

RESPIRATORY

Asthma Health Management Program



ASTHMA

800.414.6675

FACTS

Asthma has been a top reason for members being admitted to the hospital or seen in the emergency room. Unison Health Plan wants you to have the best health possible. The Asthma Health Management program helps members control their asthma. The program has helped many members.

HOW DO I JOIN?

Unison Health Plan identifies members who have asthma by looking at claims for services. These claims identify asthma services. They include data for medications and claims for hospital, doctor or emergency room visits for asthma care. Doctors may call and request that we help a member who has asthma. Also, any member with asthma can call Member Services and ask to be included in the program.

WHAT DOES THE PROGRAM OFFER?

The program assists members with mild to severe asthma. It separates them by certain levels of care. Those members who need only a little help managing their illness will get useful mailings. These include booklets on managing asthma, fact sheets about medications and newsletters.

Members who need more help managing their illness get the mailings, plus care management services. There are two levels of care management. The difference between the two is how often the care manager will contact you. The care managers will review your condition and how it affects your life. They will make the program fit your needs. They will work with your doctor on the best treatment plan for you.



FOR MORE INFORMATION about asthma, call Care Management 1.800.414.6675 (TTY: 1.800.473.0989).

This managed health care plan may not cover all your health care expenses. Read your contract and/or member handbook carefully to determine which health care services are covered. If you need help reading this information, please call Unison at 1.800.414.9025. The information in this notice is available in other languages and formats by calling Member Services at 1.800.414.9025 (hearing-impaired: 711). For more information, we are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. and Wednesday 8 a.m. to 8 p.m. You can reach us at 1.800.414.9025 (hearing-impaired: 711).
La información de este aviso está disponible en otros idiomas y formatos si llama a Servicios para Miembros al 1.800.414.9025 (711 para las personas con deficiencias auditivas). Si necesita ayuda para traducir esta información, por favor comuníquese con el departamento de Servicios a miembros del Unison al 1.800.414.9025 (711 para las personas con deficiencias auditivas).
ព័ត៌មាននេះអាចមានសំខាន់ណាស់សម្រាប់អ្នក: មានជូនជាភាសាផ្សេងទៀត និងក្នុងទម្រង់ដទៃទៀត តាមរយៈការទូរស័ព្ទទៅខាងសេវាសមាជិកដ៏ល្អរបស់យើង 1.800.414.9025 (ចំពោះអ្នកមានបញ្ហាខាងការស្តាប់លឺ: 711).
此通知里的信息有其它语言及格式, 请致电 1.800.414.9025 (听力有障碍人员请转分机 711) 联系会员服务处索取。
Информацию, содержащуюся в данном извещении, можно получить на других языках и в иных форматах по телефону отдела обслуживания участников: 1.800.414.9025 (для лиц с нарушением слуха: 711).
Thông tin trong thông báo này có sẵn bằng các định dạng và thứ tiếng khác bằng cách gọi Dịch Vụ Thành Viên theo số 1.800.414.9025 (người khiếm thính: 711).

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(Continued)



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HOW DOES MY DOCTOR KNOW HOW I AM DOING?

Every 3 months your primary care provider (PCP) gets a list of their members who have asthma. The list includes a summary of how well each member is doing. Doctors who have a member in Care Management also get a letter telling them that the member is enrolled. Care managers follow the doctor's treatment plan in order to coordinate the services for members.

WHAT IF I DO NOT WANT TO BE IN THE PROGRAM?

All members that are identified as having asthma by claims and pharmacy use are eligible for the Asthma Health Management program. Any member who does not wish to be in the program can contact Unison Health Plan in writing and ask to be removed. This is known as opting out. The same process works for care management services. The care managers will give you the option of participating.

WHAT SHOULD I DO IF I HAVE AN EMERGENCY CONDITION?

You can still get services 24 hours a day, 7 days a week for an emergency. You should go to the nearest emergency room or 24-hour care center. If emergency transportation is needed, contact your local emergency service. You will need to call your PCP and Unison Health Plan as soon as the emergency is under control.

CONTACT OPT-OUT INFORMATION

If you do not wish to participate in the Asthma Health Management program, you can call 1.800.414.6675 or notify us by writing to:

Quality Improvement
Unison Plaza
1001 Brinton Road
Pittsburgh, PA 15221



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