

Q&As Re: ActiveHealth

From a meeting with the Personnel & Payroll Association

June 26, 2008

<b>HCA/PEBB – Health and Disease Management – The ActiveHealth Program for UMP and Aetna members</b>	
<b>Question</b>	<b>Answer</b>
<p>1. <i>Is HCA/PEBB going to inform employees about this program so that they know it's a legitimate company that's doing business with HCA/PEBB and the State of Washington?</i></p>	<p>Yes – The first mailing goes out to each Aetna and UMP subscriber the week of July 7<sup>th</sup>. A second mailing will be sent by August 15<sup>th</sup>. These mailings describe programs available to everyone including the web based personal health record and suggestions to members and their doctors for improving care. Members with certain chronic health conditions will receive additional information in late August.</p> <p>There will also be information posted at <a href="http://www.aetnahca.com/">http://www.aetnahca.com/</a> or <a href="http://www.ump.hca.wa.gov/">http://www.ump.hca.wa.gov/</a>.</p>
<p>2. <i>What kind of contract does ActiveHealth have with the state, and if the company should happen to go out of business in five years, what happens to our medical information?</i></p>	<p>PEBB has a direct contract with ActiveHealth as a Business Associate. If Active Health ceases operations, member's information would be returned to PEBB and ActiveHealth would no longer have access to it.</p>
<p>3. <i>It looks like employees only with significant and serious health concerns are being offered these services. While that is a good idea, what will be available for healthy employees to help us stay healthy?</i></p>	<p>ActiveHealth's personal health record is available to all UMP and Aetna members.</p> <p>UMP members can also participate in the Health Counts program which is open to all members ages 18 and older, available at <a href="http://www.ump.hca.wa.gov/healthcounts/">www.ump.hca.wa.gov/healthcounts/</a></p> <p>Aetna members have access to a health risk assessment and health information through intellihealth, accessible at <a href="http://www.aetnahca.com">www.aetnahca.com</a>.</p>
<p>4. <i>Will the web based personal health records be available from anywhere, for example while visiting a doctor in Boston?</i></p>	<p>Yes – anywhere you have an internet connection you can access your personal health record. You can also print it and provide copies to your family or physicians if you wish. Should you be going to see a new provider for the first time, taking your history with you can be very helpful. The personal health record also has a "summary" page that provides your</p>

	demographic data in a format that matches most medical office registration forms.
5. <i>What about HIPPA requirements regarding security of medical information? Doesn't a person have to give their permission for their health plan to share their information?</i>	All medical information is handled on secure servers which meet or exceed all HIPPA requirements. When you join a health plan, the plan has the authority under HIPPA to share your information with contracted business partners for the purpose of offering you programs such as ActiveHealth to improve your health.
6. <i>Has this program been piloted elsewhere?</i>	The program is ten years old and serves twelve million people. It has proven to help people better manage their health and their chronic conditions, including avoiding unnecessary complications. Such timely and effective care improves the quality of life and helps keep costs down for members, the plans, and the state.
7. <i>I have both UMP and TRICARE (military health insurance). Will my TRICARE medical records be available to ActiveHealth?</i>	Your TRICARE medical claims and information will not be accessible to ActiveHealth and therefore will not be automatically loaded into your web based personal health record. However, you may enter any information you like into your personal health record. If you enter it, the information is then accessible to ActiveHealth and contributes to information used to offer suggestions to members and their doctors for improving care or outreach calls by nurses.
8. <i>Is the program an "opt out" or "opt in" program?</i>	Members are automatically enrolled and those who wish not to participate must "opt out" by contacting ActiveHealth. Members with questions or concerns may call ActiveHealth toll free at 1-888-227- 6539 (after August 1) to discuss the program and/or opt out.
9. <i>Are all UMP and Aetna subscribers and dependents eligible for all aspects of the program?</i>	All subscribers (including retirees) and dependents over age 18 have access to the web based personal health record and may receive suggestions for improving care All active members 18 and older who have diabetes, coronary artery disease, or congestive heart failure will have access to coaching from a nurse to help them manage their chronic conditions.