

Cleveland Clinic
Employee Health Plan Bulletin
Issue 31, July 2009

On The Inside

[New Names for EHP Fit Our Philosophy for Delivering Care](#) . . . 1

 Coordinated Care = Better Quality of Life 1

 Coordinated Care Definitions 2

[EHP Behavioral Health Update](#) . . . 2

[Pharmacy/Medical Benefit Plan Changes](#) 3

 Transplant Medication Now Available as a Generic 3

[CDC Recommendations About the Swine Flu](#) 3

 Antivirals: What are the benefits? 3

[Important Information](#)

 New EHP Wellness Program Stats 4

 Reminder: Social Security Number Requirement 4

Cleveland Clinic Tier 1 Network Hospitals

- Cleveland Clinic
- Cleveland Clinic Children's Hospital for Rehabilitation
- Ashtabula County Medical Center
- Euclid Hospital
- Fairview Hospital
- Hillcrest Hospital
- Huron Hospital
- Lakewood Hospital
- Lutheran Hospital
- Marymount Hospital
- South Pointe Hospital
- Cleveland Clinic Florida

New Names for Employee Health Plan (EHP) Fit Our Philosophy for Delivering Care

In the last year we've made some exciting changes to our plan, especially the addition of the EHP Wellness Programs, which emphasize our new philosophy of shifting from disease maintenance to the prevention of illness and the promotion of greater health and wellbeing. To better match this point of view, we now have a new name for our plan — **EHP Total Care**, which expresses our intention to:

- Provide coverage for the varying health situations of your life
- Help you reach your highest potential for wellness
- Work with you to maximize the current state of your health

The name of nearly every program under EHP Total Care has changed, too:

Plan/Program	Former Name	New Name
Administrative Office	Cleveland Clinic Employee Health Plan Administrative Office	Cleveland Clinic Employee Health Plan (EHP) Total Care
Medical Plan	Case/Care Management	Case Coordination
	Disease Self Management	Coordinated Care
Behavioral Health Program	Case Management	Case Coordination
	Disease Self Management	Coordinated Care
Pharmacy Program	Pharmacy Management	Pharmacy Coordination
Wellness Program	Wellness Program	No Change

Coordinated Care = Better Quality of Life

Do you have a chronic health condition like asthma, diabetes or hypertension? If you've considered taking advantage of the EHP Coordinated Care Program, here are several great reasons to join:

- Before becoming members of the **Asthma Program**, only 20% of EHP members with asthma have an *action plan* in place, meaning they know exactly what to do when they start experiencing a breathing problem. That percentage goes up to 100% when members join the Asthma Program! How about you? If you have asthma and don't have an *action plan*, join the Asthma Program today and we'll help you put one in place, too.
- Plan members with diabetes who are not part of the **Diabetes Program** experience an average of five ER visits every three months. Members enrolled in the program longer than 12 months average just one visit a year! Also, blood pressure readings for those in the program are more likely to be within the normal range. While about 50% of EHP members with diabetes have an HbA1c measurement

(continued on page 2)

New Names for EHP Fit Our Philosophy for Delivering Care

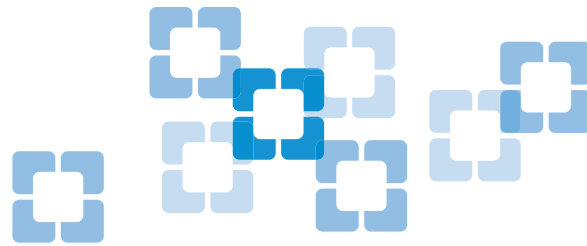
Coordinated Care = Better Quality of Life *(continued from page 1)*

- under seven, *over 90%* who join the Diabetes Program get that measurement under seven within one year.
- Members enrolled in the **Hypertension Program** are more likely to stay on track with their medication and diet goals and reach their blood pressure objective.

- In 2008, EHP members who participated in the Coordinated Care Programs were reimbursed \$157,515.62 for co-pays on related physician office visits, DME and prescription medication co-insurance.

Following are definitions of the revised name changes:

Coordinated Care Definitions	
Case Coordination	<p><i>Medical Plan:</i> Coordination of healthcare components such as referrals to the appropriate consultants, specialists, hospitals, ancillary providers and services.</p> <p><i>Behavioral Health Plan:</i> Provided for very complex cases, such as multiple personality disorder, residential care and intensive home based treatment.</p>
Coordinated Care	A coordinated system of preventive, diagnostic, and therapeutic measures intended to provide cost-effective, quality healthcare for a patient with chronic conditions; programs are provided for treating diabetes, hypertension, heart failure, asthma, chronic renal failure and migraine, weight management (surgical and non-surgical) and rare diseases. In Behavioral Health, programs such as depression and smoking cessation are included.
Pharmacy Coordination	Coordination of programs such as mandatory maintenance drugs from Cleveland Clinic Pharmacies, Statin Half-Tablet, Step Edit and PPI Programs.



EHP Behavioral Health Update — New Claims Administration and Service Hours, One Phone Number for All Questions

As you know, Antares began managing our behavioral health claims on January 1, 2009. To continue offering better service, the EHP has changed the Behavioral Health business hours to 8 a.m to 4:30 p.m., Monday through Friday. Also, beginning July 1, there will be one phone number for all questions about EHP coverage, including those concerning behavioral health: 216-986-1050 or, toll-free at 1-888-246-6648.

If you have a question regarding urgent or emergency care, a case coordinator is on call after business hours. In a crisis situation, please call the 24 hour crisis line at 216-363-2122.

Behavioral Health pre-certification for ER services is not required. However, to maximize the benefits you receive and minimize service disruption, please

note where network behavioral health services are offered.

- Adult psychiatric inpatient units: Lutheran, Lakewood, South Pointe, Marymount and Huron Hospitals
- Geriatric psychiatric services: Euclid Hospital
- Tier 1 adolescent psychiatric inpatient unit: Cleveland Clinic Main Campus
- Tier 2 child and adolescent care: Windsor-Laurelwood, Belmont Pines and Akron Children’s Hospital

In a crisis situation, you should go to the nearest emergency room. ■

Pharmacy/Medical Benefit Plan Changes

In the last issue of *HealthWise* we announced these important changes that will take effect July 15, 2009. Here's a detailed reminder...

- **Statin Co-pay Reduction Program:** Medications such as Crestor, Lipitor, lovastatin, pravastatin, and simvastatin will be eligible for tablet splitting and will be dispensed in the "take ½ tablet daily" format.
- **Smoking Cessation Medications** must be prescribed by a clinician from the Tobacco Treatment Clinic in order to receive coverage.
- **Proton Pump Inhibitors (PPI)** will be covered only in their generic form, omeprazole or pantoprazole. Beginning July 15, 2009, members taking Nexium, Prevacid or Aciphex who want coverage will have to switch to an equivalent dosage of one of the covered generics. If a member experiences treatment failure on a generic medication with an equivalent dose, coverage for a brand name medication will be considered.
- **Therapy Visit Limits:** The annual number of visits for Occupational, Physical, and Speech therapy will be limited to 26 visits for each type of therapy. Each visit will still require a \$10 co-payment, and pre-determination or prior authorization will still not be required.

FluMist coverage has been expanded to include plan members ages 2-18. Previously, the EHP only covered FluMist for members who were ages 2-5. ■

The following change on maintenance medications has been delayed and will not be implemented until September 1, 2009.

- **Maintenance prescription medications** must be filled at a Cleveland Clinic Pharmacy or through the CVS Caremark Mail Service Program. Maintenance medications are taken on an ongoing basis to treat chronic medical conditions or used for continual prophylactic treatment. *Maintenance medications are not used to treat acute conditions.* All drugs for major diseases are included in this category, along with contraceptives, antihistamines, ulcer treatments, hypnotics, diabetic testing supplies, and NSAIDs.

Transplant Medication Now Available as a Generic

Cellcept, a medication used by patients who have undergone an organ transplant, is now available generically. The generic name for Cellcept is

mycophenolate. Patients currently using brand name Cellcept can lower their prescription drug costs by switching to the new generic version. Members who continue to receive brand name Cellcept will be charged their co-pay plus the difference in price between brand name Cellcept and generic *mycophenolate*. ■

If you have questions regarding these changes to the pharmacy benefit, please contact the CVS Caremark Customer Service Department toll-free at 1-866-804-5876 or the Cleveland Clinic EHP Pharmacy Management Department at 216-986-1050 or toll-free at 1-888-246-6648. ■



CDC Recommendations About the Swine Flu

The CDC recommends the use of these medications for the treatment and/or prevention of infection with the H1N1 virus, also called "swine flu":

- Oseltamivir (brand name Tamiflu®) is approved to both treat and prevent influenza A and B virus infection in people who are one year old and older.
- Zanamivir (brand name Relenza®) is approved to treat influenza A and B virus infection in people who are seven years old and older, and to prevent influenza A and B virus infections in individuals who are five years old and older.

Antivirals: What are the benefits?

- If you take an antiviral within two days of the onset of illness, it could make your illness milder and help you feel better faster.
- An antiviral medication may prevent serious complications from influenza. Even after 48 hours, antiviral drugs should still be considered, particularly for hospitalized patients or those at high risk for influenza-related complications.
- Antiviral drugs also can be used to prevent influenza in a person who is not ill, but has been in close proximity to an individual with the flu. When used to prevent the flu, antiviral drugs are about 70% to 90% effective.
- When used for prevention, the number of days that an antiviral should be used will vary depending on a person's particular situation. ■

Important Information

New EHP Wellness Program Stats

The wellness programs we launched last year have been a big success, and enrollment is still going strong. Check out the latest statistics:

- Smoking Cessation 149
- Weight Management 2890
- Physical Activity 6268

A reminder: The only way we can continue to offer these programs is with your participation! We want to help you establish and maintain a healthy lifestyle. So let's make these programs even more successful — please participate to the fullest extent!

Participation means actively attending Weight Watchers® meetings and working out at least five times a month. It also means completing and submitting the necessary paperwork required for the payment of these programs. Remember, we're counting on you! ■

Weight Watchers is a registered trademark of Weight Watchers International, Inc. and is used under license.

Reminder: Social Security Number Requirement

Recent changes in federal regulations require Cleveland Clinic to report Social Security numbers and Medicare Health Insurance claim numbers (HICN) to the Centers for Medicare and Medicaid Services (CMS). In order to comply with this new regulation, we sent letters to the homes of EHP members who currently do not have either of these two federal identification numbers in our system.

If you received one of these letters, please make sure you supply the needed information and return it to the address on the form or fax it to 216-448-0326. If you don't mail in the form or fax it to us, we may be required to suspend the payment of your claims. ■