

CommunityOptions



The Community Health Options Newsletter

Message from the CEO

Amid the national debate over limitations to coverage, Health Options has maintained our belief in the importance of screenings and other preventive services, as well as the vital role of the primary care medical home. Our benefit plan designs span a range of coverage, from catastrophic to gold levels. Throughout all of them is our attention and focus on the needs of our Members. This is particularly evident in our services operations center and our medical management team.

Following a very busy first quarter of 2018, which featured the installation of our new claims platform and higher volumes of demand for Member service support through the call center, we added additional Member service associates and other helpful improvements so that Members can obtain the information they need quickly.

We are also extremely pleased to have brought on more nurses, adding capacity to our medical management team. This group works with our Members on everything from disease management and gaining timely access to care, to transitions of care and discharge planning for the best health outcomes. In this newsletter you will find a multitude of helpful information, including the work of our medical management team to promote medication safety, resources on wellness, and the important role that you will play in this fall's board elections.

Best regards,

Kevin Lewis

What's New?

Welcome Dr. Edward Yoon

Community Health Options welcomes Dr. Edward B. Yoon, MD, MBA. Dr. Yoon joined Health Options on February 20 as Chief Medical Officer (CMO). He replaces John Yindra, MD, who retired from that role on March 2.

Dr. Yoon is a graduate of Northeastern Ohio University College of Medicine and the Isenberg School of Management at the University of Massachusetts, Amherst. He is Board Certified in Family Medicine, and most recently served as the Medical



Director for the Southern Maine Health Center-Saco.

During his career he has held additional leadership positions at Martins Point, Capital District Physicians Health Plan and Blue Shield of Northeastern New York. He practiced for many years at Community Care Physicians in New York and held the role of Physician Director for the last five years of his time there.

We are very pleased to have Ed join our leadership team.

Board Elections

Community Health Options invites your application to become a candidate for election to its Board of Directors. Serving as a Board Director offers a significant opportunity to help transform healthcare delivery and health status for our Members. The Board Director's vital role is to set the high-level strategy and direction for the organization to achieve our mission and vision:

Our Mission: To partner locally with Members, businesses and health professionals to provide affordable, high-quality benefits that promote health and well-being.

Our Vision: To be a leader in transforming and improving individual and community health and positively affect local economies.

If you have the passion for our mission and vision, an informed perspective pertinent to the complexities of healthcare and health insurance and the desire to be directly involved in the success of Community Health Options, we would like to hear from you! We seek a diverse group of Board Director Candidates who have one or more of the following qualifications:

- Background, expertise and experience related to healthcare and health insurance
- Understanding of and experience with strategic organizational assessment, measurement and planning in a highly regulated market
- Non-profit experience
- Financial expertise
- Health policy experience with expertise in healthcare reform, health data analysis, health finance/economics, or regulatory affairs
- Senior-level experience within public health or social services agencies developing and managing data driven and evidence-based health improvement programs with a consumer focus
- Senior-level executive leadership experience in health insurance or in the healthcare system
- Clinical experience including operational expertise related to delivery system reform/transmission

Candidate Application Process

Applicants must submit the appropriate forms, and complete as requested. [Click here to download application materials](#), or you can request a paper copy at Eschulman@healthoptions.org. Also needed is a resume, which should include work history, education, and relevant experience. Applicants must be age 18 years or older.

Rx Corner: Medication Safety

Community Health Options is excited to kick off the RX Corner. In this column we discuss pharmacy benefits, medication safety, and other pharmacy-related topics that can help you maximize your pharmacy coverage.

Here are some helpful hints to decrease harm or misuse of prescription medications:

- **Keep drugs out of reach:** Be sure to store your medications in a locked area out of children's reach.
- **Use safety bottles for your medication:** Ask your pharmacist if they can provide medication bottles with child-resistant caps.
- **Keep track of your medications:** Keep a list of the medications in your home, especially those prone to misuse/abuse. You should count the medications remaining in the container periodically to ensure the expected amount of medication remains.
- **Know your medications:** Be aware of any potentially dangerous medication combinations and discuss any concerns with your provider. An example would be opioid and benzodiazepines.
- **Lock your medications:** Do not store narcotics or potentially addictive drugs in a medicine cabinet. If that is the only option, you may consider adding a lock to the cabinet and hiding the key.
- **Do not save medications that are not needed:** Medications that are no longer needed to treat your condition should be disposed of properly to help reduce harm from accidental exposure or intentional misuse.
- **Do not share your medication:** The specific drug and dosage was selected specifically for whom it was prescribed. Dangerous drug interactions and serious side effects can occur if used by someone else.
- **Dispose properly:** Medication that is not being used should be removed from your home. We have provided some tips for medication disposal:

When disposing of medications that have expired or you no longer need:

- Check the label on the medicine bottle or box or the information that came with your medicine.
- If you have any questions about how to get rid of medicines, ask a pharmacist for help.
- Find out if your local trash and recycle center, pharmacy, police station, town hall or hospital offers a medicine take-back program or a place to drop off medicine.

We are here to help.

If you have concerns about your medication safety, please call Community Health Options and request a referral to Care Management at (855) 624-6463.

[Source:](#) Healthwise; Express Scripts Website

Did You Know...

Many preventive healthcare services, including screenings, checkups, and counseling, cost you nothing?

A few examples include:

- Colorectal screening
- Mammograms every 1 to 2 years for women age 40 and older
- Flu shots

What are preventive screenings?

Preventive screenings are intended to identify diseases or medical conditions before any signs or symptoms are present. Preventive screenings enable early diagnosis of potential health problems. They do not include tests or services to monitor or manage a condition or disease once it has been diagnosed.

What is preventive counseling?

Preventive counseling usually occurs when a person has been identified as being at risk for a specific disease or medical condition by a preventive screening. Preventive counseling and intervention is intended to provide you with basic information about a medical condition and help you develop the skills to manage your health. Preventive counseling applies to people who have not been diagnosed but who have been identified to be at risk for a specific disease or medical condition.

What is the difference between diagnostic services and preventive services?

A diagnostic service is used to diagnose a condition or monitor an existing condition when you have some risk factors or symptoms. Diagnostic services help your provider diagnose your illness and talk with you about the best course of treatment. Sometimes diagnostic services will involve tests also used as preventive services, but these services won't be considered preventive if they are part of a visit to diagnose a new condition, monitor an existing condition or treat an illness or injury.

If your provider recommends a service or test, you may want to ask him/her:

- What is this test for?
- Why do I need this treatment?
- Are there any alternatives?
- What are the possible complications?
- When you bill Health Options, is this service considered preventive or diagnostic?
- Is this additional service billed as part of my preventive visit or is it considered a diagnostic service?

Know Where To Go When You Need Care

We plan for a lot of things: weddings, vacations and retirement, to name a few. But we

don't plan for events like a twisted ankle or broken arm. So, when an unexpected medical event happens to you, where do you go? Emergency Department? Urgent Care? Or do you call your Provider?

This brief article will help you understand where to go based on your health care needs - and may help you save time and money too.

Meet Derek. He's on the high school soccer team. During one game, Derek jumps into the air to head the ball. He rolls his ankle when he lands, and can't shake the pain he's feeling.

Derek's mom calls his primary care provider, who is not available for an appointment. Derek can either head to the ED or Urgent Care typically, there is a significant difference in cost.

Not every medical event requires a visit to the Emergency Department. The ED is for serious or life-threatening conditions like severe head injuries, difficulty breathing, chest pains, major broken bones, and large open wounds that require immediate care. Calling 911 is also appropriate in these situations. The ED provides more extensive - and more expensive - medical services.

In some cases, a visit to urgent care or a call to your PCP will meet your needs. Urgent care is the place when you need care quickly for things like ear aches, urinary tract infections, sprains, minor broken bones and other non-life threatening medical needs. You won't wait as long to be seen by a provider at the urgent care and copays are lower than Emergency Department copays - so not only will it save you time, it may save you money.

Derek's mom chooses Urgent Care, the right choice in this situation.

Your Primary Care Provider (PCP) is your go-to person for your health care. You see your PCP for your annual wellness visit, preventive care, cold and flu related symptoms, and general management of chronic conditions. You can also call when you have a question and are not sure where to go.

There may be times that you need help navigating the health care system or additional support in managing your chronic condition. Health Options' Population Health team can answer your complex medical questions, and help you if you find community resources to support you during a critical event or medical diagnosis. This help is free, and just a phone call away.

So, what do you do when the unexpected happens? You head to urgent care after speaking with your provider when you need quick treatment that costs less than the ED. Remember, calling your PCP or heading to urgent care instead of the Emergency Department will save you time and money. Click on this [link](#) for an informational sheet that you can download and print.

It's not too early to think about Sun Safety!

We often wait until June to start thinking about sun exposure, but it's important to be sun smart well before that! Here are some tips on protecting your skin and decreasing your chances of developing skin cancer.

The best way to prevent a sunburn is to avoid sun exposure. Stay out of the strongest sunlight during midday (from 10 am to 4 pm). Find shade if you need to be outdoors. You can approximate how much ultraviolet (UV) exposure you are getting by using the

shadow rule: a shadow that is longer than you are means UV exposure is low; a shadow that is shorter than you are means the UV exposure is high.

You can also protect yourself by wearing protective clothing. Some examples are:

- Hats with wide (4 in. / 10 cm) brims that cover your neck, ears, eyes, and scalp
- Sunglasses with UV ray protection, to prevent eye damage
- Loose-fitting, tightly woven clothing that covers your arms and legs
- Clothing made with sun protective fabric (these items have a label that tells you how effective they are in protecting your skin from ultraviolet rays)

Sunscreen Protection

If you can't avoid being in the sun, use a sunscreen to help protect your skin. Sunscreens come in lotion, gel, cream, ointment, and spray forms. Use one that has a sun protection factor (SPF) of 30 or higher AND says "broad-spectrum," meaning that it protects the skin from ultraviolet A and B ([UVA and UVB](#)) rays. Be sure to follow the directions on the label for maximum protection.

Don't forget about the skin on your lips! Use lip balm or cream that has SPF of 30 or higher to protect that sensitive area.

Sunscreens labeled "water-resistant" are made to protect people while they are swimming or sweating. The label will say if the sunscreen will protect you for 40 minutes or 80 minutes.

Application advice

- Apply the sunscreen at least 15 to 30 minutes before going in the sun.
- Apply sunscreen to all exposed skin, including the nose, ears, neck, scalp, and lips.
- Apply sunscreen evenly and in the amount recommended on the label. It usually takes about 1 fl oz (30 ml) to cover an adult's body.
- Reapply sunscreen every 2 to 3 hours while in the sun and after swimming and sweating a lot. The SPF value decreases if a person sweats heavily or is in water, because water on the skin reduces the amount of protection the sunscreen provides.

Additional tips

- If your skin is sensitive to skin products or you have had a skin reaction ([allergic reaction](#)) to a sunscreen, use one that is free of chemicals, para-aminobenzoic acid (PABA), preservatives, perfumes, and alcohol.
- If you are going to have extended exposure to the sun, consider using a [physical sunscreen](#), such as zinc oxide, which will stop most of the sunlight from reaching the skin.
- If you need to use sunscreen and insect repellent with DEET, do not use a product that combines the two. Apply sunscreen first and then apply the insect repellent with DEET; reapply sunscreen every 2 hours.

Although it's difficult to make predictions on the severity of ticks in a given season, Maine tick experts agree that even though we had sub-zero temperatures and a few severe snowstorms, it is unlikely the winter weather will cause a significant decline in this year's tick population.

Regardless of how abundant they are, ticks are always a concern and people should take the proper precautions to protect themselves when outdoors. The Maine CDC reviews some preventative steps that you can take regarding tick-borne illness, so we thought we'd share it with you.

[Prevention of Tick-Borne Disease](#)

You can find additional resources in your Health Options Member portal. Simply log into your Member portal, select "Healthy Options" and type "Lyme disease" in the search bar.

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