State of Connecticut Partnership Plan
Health, Wellness and Case Management Programs through UnitedHealthcare/Oxford

PHS 2.0: Personal Health Support Nurse Team

Our integrated care management solution, PHS2.0, engages consumers as active participants in their health and health care decisions through an integrated offering of Case Management, Treatment Decision Support, HealtheNotes, and select Wellness and Disease Management offerings.

At the heart of the program is a designated nurse team, featuring a "Nurse in the Family"; at the time of a health event, a nurse is assigned to the member and the member's family to assist members with their health questions, and stays with the family for any future health events.

NL: Oxford On-Call Nurse Line

Oxford On-Call offers 24 x 7 toll-free telephone access to registered nurses (English and Spanish-speaking with support for over 170 other languages via Language Line), symptom and condition support, provider referral, consumer engagement support, medication information, wellness reminders, an audio health information library with over 1,100 health topics and referrals to over 50 different programs including case and disease management, complex condition support, mental health/EAP services, wellness services, as well as other external programs that bring value and positively impact behavior. To reach a nurse, or to hear one of the pre-recorded messages, please call 800-201-4911; for pre-recorded messages, use HIL PIN – 863.

WC: Wellness Coaching

Telephonic Wellness Coaching is a population based, behavior-modification program that supports and reinforces individual lifestyle changes. The objective of Wellness Coaching is to help individuals identify behaviors that need to be changed, and then set personalized goals and strategies that focus on the recognition and correction of those behaviors. Wellness coaches are available in real time. The program provides up to 5 scheduled out-bound phone calls with a personal coach, and unlimited in-bound calls with immediate program re-enrollment effectively customizes the number of coach calls available based upon the member's needs. Wellness coaching is available for the following 7 programs:

- Tobacco Cessation
- Weight Management
- Exercise
- Stress
- Nutrition
- Heart Health
- Diabetes Lifestyle

To speak to someone regarding Wellness Coaching, please call 800-478-1057.

TDS: Treatment Decision Support

Understanding your condition and choosing the right treatment is very important. You probably have questions about treatment options and how to determine what's best for you. Treatment Decision Support gives you

access to specially trained registered nurses who can answer your questions and help you make an informed choice about your treatment. You're more likely to have better results and a quicker recovery when you make an educated decision. Talk with a nurse about treatments for these conditions:

- Angina
- Back pain
- Hip replacement
- Knee replacement
- Benign prostate disease
- Prostate cancer
- Breast cancer
- Dysfunctional uterine bleeding
- Endometriosis
- Fibroids

TDS nurses can be reached by calling 888-866-8295.

CHD: Congenital Heart Disease

The Congenital Heart Disease (CHD) program provides access to a CHD Centers of Excellence (COE) network and specialized clinical management to manage and support CHD families through the process of facility selection, the in-patient stay and post discharge. CHD helps to identify members with CHD, educating and guiding patients and their families to the right care at the right place the first time. To inquire about the CHD program, please call 888-936-7246.

CSP: Cancer Support Program

The Cancer Support Program (CSP) offers a continuum of clinical consulting services from short-term education, treatment decision support and proactive cancer-specific case management with ongoing guidance and interventions to prevent and mitigate symptoms and side effects of treatment that, if not managed, can result in additional unnecessary costs. The cancer nurse helps integrate care from the many providers (surgeon, medical oncologist, radiologist, chemotherapists etc.), helps the patient adhere to the treatment and medication plan and provides additional resources as needed.

CSP also includes support from a cancer-trained social worker and additional integration to other internal or external services (e.g. behavioral support, or disability) as appropriate. The level of intervention is based on each patient's circumstances. In addition to the value-added clinical services, CSP also provides proactive patient identification technology with outbound calling to reach as many eligible cancer patients as possible. CSP also includes the Survivorship Program that has a dedicated phone line for oncology nurses addressing the special needs of those surviving with cancer. To contact CSP for assistance, please call 866-936-6002.

Cancer Resource Services (CRS)

The Cancer Resource Services (CRS) program provides critical treatment options and support to members newly diagnosed with a rare or complex cancer. This includes direct access to specialized and experienced oncology nurses who help members understand their diagnosis and make informed decisions about second opinions, treatment options (including the availability of clinical trials) and preferred treatment facilities. CRS is a Centers of Excellence Program. CRS can be reached by calling 866-936-6002.

BRS: Bariatric Resource Services

Bariatric Resource Services (BRS) helps reduce complications and costs associated with weight loss surgery for morbid obesity. It includes a Centers of Excellence network, bariatric surgery information, support and benefits guidance. Experienced nurses educate and guide consumers through a three-phase process designed to help individuals understand and manage conditions associated with morbid obesity before and after surgery, and to encourage successful weight loss through surgical intervention. If you have questions regarding bariatric surgery, please contact BRS at 888-936-7246.

CKS: Comprehensive Kidney Solutions

The Comprehensive Kidney Solution (CKS) program provides a complete solution, managing patients with chronic kidney disease from Stages 4 and 5 through End Stage Renal Disease (ESRD), by targeting the largest cost drivers of dialysis and inpatient days. Nurse advocates prepare members at each stage for the challenges they will face by educating them and providing them the tools needed to live life as normally as possible.

While not a Centers of Excellence program, CKS focuses on those who are at an increased risk for chronic kidney disease, are transitioning into renal replacement therapy and those already on dialysis with support that addresses the key cost drivers of members with kidney disease, which includes inpatient admissions and dialysis-related costs. The CKS program is designed to improve clinical outcomes, improve quality of life, increase productivity and reduce medical costs by early identification of individuals living with chronic kidney disease.

For members with stages 4 and 5 of kidney disease, the Chronic Kidney Disease (CKD) portion of this program is designed to help delay progression to dialysis and avoid co-morbidities. If dialysis is unavoidable, our nurse advocates provide members with information to help them choose the type of dialysis and provider that best meets their needs.

Once patients reach end-stage renal disease, dialysis or a transplant is necessary to sustain life. Our nurse advocates offer individualized care management and education based on patient-specific needs and national clinical guidelines for treatment. Our nurse advocates are experienced in renal diseases and therapies.

To reach one of our nurses to discuss CKS, please call 866-561-7518.

TRS: Transplant Resource Services

The Transplant Resource Services (TRS) program provides members with specialized nurse support and network access, clinical management and educational resources and services. Our nurses will work with members all the way through the transplantation process and procedure, ensuring they have the support they need. TRS is a Centers of Excellence (COE) program, and can be reached at 888-936-7246.

UBH: Full Care Management

Full Care Management for Mental Health and Substance Abuse (MHSA, referred to as “Behavioral Health Benefit and Care Advocacy Programs” to external audiences) is comprised of comprehensive care services. These include: outpatient counseling, intermediate care, intensive case management to focus resources on identifying the highest-risk members who drive the majority of total health care costs. Members and providers are engaged telephonically post-discharge from the hospital to ensure appropriate follow-up care. Additional provider-focused interventions (mail-based and telephonic) are triggered by the ALERT® Outpatient High-Risk Model. If you or a family member is interested in the program, please call 800-201-6991.

HPP: Healthy Pregnancy Program

The Healthy Pregnancy Program (HPP) is a maternity wellness program designed to provide members with additional support and education during their pregnancy. The program provides ongoing telephonic support depending on individual needs and preferences. HPP works with expectant moms to identify and manage high-risk pregnancies and potential NICU patients before delivery. HPP provides proactive enrollment, and provides support from conception through post-partum care. To contact HPP, please call 888-246-7389, 24-Hours per day, 7-Days per week, toll-free.

MIP: Managed Infertility Program

The Managed Infertility Program (MIP) program helps manage costs associated with infertility through clinical consulting and guidance to infertility treatment centers with superior outcomes, thereby reducing both treatment costs, as well as downstream costs associated with multiple gestation pregnancies. Managed Infertility is a Centers of Excellence (COE) Program. If you have questions regarding the program, please call 888-936-7246.

NRS: Neonatal Resource Services

The Neonatal Resource Services (NRS) program helps to control and reduce neonatal costs through effective identification, coordination and management of high-risk pregnancies and NICU admissions, guiding patients to the highest quality and most efficient facilities, and appropriately monitoring the level of care provided for the best possible outcomes. NRS is a Centers of Excellence (COE) program. For additional information regarding the NRS program, please call 866-534-7209.

HeN: HealtheNotes

HealtheNotes are mail- and portal-based messages designed to engage members on potential health risks and important health opportunities using evidence-based recommendations to highlight opportunities for members to address gaps in care. These health opportunity messages are designed to improve overall member health and reduce medical spend by addressing health concerns earlier, when risks are initially identified.

HeNr: HealtheNotes Reminders

HealtheNotes Reminders are mail-based annual preventive care reminders to members, and are available only for:

· Adolescent Immunizations
· Cervical Screening
· Childhood Immunizations
· Mammography Screening

Population Health Programs – Member Mailings

With an emphasis on preventive measures, these programs are meant to help members get healthy or stay healthy, while helping employers build a healthier workforce. These programs include:

- **Better Breathing®**. For children and adults with asthma, this program aims to help members learn more about the condition, the medications used to treat it, monitoring devices and how a healthy lifestyle can help keep asthma under control.

- **Exam Reminders** – Through various educational materials, Oxford members are encouraged to receive preventive care when appropriate, including flu vaccines and colorectal screening.
- **Heart Smart℠**. Helps members with cardiovascular disease (CVD) and heart failure (HF) understand and improve their health and quality of life. Material is available to educate members about hypertension, cholesterol management and lifestyle modification, including smoking, diet and exercise.
- **Smoking Cessation**. Members who self-identify can receive educational materials on smoking cessation, including facts about the effects of smoking, e-cigarettes, and counseling resources.

Discounts and Special Offers for State of Connecticut Partnership Plan Members

We know that staying well involves more than just visits to the doctor's office; it's also important to stay active, maintain a healthy weight and manage stress levels. The following extras can help Oxford members do just that.

- **Healthy Bonus® Discount Program** – Gives members access to discounts and special offers on a wide variety of health-related products that may help them reach a healthy lifestyle.

- **UnitedHealth Allies** - Save 10 to 50 percent on many health care products and services not paid for by your plan, through UnitedHealth Allies®
    - Get discounts on laser eye surgery, cosmetic dentistry, health club memberships, weight loss programs and more
    - Discount partners include Champion®, Danskin, Jenny Craig® , Global Fit and more
    - Visit www.unitedhealthallies.com to learn more

Information on these programs and more can be found on either http://partnershipstateofct.welcometouhc.com/home or www.oxfordhealth.com.