

Community Options



The Community Health Options Newsletter

Welcome to 2017! Here's our January newsletter. We hope you find it helpful and informative.

Message from the CEO ▶

Our CEO Kevin Lewis Shares His Insights

With the start of 2017, I anticipate a good year ahead as we realize the benefits of our investments in operational improvements and continue our commitment to Member-focused coverage and service. Our health plans for 2017 continue to prioritize prevention and primary care, while also affording those with some of the most prevalent chronic conditions assistance to better manage these disease states and thereby reduce total costs, including out-of-pocket costs, and reduce future premium increases.

As we begin 2017, we continue to place our emphasis on partnering with you to meet your health goals, whether through our team of care managers, tobacco cessation program, broad provider network, or tools available in your secure Member portal. Our responsiveness to the needs of our Members and ongoing commitment to improved health outcomes continue to be central tenets of our work here at Community Health Options.

Over the next year, we also look forward to building further on our transition to our new pharmacy benefits manager, Express Scripts Inc. (ESI). ESI, with its expansive array of tools and leading market position as a PBM, will bring advantages to our Members. Read on to learn more about the changes occurring with our new ESI partnership.

Of course with the many changes under review at the national level, we are monitoring closely those policy considerations that will affect the health insurance market, whether more immediately or in years to come. Regardless, we stand by our mission and vision as a nonprofit health plan dedicated to the people of Maine.

I wish all our Members a Happy and Healthy 2017!

Feature Story ▶

4 Steps to Start the New Year

1. Set Up Your Secure Member Portal

If you are a new Member, you can create your secure Member portal by visiting HealthOptions.org and clicking on "Member Login." You will need your Member ID number to complete this process. Once your secure portal is set up you can access benefit plan details and other important documents such as your Summary of Benefits & Coverage and your Member Benefit Agreement (insurance policy).

The Member portal helps you manage your medical benefits, check eligibility, view claims, and look at benefit details and plan documents. You can also track how much you've spent on healthcare for the year, and print temporary ID cards. You'll also find information on pharmacy benefits, including links to the Express Scripts portal (our pharmacy benefits manager), and materials on thousands of health topics. You can even check your symptoms and access decision support tools and videos. Go to HealthOptions.org and click the "Member Login" button to get started.

2. Select Your PCP

While you are in the Member portal, don't forget to choose your primary care provider (PCP) if you haven't already. Your PCP can be in internal medicine, family practice, general practice, pediatrics, or obstetrics and gynecology, or be a certified nurse practitioner or certified nurse midwife, who is contracted with Community Health Options. Having a strong relationship with a PCP you trust and who knows you is important to maintaining and improving your health. To select your PCP, log in to your secure Member portal, click on the blue button that says "ASSIGN MY PCP," choose a PCP for you and/or your family members by completing the fields on the screen, and click Submit to confirm your selection.

Please note: Renewing Members are able to access 2017 plan documents. We strive to be good stewards of the environment and encourage Members to download and print plan documents as needed.

3. Set Up Your Express Scripts Portal

Our Pharmacy Benefit Manager, Express Scripts, has an easy-to-use portal that enables you to manage your prescriptions online! Some of the features of the portal enable you to:

- Check order status easily
- See your copay and other plan details
- Find opportunities to save money
- Get automatic health and safety alerts
- Contact a pharmacist from the privacy of your home

In order to take full advantage of your pharmacy benefit and activate your personalized pharmacy services through the Express Scripts portal, you simply need to log in to your Member portal at healthoptions.org, and from there you will be redirected to the ESI portal, where you can register for an account by creating a username and password.

Once registered, you'll be able to review your order status, enroll in automatic refills, view medication costs, and access benefit and account information.

4. Set Up Automatic Payments with Improved Payment Options

We want to make it easy for you to make premium payments. There are several ways you can now make a payment!

You no longer have to write a check to Community Health Options each month to pay your premium - no checks, no stamps, no envelopes, and no worries. You'll have peace of mind knowing that your monthly premium payment was made automatically, on time, and through a secure method. You can log in to your Member portal and click the "Online Payment" button to make a payment. You can also set up recurring payments, so you don't have to worry about missing a payment. [Click here](#) for a step-by-step guide to setting up your auto pay account.

Members can also dial 1-855-624-6463 and select Option #2 for instructions to access our automated payment system. When using the telephone automatic payment system, please note: For debit card payments, have your Member identification number and debit card account number, security code and expiration date ready. For payments by check, please have your member identification number, bank routing number and account number ready.

Lastly, you can mail a check to: Community Health Options, P.O. Box 326, Lewiston, Maine 04243. Please include your invoice coupon and policy number on the check or money order.

What's Happening ▶

Starting in January: Member Orientation Sessions

The Community Health Options in-person Member Orientation sessions are planned once again this year. These educational sessions are an opportunity for you to learn more about plan benefits and getting the most out of your coverage, and will cover a wide variety of important topics, including:

- Highlights of key benefits
- Important insurance concepts & terms
- Forms and processes
- Accessing free preventive services
- Features of the Member portal

We will also offer a webinar for people who are not be able to attend an in-person session. The next webinar will be held on January 24, 2017 from 9:30-11 am.

Space is limited and RSVP is required.

Please note: Space is limited and an RSVP is required. To register, please call (207) 402-3335 or [RSVP by email](#). If leaving a message include your name, telephone number, email and the location where you plan to attend. We will use this information to send any reminders, confirmations or cancellations as necessary. Sessions with fewer than five Members scheduled may be canceled.

Community Health Options Chosen for the Healthy Workplace Award

The Maine Psychological Association's recent announcement gave Community Health Options another reason to celebrate the beginning of its 2017 plan year.

Community Health Options was chosen as a winner of the Association's Healthy Workplace Award because the organization "demonstrated a commitment to programs and policies that foster employee health and wellbeing while enhancing overall organizational performance and supporting a flexible work environment for its employees that supported work-life balance."

Member Benefits ▶

New Year's Resolutions for Healthy Living

Do you have New Year's Resolutions? Many of us make health-related resolutions come the New Year, whether it be to lose weight, improve our diet, or quit smoking. And Community Health Options has tools to help you in your efforts! For those looking to lose some extra pounds, "Healthy Options" within the Member portal links you to health and fitness tools, such as information on calculating your Body Mass Index and estimating calories burned during specific activities, as well as healthy eating topics.

For those trying to quit tobacco use, our health and wellness information portal has an entire learning center on smoking cessation, including information on getting support, using medications, costs of smoking, and coping with cravings and withdrawal. In addition, Community Health Options supports Members through their tobacco cessation journey by offering coverage for tobacco cessation attempts, education, counseling and medication, with no out-of-pocket costs when prescribed by a healthcare provider (limited to two 90-day treatment regimens for prescription medications per Member per calendar year). Please visit HealthOptions.org to explore these options or call Member Services at (855) 624-6463.

Good nutrition: an important part of a healthy lifestyle

Combined with physical activity, your diet can help you to reach and maintain a healthy weight, reduce your risk of chronic diseases, and promote your overall health. Health Options Members can submit healthy living recipes for future newsletters to [Outreach and Education](#).

Healthy Recipe: Eggplant Ricotta Bites

Ingredients

- 1 medium eggplant
- Kosher salt
- All-purpose flour, for dredging
- 2 large eggs
- 3/4 cup breadcrumbs
- 1/4 cup grated parmesan cheese

1 tablespoon plus 2 teaspoons extra- virgin olive oil, plus more as needed
2 large plum tomatoes, diced
2 teaspoons red wine vinegar
1 cup ricotta cheese
Shredded fresh basil, for topping

Directions

Thinly slice the eggplant into rounds and season with salt. Pour some flour into a shallow dish. Beat the eggs in another dish. In a third dish, mix the breadcrumbs and parmesan. Dredge the eggplant in the flour, then dip in the eggs and coat with the breadcrumb mixture.

Heat 1 tablespoon olive oil in a large skillet over medium heat. Working in batches, cook the eggplant until golden, about 2 minutes per side, adding more oil between batches, if necessary. Drain on paper towels and season with salt.

Toss the tomatoes with the remaining 2 teaspoons olive oil and the vinegar in a bowl. Spoon some ricotta onto each eggplant slice. Top with the tomato mixture and basil.

Recipe courtesy of foodnetwork.com

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