



**PARTNERS**  
**FOR HEALTH**<sup>SM</sup>

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# WHAT'S INSIDE:

- Program Overview
- Personal Health Coaching
- Your Wellness Account
- Nurse Advice Line
- Online Wellness Tools
- Your Username and  
**NEW Password**

**IMPORTANT INFORMATION ABOUT YOUR BENEFITS**

**WELCOME**

**TO YOUR 2012**

**PARTNERS**  
**FOR HEALTH**<sup>SM</sup>

**WELLNESS PROGRAM**

**Information about fulfilling the 2012 Partnership Promise and  
the ParTNers for Health Wellness Program.**



**1-888-741-3390**



**[www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov)**



## Partnership Promise 2012

You are receiving this booklet because you are enrolled in the Partnership PPO for 2012. The following pages contain important information about the 2012 Partnership Promise and how to check your status. Our goal is for our members to understand their health risks then take action to get involved and stay involved in taking care of their health!

**This year we're asking you to take a more active role in your health. There are two things you must do to complete your 2012 Partnership Promise:**



**Take part in health coaching** if the ParTNers for Health Wellness staff identifies an opportunity for you to improve your health. Members with certain health conditions will be required to work with a health coach. Together, members and coaches will set goals for improvement.



**Keep your address, phone number and email (if you have one) current** with your employer. If your contact information changes, you must notify your employer to update your record. An email address is not required, but you **MUST** keep your phone number and mailing address up to date.

### State employees:

Change your contact information yourself in Edison or by contacting your agency's human resources office.

### Higher Education, Local Education and Local Government employees:

Change your contact information yourself in Edison, or by contacting your agency benefits coordinator or by calling the Benefits Administration Service Center at 1-800-253-9981 and selecting option 6.

**IMPORTANT: Both you and your covered spouse must meet the 2012 Partnership Promise to remain in the Partnership PPO in 2013.** Covered children of any age don't have to complete the Partnership Promise. However, if your child ages off your coverage and goes on a COBRA plan then he/she must complete the Partnership Promise.

For questions and answers about Partnership Promise requirements, visit [www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov).



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*“My health coach reviewed my health information with me and told me to talk to my doctor. I found out that I had a blockage in my heart and then got my blood pressure and cholesterol under control. Thanks to ParTNers for Health for helping me find the blockage before the blockage found me!”*

## Working with a Health Coach

ParTNers for Health provides many opportunities to improve your health. **Partnership PPO members contacted by a health coach MUST participate in health coaching.** However, any member may also choose to participate in a health coaching program for health improvement. Members in the Standard PPO can enroll in health coaching with no additional cost; however, they will not receive the discounted premiums, co-payments or out-of-pocket costs unless they enroll in the Partnership PPO during the Annual Enrollment Transfer Period in the fall.

### There are two types of health coaching programs:

**Lifestyle Management programs** help you form better health habits. Coaches can help if you have issues such as high blood pressure, high cholesterol, weight management and tobacco.

**Disease Management programs** are for people with chronic health conditions such as diabetes or obesity. The health coach works with you and your doctor to help you with self-management skills to make sure that you are taking medicines and are getting the right care.

*“I love this program! The coaches call and help me stay accountable to my health goals. I have already lost 12 pounds and now I am trying to quit smoking.”*

Health coaches are healthcare professionals who can help you reach your health goals. Coaches help you set goals, track progress and give you tools and information to make healthier choices. **Everything you talk about with a coach is private.** Your health information is shared only with your permission.

### Selection for Health Coaching

ParTNers for Health Wellness staff will decide if you should work with a coach. They will look at any medical conditions or behaviors that might negatively affect your health or cause long-term health issues. Health conditions and behavioral information is based on medical and pharmacy claims and the results from your health questionnaire and health screening.

### When will I be contacted for health coaching?

A ParTNers for Health Wellness coach may contact you any time during the plan year (January 1 – December 31, 2012). Not everyone will be called. Coaches will only call members who have been identified as those who could possibly make positive changes to improve their health. You may choose to talk by phone or email at a convenient time for you. When you are contacted by a health coach, your telephone's **Caller ID display** should either display **1-888-741-3390** or **ParTNers for Health**.

## Questions about Health Coaching

### What does participation in Health Coaching mean?

To be considered an active participant you need to:

- Actively work with a health coach to improve or maintain your health. The health coach will learn about your health and lifestyle. Then the coach will work with you to set short- and long-term goals. He or she can also help you overcome obstacles for reaching your goals.
- Work with a coach to create a plan of care for your condition.
- Communicate (by phone or email) with a health coach as needed. You may also be asked to take part in other health and wellness events such as webinars, community events or on-line health modules provided by the ParTNers for Health Wellness Program. There is no set number of phone calls or emails, but you must actively work with a coach to qualify for the Partnership PPO for next year.
- Work toward making improvement and meeting the goals of your plan.

### What if I don't meet the goals I set with my health coach?

As long as you are making an effort with your coach to work towards your goals, you can stay in the Partnership PPO.

### What if my coach can't reach me?

If your health coach cannot reach you after four tries, a letter will be sent to your home. Then, it is up to you to contact your health coach. If you do not follow up with your health coach, you will not be eligible for the Partnership PPO the next year.

### If I break my Partnership Promise, will my claims still be paid?

Yes. Your insurance will continue to pay eligible claims for the calendar year, even if you do not meet the Partnership Promise. However, you will not be able to stay in the Partnership PPO for the following year if you do not fulfill your Partnership Promise. The Standard PPO will still be available to you.

**For a complete list of questions and answers about the Partnership Promise, please visit [www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov).**

*“I found out during a ParTNers for Health Screening that my blood sugar was very high. I didn't know I had diabetes. A health coach is helping me control my diabetes. I am very glad this program exists!”*

## Creating Your Wellness Account

To create an online account, refer to the directions at [partnersforhealthtn.org/Files/Forms/Instructions.pdf](http://partnersforhealthtn.org/Files/Forms/Instructions.pdf). The Organization or Group ID is "Partners for Health" for all members and should appear in the Group ID field. If the Group ID is empty, please type in "Partners for Health," using a space between each word. Your member ID can be found on your Caremark prescription card.

We have updated the website based on your suggestions to make it easier to see your status with the Partnership Promise. See page 7, "Your Username and New Password," for details about logging into your account.

Once you have logged into your account, you will be able to see your **Partnership Promise Status** on the right side of your screen. You will see either a green (good standing), yellow (action needed) or red (noncompliant) circle. At the bottom of that page, you will see a **Legend** that tells you what those circles mean and what actions you may have to take.

The screenshot displays the user interface of the Partners for Health wellness website. At the top, a navigation bar includes links for Home, Summary, Questionnaire, Screenings, My Health Record, Lessons, My Profile, Mailbox, and Logout. The main content area is divided into several sections:

- Welcome:** A green banner with a photo of a couple and text: "Welcome to your Partners for Health Wellness Account. Congratulations for taking this first step to improving your health! Everybody— including you— can improve their health."
- Partnership Promise Status:** A blue box with a green circle and the text "O.K.", indicating good standing.
- Mailbox:** A blue box with an envelope icon and the text "There are no new email messages."
- Legend:** A white box with a red border containing three items:
  - Green circle:** You currently meet Partnership Promise requirements. (Members in Standard or Limited plans: No action needed.)
  - Yellow circle:** Action is required to stay in good standing with your Partnership Promise. Call a Health Coach at 1-888-741-3390.
  - Red circle:** You have not satisfied the requirements of your Partnership Promise and you will be transferred to the Standard PPO in 2013.

Below the main content, there are sections for "Health Questionnaire" (with a link to update), "Online Education" (with links to Health Library and free weekly e-tool), and a "Did You Know?" section with a search bar.

The PARTners for Health wellness website is being enhanced for 2012. The new site will make it easier for you to track your Partnership Promise status and offer you even more health and wellness tools than before! We encourage you to log on after February 2012 to experience the improved website.



## 24/7 Nurse Advice Line — Help When You Need It

Questions about your health can come up at any time. The **ParTNeRS for Health Nurse Advice Line** gives you information and support, 24 hours a day, 7 days a week, at no cost to you.

Whether you have questions about a new diagnosis or you aren't sure about an urgent situation, the Nurse Advice Line is there when you need it.

### Day or Night, talk to a nurse about:

- I forgot to take my pill, should I take two?
- Should my child stay home from school?
- Vomiting, cramps or other pains
- Flu, fever and colds
- Scrapes, cuts and burns
- Understanding what a doctor told you
- The closest hospital or after-hours clinic

### Or you need help to decide when to:

- Care for yourself at home
- Call a doctor
- Call 9-1-1 or go to the emergency room



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*“I am grateful to the Nurse Advice Line for telling me what to do when I had trouble breathing and how to avoid future attacks. It gives me peace of mind knowing I can call any time.”*





## Online Wellness Tools — Available Any Time, Any Day

### ParTNers for Health Website

The **ParTNers for Health** website links you to powerful online tools and health information at your fingertips. Choose from a variety of online health improvement programs and keep track of your progress to reach your personal goals.

### Weekly Health Tips by E-mail

Don't forget to sign up to receive **FREE** weekly health tips by e-mail. Go to [www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov) and click the Weekly Health Tips link to sign up. You will get a short e-mail with each week's healthy living tip. *Remember, small steps can add up to make a big difference!*

### Your Username and New Password

In early March, ParTNers for Health will mail members who completed an online health questionnaire their existing username and a temporary password. Please save this letter so that you can log on to the enhanced Partners for Health Wellness Website **when it becomes available after February 2012.**

**The password you will receive will be temporary** as a security measure to protect your health information. The website will ask you to **update your password when you log on.** You can use the space below to write in your username and password for your records.

Members who did not complete an online health questionnaire in 2011 should go to [www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov) and click on My Wellness Log In to set up a username and password.

|                       |  |
|-----------------------|--|
| My username           |  |
| My temporary password |  |
| My updated password   |  |



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“I like receiving health information. The example exercises helped so much. I feel better for the first time in six months. Thanks to ParTNers for Health for supporting us!”