

SPRING 2012

Member News



archcare
Advantage
HMO Special Needs Plan

for ArchCare Advantage Members

Welcome!

Welcome to our first quarterly issue of ArchCare Advantage Member News. In it, you'll find important information and updates about your ArchCare Advantage HMO Special Needs Plan, plus helpful tips, resources and other news of interest to our growing member community.

We welcome your feedback and ideas. You can let us know what you think by dropping a note to: Editor, ArchCare Advantage Member News, 205 Lexington Avenue, 14th Floor, New York, NY 10016. Or e-mail us at ArchcareAdvantageMemberService@archcare.org.
Happy reading!

Kimberly O'Brien
Director of Member Services

ArchCare Advantage is Expanding



Residents of four nursing homes in New York's Orange and Dutchess counties will soon be able to reap the benefits of ArchCare Advantage. Hudson Valley long-term care provider Elant has entered into an agreement to offer ArchCare Advantage to residents of its 160-bed Elant at Fishkill Nursing Home in Beacon, NY. Enrollments are already under way, and residents of Elant's nursing homes in Wappingers Falls, Goshen and Newburgh, NY are expected to be invited to enroll in phases as agreements are signed beginning later this year.

Questions? We want to hear from you!



Carlos Luhan, Gardenia Marciano and Amos Pagan (l-r) are among the ArchCare Advantage Member Services team members who respond to member questions.

Helping our members understand their care and the benefits they receive is a top priority at ArchCare Advantage. Our customer service representatives are here to answer your questions and make sure any concerns you have are dealt with quickly and accurately. If something isn't clear, we want to know about it. If you think we made a mistake, we will set it right.

ArchCare Advantage is committed to honoring your rights and treating you with fairness and respect. If we are

"Although we work closely with our members' nursing homes, ArchCare Advantage is a separate health plan," says Kimberly O'Brien, ArchCare Advantage's Director of Member Services. "Nursing homes don't have the necessary information and can't answer questions about plan benefits, so calling us first is the best way to avoid unnecessary delays and red tape. We can reach out to our on-site care manager and even the nursing home if needed to make sure that the member's concerns are properly addressed."

unable to resolve a coverage-related issue to your satisfaction, you can use our appeals process to ask us to review it. You can also call us to report other kinds of issues, like concerns about the quality of the care you receive, being kept waiting too long or the privacy of your personal information.

"There are certain rules we and our members both have to follow," O'Brien notes. "For example, some appeals must be made in writing, and they may have to be submitted within a certain timeframe."

These rules can be found in your Summary of Benefits and online at http://www.archcareadvantage.org/grievance_and_appeals.php.

Or, call us at

1-800-373-3177 (TTY/TDD: 1-800-662-1220)

and our member services representatives will be happy to explain them to you.

MEMBER QUESTION

Q: I received an Explanation of Benefits for services that I didn't receive. Is this fraud?

A: Billing for services not rendered is one of the most common types of health care fraud. However, it could also be a simple mistake. Always report erroneous charges to us. Our compliance team will thoroughly research the charges and determine whether it is fraud or just a billing error. You can report fraud, waste and abuse anonymously by calling **1-800-443-0463** or e-mailing compliance@archcare.org.

Your Health Matters



Focus on Fall Prevention

Did you know that one in every three adults age 65 and older falls each year? Falls are a serious health risk for older adults, and can result in other broken bones, head trauma and even death. In fact, falls are the most common cause of injury and the leading cause of injury-related death among the elderly.

The good news is that most falls can be prevented simply by understanding the common causes of falls and following a few commonsense tips.

- TIP 1:** Wear shoes that fit properly and are in good condition. Shoes that are too big, too small or worn-out make it more difficult to walk and keep your balance. Shoes with non-slip soles are best.
- TIP 2:** Make sure your bed is at its lowest level before getting in or out. If you need assistance transferring to or from your bed, wait for someone to help you.
- TIP 3:** Avoid poorly lit areas and places where the floor may be wet or slippery. Keep an eye out for rugs or uneven surfaces that could cause you to trip.
- TIP 4:** Remember, wheelchairs are built to move! Always remember to lock your wheelchair before you try to stand up or transfer to a bed or chair.
- TIP 5:** Mild exercise can help improve balance, strength and physical function. Ask your physician or other care team member whether you are healthy enough for exercise and, if so, to recommend an exercise program that is right for you.

Watch for Health Outcomes Survey

This spring, the Centers for Medicare & Medicaid Services (CMS), the government agency that administers Medicare, is conducting its annual Health Outcomes Survey. The survey of Medicare Advantage plan members asks a range of questions about topics such as physical activity, activities of daily living, chronic health conditions, health symptoms, depression risk, urinary incontinence, osteoporosis testing and fall risk management. The results of this important survey are used to guide quality improvement activities focused on the specific needs of our membership.

ArchCare Advantage has contracted with DataStat, a CMS-approved research company, to administer the survey to our members. During April, members will receive a survey packet at their primary address on record with CMS. Please complete the survey as soon as you receive it and return it as instructed. The packet will include a number to call if you have any questions.

SPOTLIGHT ON...



Name: Sheree Starrett, MD, MS
Medical Director, ArchCare Advantage

Background:

After graduating from the New York University School of Medicine, I trained for six years in internal medicine, hematology and medical oncology. I am Board Certified in all three fields. In the late 1980s, I began to work exclusively with HIV/AIDS patients. I had to learn with them how to best manage their symptoms and help them and their loved ones cope with end-of-life issues. From those experiences and my subsequent years as a nursing home medical director, I became more involved with the elderly, palliative care and end-of-life concerns. I joined the ArchCare Advantage team in May 2011.

Role:

My job as Medical Director is to make sure that our members receive the highest quality care. I believe that the ArchCare Advantage care model, with its emphasis on personalized, coordinated care, is the best way to accomplish that goal. Our care managers develop relationships of trust with our members and their families and work with them set care goals that are consistent with their individual health needs and beliefs.

Why ArchCare Advantage:

My mother suffered from Alzheimer's and lived the last years of her life in a nursing home. My siblings and I enrolled her in a Medicare managed care program very similar to ArchCare Advantage. We appreciated how mom's nurse practitioner worked with her primary care physician and the nursing home team to give her the best possible care and make sure her wishes for maximum comfort were respected. She died peacefully at her nursing home this past December. I am committed to making sure that each of our members receives the same loving care and attention that my mother did.

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