



FREQUENTLY ASKED QUESTIONS

About ActiveHealth Programs for UMP and Aetna Public Employees Plan Members

Who is ActiveHealth®?

ActiveHealth Management is a company focused on healthcare quality. We work with medical plans to help people across the country reach their health

Do I have to pay anything extra for ActiveHealth services?

No! The programs are included with your medical plan. There is no extra cost to you.

Will ActiveHealth share my health information with anyone?

To help improve the quality of care you receive, information may be shared with your doctor. ActiveHealth understands and respects the privacy of personal health information. Our programs are secure and confidential, and in full compliance with federal and state law.

Do these programs affect my benefits in any way?

The ActiveHealth programs have no effect on what is – or is not – covered under your medical plan. They are added services to help you be as healthy as possible and reach your health goals.

Informed Care Management

What is Informed Care Management?

Informed Care Management helps people with diabetes, congestive heart failure or coronary artery disease reach their best health by working one-on-one with a nurse over the phone.

Is working with an Informed Care Management nurse a substitute for a doctor's visit?

No, just the opposite. Your nurse is an added resource who can help you work more effectively with your doctor. Some members say it helps to talk to their Informed Care Management nurse right before and after doctor visits.

Are covered family members eligible for Informed Care Management?

Covered family members who are at least 18 years old are eligible for Informed Care Management if they have diabetes, congestive heart failure or coronary artery disease. ICM is not available to retirees covered by Medicare.

ActivePHR

What is ActivePHR?

ActivePHR is a secure online Personal Health Record (PHR) that keeps your family's healthcare information organized and at your fingertips. Every time

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you receive healthcare through your medical plan, the information is automatically updated in your ActivePHR.

Can my covered family members have their own ActivePHR?

Yes, and you should encourage adult family members to use their personal health record. Minor dependents cannot access ActivePHR directly, but their parent/guardian can maintain a personal health record for them.

Can I share the information in my ActivePHR with my doctor?

Yes, you can give your doctor the ability to view the information in your ActivePHR online. You can also print out a health summary and give it to your doctor.

Care Considerations

What is a Care Consideration?

A Care Consideration is a personalized communication from ActiveHealth letting you know about a potential gap in your health care or a health risk that you should talk with your doctor about.

Why do I need Care Considerations? Wouldn't my doctor already know about any health issues?

Doctors don't always have all of a patient's health information, especially if the patient is seeing more than one doctor. Because ActiveHealth works with your medical plan, we may have a more complete picture of your health. Care Considerations can help you and your doctor find ways to maintain – and even improve – your health.

Contact Information

Informed Care Management

Beginning August 1, 2008, you can call toll-free 1-888-227-6539 to learn more. Nurses are available Monday through Friday from 6:30 am to 8 pm Pacific time and on Saturdays from 8 am to 1 pm Pacific time.

ActivePHR

Beginning August 1, 2008, go to www.activehealthphr.net/hca and follow the easy sign up instructions.

Care Considerations

If you receive a Care Consideration, you should discuss it with your doctor. If you have a question for ActiveHealth about a Care Consideration you receive, you can call toll-free 1-800-319-4454 Monday through Friday from 8:30 am to 5 pm Eastern time.