

CHOR CHATTER



January / February 2013

BENEFITS CORNER

By Carla Rappaselli, Benefits Coordinator

HIGHMARK WEBSITE FEATURES

When running a provider search on the Highmark website, keep in mind that not all facilities or providers may come up on your search. The provider search on-line is based on how each provider or facility is credentialed in the Highmark system. If they are credentialed as a PCP or specialist, that is how they would be categorized in the website search. Therefore, a search for an Urgent Care facility, for example, may not provide you with the most complete list. Especially with more and more urgent care facilities opening up these days, it's safest to ask the facility of your choice if they are IN NETWORK with Highmark – don't use the word "accept" when making your inquiry – out of network providers can still accept Highmark but then you may end up paying out of pocket for up to 20% of the services and in some cases, the deductible also applies. If anyone needs assistance locating a doctor or running a provider search, please do not hesitate to contact Carla at ext. 424.

Manage your own and your family's Health Information with Highmark's Personal Health Record (PHR) powered by WebMD®. Store, manage and find your own and your family's

health information in one convenient, centralized and private location. To get started, log onto the member website, select the "Your Health" tab, and then click on the Personal Health Record link.

Transparency Tools to assist members in their healthcare decision-making process are available on the Highmark website. Tools such as *Provider Directory and Provider Search, Hospital Advisor, Patient Experience Reviews, WebMD Suite, Out-of-Pocket Cost Estimator, Member Health Statement* as well as *Mobile Tools* for members on the go.

More details about these features can be found on the CHOR Chatter Website under Highmark Highlights. (For previously posted flyers, please click on the **Benefits Tab** and look under the **Highmark Highlights or Wellness** subheadings)

www.highmarkblueshield.com



**COMPLETE SAFETY
PUZZLE ATTACHED
TO THIS LETTER &
WIN ONE OF THREE
\$25 GIFT CARDS!**

BENEFITS CORNER

continued...

HIGHMARK HEALTH & WELLNESS

Highmark will be highlighting the benefits of Prevention with a 12-month series of articles. The first article can be found on our CHOR Chatter Website – just click on the link titled “The Power of Prevention.”

Wellness and Health Promotion Programs offered at a local Preventive Health Alliance Site – nutritional coaching, diet and weight-loss programs, women’s health concerns, healthy eating at work and stress reduction are just a few of the life changing programs offered to Highmark members – many of which are free of charge! Check out the programs available at your local Alliance Site on the CHOR Chatter website in the Benefits Section.

HIGHMARK PHYSICAL MEDICINE MANAGEMENT PROGRAM

On September 1, 2012 Highmark introduced a new Physical Medicine Authorization program in order to help members get the health care they need while at the same time managing costs to keep health care coverage affordable for all its customers.

This program affects outpatient physical therapy, occupational therapy and spinal manipulation. You will continue to have access to the same number of physical medicine services, as specified in our benefit plan. Only after you receive eight outpatient visits for physical therapy and/or occupational therapy or eight spinal manipulation visits per year, will your network provider need to request an authorization for any additional visits you may need.

The network health care providers have complete information about this new requirement and are prepared to request authorizations, when needed. ***There is nothing you need to do as a result of this program.***

You can read more about this program on the CHOR Chatter Website under Highmark Highlights. If you have any questions, please speak with your health care provider or call the Member Service number on your Highmark identification card.

EXPRESS SCRIPTS® / MEDCO

Medco and Express Scripts, Inc. have merged. The company will operate under the Express Scripts name. There will be no changes to a member’s prescription drug benefit a result of the merger. Members may continue to use the same retail pharmacy, utilize home delivery and access Member Service for support.

GUARDIAN NEWS

Please read the attached notice from Guardian concerning new legislation in PA that affects non-covered expenses as it pertains to our group dental plan.

401K – FUND CHANGES

The DWS International VIP Fund and DWS Bond VIP fund are both slated to be replaced with the Vanguard VIF International Portfolio and Mutual of America Bond Fund, respectively. The change will most likely take place on or about March 22, 2013. Any participants with assets still in the funds on that date will automatically be transferred to the respective Replacement Fund. Individual participants of these funds were notified under separate cover and participants with assets in the Replaced Funds will be notified when such transfer has been executed.

BENEFITS CORNER

continued...

FREE FLU SHOTS!

Flu season is upon us, and it's likely to get worse in the coming weeks. The Reading Health Dispensary has offered a free flu shot for any employee who was not able to get their shot yet. Please call 484-628-0983 for more information and before heading over there.

Of course, anyone on the group health plan may request a Flu Shot from their Dr. or a walk-in retail outlet or urgent care facility where Highmark is accepted, at no out-of-pocket cost.

For more information about the Flu and Flu prevention, check out the following websites:

<http://www.readinghealth.org/flu>
www.cdc.gov
www.flu.gov
www.health.state.pa.us

TELADOC



**DON'T
WAIT
UNTIL
YOU'RE
SICK!**

If you are a benefit eligible employee and haven't yet registered for Teladoc, please register at www.Teladoc.com. Cold and flu season is here and many of your non-emergency medical issues can be handled using this service rather than trying to get into your Doctor's office and getting stuck with a \$25 or \$30 co-pay. Setting up your account ahead of time is

easy and can alleviate frustration when you are not feeling well.

You should have received your Best Benefits card which has the Group and Member ID numbers. You will need these numbers when registering. More information about Teladoc can be found on the CHOR Chatter website. If you need assistance with registration, please feel free to stop by Carla Rappaselli's office or call her at ext. 424. Carla has hard copies of the Medical History forms for both adults and children, which you can complete and fax or mail directly to Teladoc if that is easier than going online. You can pick up these forms in HR or access them on the CHOR CHATTER website under the Benefits Tab.

A MESSAGE FROM CONCENTRA

"Resolve to be a better you." Please read the article on making healthy lifestyle changes in the New Year. The article can be found on the CHOR Chatter website in the benefits section, under the Wellness heading.

Monitoring Education Progress

By Pam Blodgett

For case managers, clinician, supervisors and others who need up to date educational information, good news! We have made available our school-based behavior tracking, CHOR grades, and interim reports on the "Q" drive. You will find behavior graphs in the Education Folder/Behavior 2012-2013, and Report Cards in the Education Folder, Report Cards. Interim grades are available on the Teacher drive (I)\Report Cards\Interim Reports 2012-2013. We realize that sometimes up-to-date information is needed right away, and we hope this 'open communication' will help everyone get helpful feedback about client progress at school.



**MILLER-KEYSTONE
BLOOD CENTER**

WINTER BLOOD DRIVE

**January 24th - 7 am to 10 am
(Need 10 donors)**

**Contact Carla Rappaselli at ext. 424 if you
are interested in participating.**

**Your Donation.
Your Community.
Your Blood Center.**

MEET THE NOVEMBER EMPLOYEE OF THE MONTH

NOVEMBER 2012

EMPLOYEE OF THE MONTH



**Adoption:
Maryann Cicale**

Maryann consistently has managed to supervise staff, train and prepare various new part time staff from other programs, and carry a fulltime caseload as the adoption supervisor.

Maryann consistently assists her staff in managing their caseloads, completing file reviews for them, taking on cases during transitions to better serve the clients and their families. She has established agency relations and negotiated additional referrals and different expectations to ensure SWAN compliance.

Note: There were no December winners.

JANUARY & FEBRUARY BIRTHDAYS

- 1/2 Pamela Blodget
- 1/4 Charlene Rarick-Knauff
- 1/6 Karen Baranek
- 1/7 Ryan Hightower
- 1/11 Eric Fitzko
- 1/12 Maria Lucca-Irizarry
- 1/12 LaLa Mitchell
- 1/12 Felicia Najee
- 1/12 Ronald Spitz Jr.
- 1/17 Geoffrey Defazio-Wills, Jr.
- 1/17 Michael Pretopapa
- 1/18 Mindy McIntosh
- 1/19 Nephtali Rios
- 1/20 Ana Sulivera
- 1/21 Matthew Hoffman
- 1/21 Migdalia Irizarry
- 1/22 Katie Murley
- 1/22 Zulmary Rivera-Santana
- 1/23 Rosalina Ortiz
- 1/23 Marino Valencia
- 2/1 Madona Flynn
- 2/2 Dee Dructor
- 2/3 Brad Waples
- 2/4 Amy Pomponio
- 2/6 Marnady Conde
- 2/6 Migdalia Vazquez
- 2/8 Melissa Bartek
- 2/11 Michelle Bohn
- 2/11 Pilar Shupp
- 2/17 Ebony Bailey
- 2/17 Joleane Ferris
- 2/20 Stacy Grube
- 2/20 Kristin Huntzinger
- 2/20 Joella Simmons
- 2/21 Theresa Speece
- 2/23 Stephanie Lecatsas
- 2/23 Tracey Rohrer
- 2/24 Heather Adams
- 2/25 Carla Rappaselli
- 2/27 Matthew Blank
- 2/28 Leonardo Cordero



GET TO KNOW YOUR COWORKER!



Name: Lisa Borzumati

Position: Marketing Coordinator / Main Office Receptionist

Years of Service: 5 Years

Children's Names (Pet's okay too!): I have a daughter named Danielle and a grandson named Chase. I also have a dog named Henry. The picture above is of Chase and me.

Other personal/family information you would like to share: Family is my #1 focus in life. Everything I do is for them.

One thing you would be surprised to know about me is: I'm a Karaoke geek. I love to sing!

In my spare time, I like to: Read romance novels and watch tv.

The 3 words that best describe me are: Loyal, Dependable & Hard Working.

My favorite book and/or movie is: Book: "Lessons in Becoming Myself" by Ellen Burstyn.

I am listening to what kind of music these days: Maroon 5 & Phillip Phillips American Idol.

Where was I born? Phoenixville, PA

Most inspiring moment at CHOR: Just one? Every time a client comes up to me and tells me something he is proud of or something he has accomplished it gives me the chills.

March is Social Services month!

March 27th
2:00-3:30 pm
Centre Ave.
Academy
Gym



Sandwiches and dessert will be provided.

Awards will be given for:
2012 Employee of the year,
Years of Service
Perfect Attendance
Almost Perfect Attendance

Come celebrate with us...and let us thank you personally for a job well done.



December 2012

Important Notice

Dear Guardian Member:

Thank you for being a loyal Guardian customer. We would like to take this opportunity to let you know about a recent legislative change that affects your Guardian DentalGuard plan.

Recent Pennsylvania legislation prohibits insurers from paying dentists a discounted fee when a dental procedure is not covered by your plan. Prior to this legislation, all eligible dental procedures were payable at your dentist's discounted Guardian fee schedule. This included covered and non-covered charges.

This new law no longer lets Guardian offer discounts for dental procedures that are not covered by your plan. These include services specifically excluded by the contract and services not covered because you exceeded frequency limits or the plan's annual maximum benefit limit.

Under the terms of the DentalGuard contract, you have always been responsible for non-covered dental charges. However, because of this law, the amount you owe could be greater than amounts owed prior to the new law, if your dentist charges you more than the negotiated Guardian discounted fee for a non-covered service.

The law does not affect our payment for any dental procedure that is covered by the plan. Those services are still covered and paid based on your dentist's discounted fee schedule.

You can be assured that your Guardian plan continues to provide you with high quality dental benefits and access to one of the largest dental networks in the nation.

If you have any questions, please call our Customer Response Unit.

Sincerely,

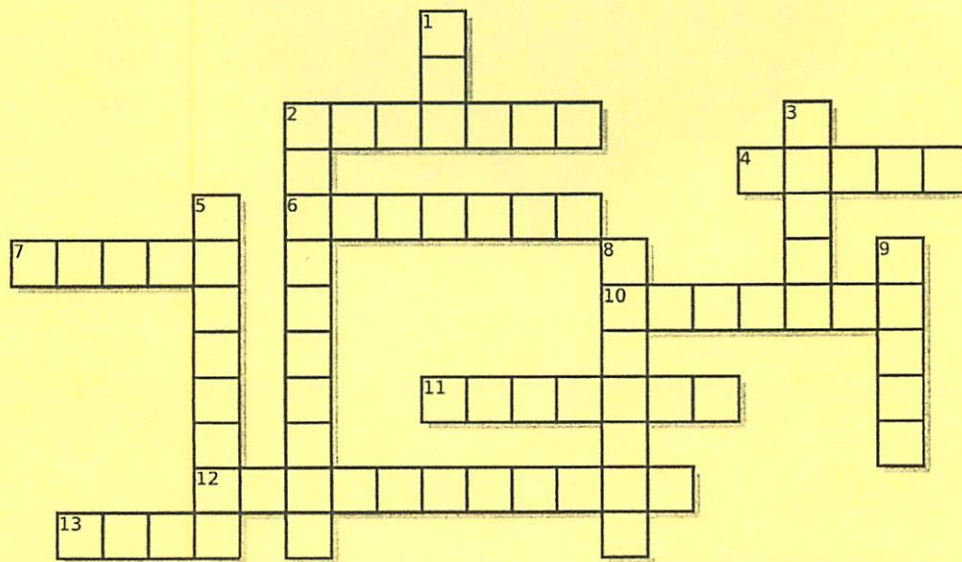
The Guardian Life Insurance Company of America



Name _____

Safety Committee Puzzle Contest - The Flu!

Submit your completed puzzle to any member of The Safety Committee for a chance to win one of 3 gift cards valued at \$25!



ACROSS

- 2 Flu is a contagious respiratory illness caused by influenza _____ that can infect the nose, throat and lungs.
- 4 CHOR maintains a separate set of policies regarding infection control in the _____ Commission manual.
- 6 Try to avoid close _____ with sick people.
- 7 It is important to note that not everyone with Flu will have a _____.
- 10 To help prevent the spread of germs, wash your hands often with soap and water or an _____ - based hand rub.
- 11 It is CHOR policy for any employee who experiences, is diagnosed with, or is suspected of having any infectious condition such as Flu, to complete an infection report form and submit it to the Residential _____ Department immediately. (Policy 105, pages 8&9 in employee handbook).
- 12 Stay home for at least _____

hours after your fever is gone without the use of fever-reducing medicine.

- 13 Avoid touching your _____, nose or mouth. Germs spread this way.

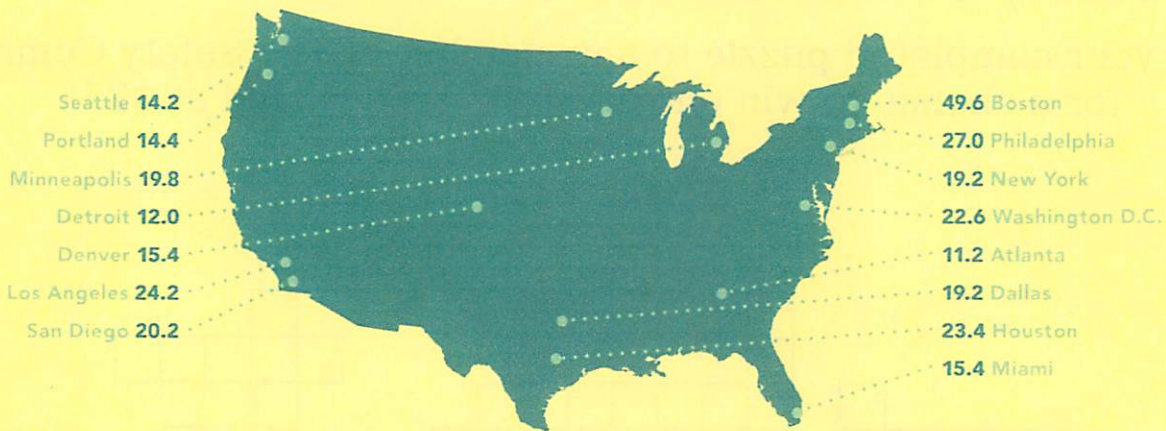
DOWN

- 1 Influenza is also called _____.
- 2 The best way to prevent Flu is by getting _____ each year.
- 3 Cover your nose and mouth with a tissue when you _____ or sneeze. Throw the tissue in the trash after you use it.
- 5 Flu viruses likely spread mainly by _____ made when people with Flu cough, sneeze or talk, and the droplets land in the mouths or noses of people nearby.
- 8 Fever, cough, sore throat and _____ are some of the symptoms of Flu.
- 9 Practice good health habits. Get plenty of _____ and exercise, manage your stress, drink plenty of fluids, and eat healthy food.



Stay healthy throughout the year with Teladoc.

How long are you waiting for medical care?





Average appointment wait times (in days) for five medical specialties included in the 2009 Merritt Hawkins survey.

Why wait for the care you need?

YOU HAVE 24/7 ACCESS TO QUALITY CARE. Your Teladoc membership gives you access to a national network of U.S. board-certified doctors who can diagnose and treat many of your medical conditions via phone or online video consultations. Teladoc doctors are available on-demand anytime you need them, wherever you happen to be.

Request a consultation today!

ANYTIME. ANYWHERE. Avoid the cost and inconvenience of urgent care and ER visits. Receive medical care on your terms.

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 1-800-Teladoc (835-2362)

Teladoc is happy to provide information about your Teladoc consultation to your primary care physician.

 **22min**
AVG DOCTOR CALL BACK TIME

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