Changes to plan benefits

The following co-pay changes went into effect on the UK-HMO plan effective July 1, 2012:

<table>
<thead>
<tr>
<th>Service</th>
<th>Co-pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist</td>
<td>$30</td>
</tr>
<tr>
<td>Outpatient surgery</td>
<td>$75</td>
</tr>
<tr>
<td>Inpatient hospital</td>
<td>$200</td>
</tr>
<tr>
<td>Emergency department</td>
<td>$100</td>
</tr>
<tr>
<td>Allergy injections</td>
<td>$10</td>
</tr>
<tr>
<td>Durable medical equipment</td>
<td>20 percent co-insurance (up to $500 maximum per plan year), then 100 percent. (The member pays 20 percent of the allowed (discounted) amount of any durable medical equipment they purchase starting on July 1 of each year until they have paid their $500 in that year (July 1 thru June 30). Once they have reached $500 during that timeframe, the plan pays 100 percent of all durable medical equipment for the rest of that timeframe.)</td>
</tr>
</tbody>
</table>

Assist America travel coverage no longer available

UK-HMO was able to provide Assist America to the UK-HMO members as part of the UK-HMO Reinsurance Agreement with our reinsurance provider. When we renegotiated the reinsurance contract this year, the company proposed a 71 percent increase in our rates. Due to the substantial increase, we were forced to switch our contract to another reputable company, which unfortunately does not offer Assist America with their program, therefore Assist America will no longer be a benefit we will be able to offer our members.

However, the university does provide international travel assistance, free of charge, to any UK employee who is traveling on university business, as well as their spouse if they are traveling with them. To find out more about this coverage, please contact Risk Management at 859-257-3708 and ask about their international travel package.

Parking stamp changes

Effective July 1, 2012, UK-HMO will only be covering four hours of parking for members being seen in the Kentucky Clinic on South Limestone. If you are being seen at UK Albert B. Chandler Hospital for surgery or testing, their stamp will be good for as long as you are there. You will see on the Kentucky Clinic stamps that it states this stamp is only good for four hours. If you happen to be there longer than four hours, you will be responsible for paying for any parking over four hours. All clinics now have UK-HMO parking stamps for your convenience.

Registration changes at Kentucky Clinic

Please note that starting Tuesday, July 2, patients should proceed directly to their clinic to check in for appointments at Kentucky Clinic. It is no longer necessary to check in at Central Registration first. All clinics have UK-HMO parking stamps as well so it is no longer necessary to go to an information desk to get your parking ticket stamped.

Lab only

If you are not seeing your doctor, but are coming to the Kentucky Clinic Lab for lab tests only, check-in may be completed at either Central Registration (first floor lobby directly across from the pharmacy) OR the lab (second floor of Wing C).

Kentucky Clinic Radiology

If you are not seeing your doctor, but are coming to Kentucky Clinic Radiology for bone mineral density (BMD) scans, MRI or X-ray, registration is now done in Kentucky Clinic Radiology Clinic (first floor of Wing C).

UK HealthCare is improving its systems to create a single electronic medical record to better serve its patients. Your patience is appreciated as these important changes are made.

For additional information, please contact Central Registration at 859-257-9805.
UK Family & Community Medicine

UK Family & Community Medicine is here to care for you and your entire family. The specialty of family medicine is based upon comprehensive and continuous care, and is centered on lasting relationships with all patients and their families, regardless of individuals’ age, gender or health problems. UK Family Medicine physicians, family nurse-practitioners and mental health professionals work together to provide a broad spectrum of health care, including general medical care, general pediatrics, acute illness care, maternity care, routine gynecology, minor surgery, mental health services, smoking cessation and preventive care.

UK Family physicians routinely care for patients with multiple chronic health problems. When needed, they will coordinate your care with other UK HealthCare specialists, and/or oversee your care if you are hospitalized for common conditions.

UK Family & Community Medicine is an invaluable resource in meeting your health care needs.

To establish care with one of our family and community medicine providers or to make an appointment, please call 859-257-1000.

New technology may detect breast cancer earlier

Markey Cancer Center’s Comprehensive Breast Care Center is the first health care provider in Kentucky and one of the first in the United States to offer tomosynthesis. This leading-edge technology is the next level in breast imaging and will revolutionize how breast cancer is detected.

Imaging is a critical piece of patient care that allows health care providers to see inside the body to learn more about a patient’s health. Tomosynthesis takes multiple low-dose images of the breast and synthesizes them into a three-dimensional data set. A radiologist can then examine that data set incrementally and look behind and beside structures to find cancers that could not be seen on a standard mammogram.

For years, the cornerstone of early detection has been mammography. Tomosynthesis is mammography, only better. For patients, a tomosynthesis exam will be similar to a standard mammogram. During a standard mammogram the X-ray tube remains still, but with a tomosynthesis machine the X-ray tube moves in an arch over the patient, acquiring multiple images. The machine takes both the standard mammogram and the tomosynthesis in one compression, but the patient is unable to perceive the difference.

Because this is a new technology, it is not yet technically covered by UK-HMO. However, UK-HMO members can still choose to utilize tomosynthesis with the approval of UK Radiology. The tomosynthesis will be charged to UK-HMO as a standard 2-D mammogram, with members paying an additional $62.50 at the time of the service.

Health information – straight to your in-box

UK HealthCare has redesigned its email newsletter to better deliver the health news and information that matters most to you.

The new HealthMatters newsletter comes to your inbox about once a week. Choose which topics interest you, and you’ll receive health and wellness tips such as how to maintain a healthy weight, balance your diet or avoid common injuries. Also included is information on more complex conditions that might affect you or your family.

You can also view a list of our upcoming events or click a link to directly request an appointment with your UK HealthCare doctor.

Visit ukhealthcare.uky.edu/email to sign up today.

UK Sports Medicine offers walk-in clinic for injuries

This time of year, many of us are at our most active. And that’s great! But sports and active warm-weather fun can also mean injuries.

For sudden sports injuries, UK Sports Medicine offers a walk-in clinic from 7:30 to 8 a.m., Monday through Friday. The clinic is staffed with fellowship-trained physicians and offers physical therapy and rehabilitation services for any acute sports-related injuries.

At the UK Sports Medicine Center, we can help you get back to your game. Call 859-257-1000 or 1-800-333-8874 (toll free) to learn more.
Get a sore throat? TLC, not antibiotics, is usually the answer

A sore throat is a frequent symptom of the common cold or other acute respiratory tract infections. They’re never fun, but when you seek relief — whether for yourself or your child — remember that antibiotics are usually not the answer and, if prescribed unnecessarily, can do more harm than good.

Most sore throats are caused by viruses, such as the common cold, that don’t respond to antibiotics.

See a healthcare provider if you or your child has:

- A sore throat that lasts longer than one week
- Difficulty swallowing or breathing
- Excessive drooling (young children)
- Temperature higher than 100.4° F
- Pus on the back of the throat
- Rash
- Hoarseness lasting longer than two weeks
- Blood in saliva or phlegm
- Symptoms of dehydration (dry, sticky mouth, sleepiness or tiredness, thirst, decreased urination or fewer wet diapers, few or no tears when crying, muscle weakness, headache, dizziness or lightheadedness)
- Contact with someone with strep throat
- Recurring sore throats

Your healthcare provider can determine the cause of a sore throat and if treatment is needed. If your child is younger than 3 months of age and has a fever, it’s important to always call your healthcare provider right away.

Antibiotics are needed when…

Antibiotics are needed if a healthcare provider diagnoses you or your child with strep throat, which is caused by bacteria. Strep throat cannot be diagnosed by looking in the throat — a lab test must also be done. Antibiotics are prescribed for strep throat for the purpose of preventing rheumatic fever. If the test result shows strep throat, the infected patient should stay home from work, school, or day care until 24 hours after starting an antibiotic.

A healthcare provider may prescribe other medicine or give you tips to help with other symptoms such as fever and cough, but antibiotics are not needed to treat most sore throats.

Antibiotics will not help if…

When a sore throat is caused by a virus or irritation from the air, antibiotic treatment will not help it get better. Most sore throats will improve on their own within one to two weeks. It is important to take antibiotics only when they are needed. Taking antibiotics when they are not needed can be harmful.

Each time you or your child takes an antibiotic, the bacteria that normally live in the body (on the skin, in the intestine, in the mouth and nose, etc.) are more likely to become resistant to antibiotics. Common antibiotics cannot kill infections caused by these resistant germs.

How to feel better

Rest, over-the-counter medicines and other self-care methods may help you or your child feel better. For more information about symptomatic relief, talk to your healthcare provider or pharmacist. Remember, always use over-the-counter products as directed. Many over-the-counter products are not recommended for children younger than certain ages.

Orthopaedic oncology services now available at UK HealthCare

UK Orthopaedic Surgery and the UK Markey Cancer Center are pleased to announce the arrival of Patrick O’Donnell, MD, PhD, a musculoskeletal oncology specialist.

Dr. O’Donnell joined UK HealthCare in August. He received his medical degree and doctorate from the Indiana University School of Medicine. He also completed an internship and residency in general and orthopaedic surgery at the University of Minnesota and a fellowship in musculoskeletal oncology at Mount Sinai Hospital, University of Toronto.

Dr. O’Donnell specializes in treating patients with primary bone tumors (osteosarcoma, Ewing’s sarcoma, chondrosarcoma, chordoma), soft-tissue sarcomas and metastatic lesions to the bone.

With the arrival of Dr. O’Donnell, UK becomes the only facility in the Central and Eastern Kentucky region to offer these services.

The orthopaedic oncology program will hold clinic in Markey Cancer Center’s Multidisciplinary Clinic in the Whitney-Hendrickson Building.

For more information, or to make an appointment with Dr. O’Donnell, please call 859-257-1000 or 1-800-888-3374 (toll free).
How to find answers to your UK-HMO questions

Want to know what’s covered in the UK-HMO plan? Finding the answer is as easy as checking the UK-HMO 2012-13 Certificate of Coverage (COC) Booklet. The electronic copy of this book can be found on the front page of the UK-HMO website at www.mc.uky.edu/ukhmo; on your myHumana page; or on the UK-HMO page of the UK Human Resources benefits website.

In the COC you will find the UK-HMO plan rules, the UK-HMO preauthorization list, the University appeals process, the UK-HMO covered benefits, the UK-HMO exclusions, the university pharmacy benefit rules, and the university eligibility and general membership rules.

If you would rather ask someone instead of looking up this information, you can always contact UK-HMO customer service by calling 1-800-955-8547. You can also find this number on the back of your UK-HMO ID card under customer service.

Access UK-HMO website

Please visit the UK-HMO website at www.mc.uky.edu/ukhmo to find answers to all of your UK-HMO health plan questions, and access:

- Benefit information, including your Certificate of Coverage (COC)
- A link to the UK-HMO Provider Directory online search, which allows you to locate participating providers
- A link to MyHumana, which allows you to view your claims and authorizations and access health care information
- Frequently asked questions (FAQs) regarding UK-HMO
- Primary care access, which includes information about access to the primary care practice options available at UK HealthCare
- Information about and links to the other health services available at UK HealthCare
- UK-HMO current and past newsletters
- UK-HMO pre-authorization lists
- UK-HMO information updates
- Information about urgent care access