrolled pain
- Spinal injuries
- AIDS
- Multiple chronic illness

Helps reduce hospitalizations

After a hospitalization, Security Health Plan Case Management staff may follow up with you to make sure you know how to care for yourself once you are at home, understand when and how to take your medications and when to receive follow up care from your primary care provider.

Security Health Plan Case Management services are also available if you have chronic heart failure, diabetes or medication management difficulties and were recently discharged from the nursing home.

Provides education and extensive support in self-care, such as:

- Advanced directives
- Hospice and home health
- Caregiver role strain
- Medication management
- Tobacco cessation
- Difficulty navigating the medical system for follow-up medical care or making appointments

Physicians, other health care professionals, Security Health Plan staff, agents, members or family members may refer members for Case Management services. Security Health Plan staff also review 24-hour Nurse Line calls, emergency room visits (more than four visits in one month) and health risk assessments to identify members who would benefit from Case Management Services.

Health & wellness

Security Health Plan supports wellness in a variety of ways including encouraging members to appropriately access care, receive necessary preventive screenings, increase or improve levels of physical activity and quit using tobacco.

Nurse Navigator service



A nurse navigator is a registered nurse who works across the health care system to help you receive the right care at the right time. Through one-on-one personal support, our nurses help you “navigate” through a complex health care system. Here are just a few things a nurse navigator can do:

- Research questions and coordinate care related to medical conditions
- Provide information on benefits and insurance coverage
- Help improve the communication between members and providers
- Help members explore provider and/or treatment options
- Assist members in understanding their benefits and the prior authorization process
- Listen to and coach members through difficult decisions

One call to Security Health Plan’s Customer Service Department (1-800-472-2363, TTY 1-877-727-2232) puts you in touch with a nurse navigator who will give you one-on-one, personalized support.

24-hour Nurse Line

Registered nurses staff our 24-hour Nurse Line 7 days a week (including holidays) and are available to provide you with health information you need, whenever you need it. To speak with a registered nurse call 1-800-549-3174.

Security Health Plan Cares Newsletter

A wellness newsletter highlighting member services, current health-related topics and preventive services.

Life Focus® Health Risk Assessment

A proactive wellness program that gives you access to an online health risk assessment and health information. Life Focus is available through Security Health Online and takes approximately 15 to 20 minutes to complete. Each participant receives a personalized, confidential health improvement report which measures current health status. The assessment provides positive suggestions for healthy lifestyle changes as well as an opportunity to speak with a health educator to help you move forward with your health and wellness goals.

Life Focus library of health

An online Web tool that contains a wealth of information on health conditions, medical tests and procedures, everyday health and wellness issues and healthy recipes. The information can be accessed via Security Health Online and is free for members.

Preventive service guidelines

Security Health Plan educates members about the importance of regular preventive screenings by sending reminders at milestone birthdays. Mailings are also sent to members in need of a mammography, cervical cancer and colorectal screening.

Visit www.securityhealth.org, click on *Members*, then *Health Quick Links*, then *Wellness Guide* for a complete list of recommended screenings. The following preventive service guidelines are available on our Web site:

- Routine prenatal/perinatal care
- Infants and Children
- Middle Childhood
- Adolescents
- Recommended immunizations age 0 to 6; age 7 to 18
- Adults
- Recommended adult immunizations

If you would like to receive more information about any of these programs or the enrollment process, please call 1-800-472-2363. Paper copies of Clinical Practice Guidelines and Preventive Service Guidelines are also available by calling this number.