

February
2019

AMERICAN HEALTH AND FIRST HEALTH MONTHLY NEWSLETTER

“ Working with American Health has been a very positive experience. Their customer service is outstanding as is their product. I would recommend this company to anyone interested in enhancing their health care benefits and having a potential cost savings. ”

Client



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We're Adding Behavioral Health Providers to the First Health Network

We're continually working to enhance our First Health network to give members greater access and lower costs. One of the ways we're doing this is through our behavioral health provider initiative.

We have a two-year strategy, which began in 2018, to get the level of behavioral health participation to where we want it to be. Thomas Hicks, network manager, is responsible for managing the initiative and ensuring that our strategy remains on target and effective.

First, we analyzed the network to identify what types of providers were needed and in what areas of the country. With that information in hand, our focus includes:

- Over 600 non-par providers nationwide with billed charges of \$100K or greater
- Specific markets, including southern California, Florida, New Jersey, Texas and Utah
- Integrate First Health into enterprise behavioral health and other local market agreements

You should already be seeing the results in the network. In 2018, we added 81 previously non-par providers representing over \$41M in billed charges. We also integrated First Health into 755 enterprise behavioral health contracts. And most providers are on a fixed rate schedule, not a percentage of billed charges.

We're excited to continue this initiative in 2019 and bring you even more behavioral health providers. We're using some new tools to reach a larger number of prospects and bring them on more quickly. You can also nominate a non-participating provider who sees your members. Simply follow the same nomination process you use for other provider types. Check with your account executive if you have questions on that process.

Meet the First Health Team



Thomas Hicks
Network Manager

Thomas Hicks (Tom) joined First Health in February 2018 as a network manager. He's responsible for leading our behavioral health provider network fortification project. For more details on that initiative, check out the article in the First Health section.

Tom's role in the project is to identify targets that will fill network needs, then manage the outreach to bring those providers into the network. He employs different contact methods, including electronic tools, standard email and telephone calls. When we have an enterprise-level agreement with a targeted provider, he works with our local market teams to integrate First Health into that enterprise agreement. He also handles the client nominations for behavioral health providers. On an ongoing basis, he monitors the target list and runs analytics to ensure we're adding the types of providers you need and that they're in the right geographic areas.

Tom served in the Marine Corps for six years before pursuing his degrees in rehabilitation studies and counseling. He then worked for a supportive housing program where he served the chronic, mentally ill and homeless population before moving into managed care. Over the last 20 years, he's focused on provider contracting and supporting provider relationships. Most recently, before joining First Health he spent six years developing provider networks in expansion markets for a California-based managed care company.

Tom's favorite part of his role is the interaction with providers. He enjoys working with and educating them on how to navigate the managed care system.

Medical Transportation

Experienced clinical specialists managing the complexities of medical transportations

OVER 1,900 CASES MANAGED SINCE 2007

Medical Transportation is available 24 hours a day, 7 days a week for members who require transportation for medical care and it is a covered benefit. The Medical Transportation clinical care coordinators are specialized staff dedicated to managing and expediting transport to a location, either domestic or international, for medical treatment. The program is designed to bring an added level of assistance and support to our members at a critical time. The clinical care coordinators negotiate the aeromedical flight costs within the guidelines of the member's coverage, thus maximizing benefits, and minimizing claim risk.

Our experienced clinical care coordinators oversee the end-to-end process of a medical transportation, including verifying benefits and eligibility coverage, coordinating with the discharging and admitting facilities, and arranging travel for members and their families. They maintain contact with all parties: the member's family, providers, transportation carriers, clients and Case Management.

The Medical Transportation department is also

available to support employer groups who offer a travel assistance or medical tourism benefit. When managing a case, the Medical Transportation team facilitates the most appropriate transport that meets the member's needs and urgency of his condition, is most cost effective for the client and maximizes the coverage of the benefit plan. We coordinate the following types of transportation:

- Emergency air ambulance
- Complex ground transport
- Medical escort
- Commercial travel assistance
- Transplant patient transport
- Bariatric coach transport
- Repatriation services

Our Medical Transportation department is supported by staff of seven who rotate calls 24/7. Please see page six for an introduction to two Medical Transportation team members.

To learn more about Medical Transportation, please contact your account executive.

Wellness Portal Updates

American Health partners with ActiveHealth® Management to provide the below marketing pieces to help inspire members to start making healthy changes. Share these materials with your employees electronically or by placing in common areas.

OUTAGE DATES

Production Environment

The Wellness Portal production environment will be unavailable during the following times for scheduled maintenance:

- Saturday, March 9 from 4:00 p.m. until Sunday, March 10 at 12:30 p.m. EST
- Saturday, April 6 from 4:00 p.m. until Sunday, April 7 at 12:30 p.m. EST

Quarterly Release

- Monday, April 15 from 4:00 until 9:00 p.m. EST

For a full list of 2019 outage dates, please see the [attached](#) list.



Wellness Newsletter

This wellness newsletter shares easy guidelines to a stronger, healthier heart.



Healthy Heart Handouts

Use these educational flyers to promote healthy heart habits to keep your heart strong and healthy.



2019 Webinar Series

ActiveHealth has released their [2019 Wellness Webinar Series](#) calendar to share with your team and members. A flyer to promote the next webinar on March 19th will be provided in the next newsletter.

The information provided by ActiveHealth Management's health and wellness programs is general in nature. It is not meant to replace the advice or care you get from your doctor or other health professional. If you have specific health care needs or would like more complete health information, please see your doctor or other health care provider.

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MARKETING CALENDAR

In a continued effort to encourage member participation in our 24/7 Physician Consultations program, Teladoc offers a Monthly Communication Guide to support your efforts in communicating the benefits of Teladoc to your members.

March: Teladoc 101

Highlight the benefits of Teladoc which provides 24/7 access to doctors by phone or video from anywhere. Within minutes, members can get the care they need to start feeling better, faster.

▶ [You're Covered with Teladoc flyer](#)

POLICY UPDATE

Updated Policy Regarding Multiple Same Day Visits

Click [here](#) to view Teladoc's updated Request a Visit process regarding multiple visits within 24 hours.

UTILIZATION

American Health Book of Business

January utilization 2.59%

Year-to-date utilization
September 1, 2018 – January 31, 2019 11.37%

Annualized utilization
September 1, 2018 – August 31, 2019 27.29%

Utilization is based on forecasted number of lives paid. Each month the forecasted number of lives will be updated.

Teladoc Registration Updates

Teladoc is updating their registration process to a simpler, more intuitive, streamlined approach that will help our members register more easily.

The key changes to the registration include:

- **Removal of "Word Wheel" or Employer Name Selection.** Teladoc will check staged eligibility for first name, last name and DOB. If the member is not found, they will receive a message to contact Teladoc.
- **Multiple Active Benefits Options.** If members have multiple active benefits, we present those active groups and allow the member to choose.
- **Mobile Optimization.** The full web registration process is now optimized for use on a mobile device.

[Attached](#) is an updated mobile and web registration guide to help your members receive the benefits of Teladoc.

Meet the American Health Team

MEDICAL TRANSPORTATION TEAM MEMBERS

We wanted to state the Medical Transportation Department provides services 24/7/365. Below are two members from this department of seven clinical care coordinators.

Michele Jeffers
Case Manager

Michele Jeffers has been with American Health since 2002. Michele worked as an oncology case manager on the Colonial Medical team for seven years. In that position, she managed the international patients' care in the U.S. and Caribbean Islands. She has been working on the Medical Evacuation team for about 7 years, assisting Lynda Davis with various types of medical emergency transportation, both domestic and international. As a case manager, Michele contacts providers, obtains and reviews clinicals, verifies benefits, contacts air ambulance companies and follows the flights through completion. She also covers the on-call phone during the day and some evenings.

Maria Taylor
Case Management Coordinator

Maria Taylor is a care coordinator on the Medical Transportation team and has been with American Health as a case manager since 2011. Care coordinators are responsible for managing flights both internationally and domestic, 24/7, 365 days per year, including all communication and coordination of medevac needs from initial call to arrival at the receiving facility. Coordinating a medevac requires around-the-clock emergent collaboration and communication with the referring physician/facility and identification and coordination with the accepting facility, as well as the aircraft.

"Each medevac case presents its own unique complexities," Maria says. "We have an excellent team of nurses. Plus, our vice president, Lynda Davis, is always available to assist in working through flight complexities." Maria adds that the medevac team provides a wonderful opportunity to impact the lives of our members. "It is very gratifying to be able to call a member with urgent health concerns out of the country and tell them that the aircraft is on the way."



National Heart Disease Awareness Month

Heart Disease Awareness month is a great time to reflect on how healthy choices can prevent heart conditions. American Health’s Population Health Management program works to support members with chronic diseases, such as heart disease.

System Release Dates

Updated Release Dates: Click [here](#) to view the updated calendar for our system release dates.

UTILIZATION MANAGEMENT AND CASE MANAGEMENT

MARCH 4



Requests for new or updated Utilization Management/Case Management letters, report logos and business rules must be submitted and accepted by American Health by Monday, March 4 to be effective Friday, March 22.

MARCH 25



Requests for new or updated Utilization Management/Case Management letters, report logos and business rules must be submitted and accepted by American Health by Monday, March 25 to be effective Friday, April 12.

WELLNESS AND DISEASE MANAGEMENT

MARCH 4



Requests for new or updated Wellness and Disease Management letters must be submitted with final requirements to American Health by Monday, March 4 to be effective Monday, March 18.

MARCH 25



Requests for new or updated Wellness and Disease Management letters must be submitted with final requirements to American Health by Monday, March 25 to be effective Monday, April 1.