Member Satisfaction Survey yields feedback – and prompts changes

Each year, UK-HMO has an outside agency, DSS Research, perform a UK-HMO Member Satisfaction Survey. DSS Research mails surveys to about 10 percent of our membership in an attempt to help us understand how UK-HMO members feel about their insurance plan and the services they receive. We appreciate our members taking the time to fill out these surveys when you receive them. We do want you to understand that UK-HMO take the results of this Member Satisfaction Survey seriously. After review of the results, we present these to the UK leadership so they will also be aware of the outcomes. UK leadership incorporates this information in their planning for overall university initiatives.

This year, customer service and claims processing topped the list of member concerns. We reached out to our third-party administrator, Humana, for their assistance on how to improve these services for our members. One of the results was that Humana provided UK-HMO with a dedicated customer service unit as well as a dedicated claims payment unit for the UK-HMO members. Having dedicated units allows Humana’s staff members to be more familiar with the UK-HMO Plan when answering calls and paying claims.

Humana also provided UK-HMO administration with two designated customer service representatives and one designated claims staff member to work directly with on any issues that may arise.

Humana informed us of the availability of ECHO surveys that are currently being used when a UK-HMO member contacts Customer Service. If you call Customer Service through the number on the back of your ID card, you are asked if you would like to participate in a survey at the end of your call. This survey allows you to rate your experience on this phone call. Among the items rated are the courtesy of the customer service representative; how knowledgeable they were on the subject matter; and whether your issue was resolved. You can also leave a voicemail to describe your telephone call experience. If a call ranks low, leadership listens to the call or voicemail and will provide feedback to the customer service representative. They may also contact you for additional information or to clarify your comments. These results are posted online, in real time where the customer service agents can immediately see how their calls are being ranked.

Some of the claim problems may also be due to certain types of claims being processed by hand. Anytime a claim must be manually processed, it increases the possibility of errors. We are reviewing these types of claims to see whether we can make changes that would allow these to pay automatically and therefore increase the chances these claims will pay correctly.

All of the initiatives above were a direct result of listening to the members through the UK-HMO Patient Satisfaction Survey. We hope the changes we have undergone will allow members to have more positive outcomes in the future.
Winter 2011

St. Joseph Hospital notice
Effective Sept. 1, 2010, St. Joseph Hospital announced they will no longer bill UK-HMO for UK-HMO members’ services. Please keep in mind that St. Joseph Hospital is not in the UK-HMO network. If you go to a St. Joseph Hospital for an emergency, the bill will now be sent directly to you. It will be your responsibility to obtain an itemized bill from St. Joseph and forward that bill to Humana for consideration of coverage. You would then forward the claim to Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601. If the service is deemed to be a true emergency, the claim will be paid. If not, the claim will remain your responsibility to pay to St. Joseph Hospital. If your claim is denied as nonemergent, your rights regarding appeal will be provided to you on the denial notice. You can find a list of covered diagnosis codes titled “UK-HMO ER Covered Diagnosis Code List” on the UK-HMO website at www.mc.uky.edu/ukhmo.

Considering laser vision correction or cataract removal?

Join John D. Conklin Jr., MD, a board-certified ophthalmologist, as he discusses advances in refractive and cataract surgery. Dr. Conklin will give an overview of LASIK, LASEK, intraocular lenses, and advancements in vision correction and cataract removal technology.

Monday, Jan. 10
7 p.m.
Beaumont Public Library
3080 Fieldstone Way
Lexington KY 40513

Wednesday, Feb. 9
7 p.m.
Lexington Public Library – Tates Creek
3628 Walden Drive
Lexington KY 40517

Refreshments will be served. The event is free, but please call 257-1000 or 1-800-333-8874 today to reserve your seat.

Healthy habits help keep your family well

Healthy habits can protect you and your children from getting or spreading germs at home, work and school. Simple actions can stop germs and prevent illnesses.

Cover your mouth and nose. Use a tissue when you cough or sneeze and drop it in the trash. If you don’t have a tissue, cover your mouth and nose as best you can.

Clean your hands often. Clean your hands every time you cough or sneeze, preferably with your arm rather than your hand. Handwashing stops germs. Alcohol-based gels and wipes also work well.

Teach children healthy habits. Remind your children to practice healthy habits, too.

Germs that cause colds, coughs, flu and pneumonia can spread easily.

Healthy habits help reduce illnesses and sick days. Feel good about doing the right things to stay well.

From CDC website: www.cdc.gov

Neuroradiologist joins UK HealthCare

Dr. Abdulnasser Alhajeri received his medical degree from Arabian Gulf University College of Medicine and Medical Sciences in Manama, Bahrain. He completed clinical training at Salmaniya Medical Complex in Manama, Bahrain. He also completed radiology training at University College Hospital in Galway, Ireland, and St. Vincent’s University Hospital in Dublin.

He completed a neuroradiology fellowship at the University of Texas Southwestern Medical Center in Dallas; a pediatric neuroradiology fellowship at Children’s Medical Center in Dallas; and an endovascular surgical neuroradiology fellowship at Washington University Medical Center in St. Louis.

Dr. Alhajeri specializes in endovascular neuroradiology. His clinical interests include stroke, cerebrovascular disease and spinal disorders.

For information or to make an appointment, call 257-1000.
New Year's resolutions

It's that time of year when many people look forward to a fresh start in life and resolve to improve their health. Unfortunately, most of these good intentions are derailed within a few weeks. Make this year the year you make good on your New Year's resolutions. Take advantage of the University of Kentucky Health & Wellness Programs available to UK employees, retirees, spouses and sponsored dependents to help put you on the path to good health in 2011.

Whether your goal is to lose weight, exercise regularly or stop smoking, UK Health & Wellness has all the tools necessary to help you maintain your motivation and avoid common pitfalls.

Help in achieving your desired weight

Weight Loss Matters is a 10-week weight-loss program that allows you to set your own goals and then work toward meeting those goals with the help of registered dietitians. Classes meet once a week. The initial fee is $50, and participants can rejoin subsequent sessions for free as long as they achieve half their weight-loss goal for each 10-week period. For additional information, call 859-257-WELL (9355) or go online to www.uky.edu/HR/wellness/weightlossmatters.html.

Can't attend classes in person? The online Weight Loss Matters class offers a live, online weekly meeting each Wednesday from noon to 1 p.m. This is your chance to interact with our instructors and other participants. Participants will also receive access to Onehub, a website that houses all of the resources you'll need. It includes useful Web links and class materials such as food diaries, sample menus and recipes. You may submit your weekly weigh-in number and your food diaries online and you may also post comments or questions for dietitians and other participants.

Put the power of regular physical activity to work for you

Don't want to pay huge gym membership fees? Consider joining Body Shop Fitness and letting them help you unlock the secret to longevity and energy. The Body Shop offers two well-equipped campus fitness centers and a variety of group exercise classes. The highly qualified staff will work with you to develop personalized exercise goals and strategies. Affordable, convenient and effective – check out the Body Shop today online at www.uky.edu/HR/wellness/bodyshop.html or by calling 859-257-3772 to schedule a health & fitness consultation.

Tobacco cessation counseling change

UK-HMO had originally specified that Tobacco Cessation Counseling would only be covered by the UK tobacco treatment specialist Audrey Darville, ARNP, CTTS. We discovered that many other providers at UK also billed for this service, so the decision was made to pay claims for tobacco cessation counseling from any UK-HMO participating provider. There will still be a $5 co-payment per visit for this service.
Need free help with a specific health concern?

The Behavioral Health Improvement Plan (BeH.I.P.) is a phone-based health coaching program that provides you with highly personalized, one-on-one phone coaching over eight to 12 months, combined with award-winning health education materials to help guide long-lasting behavior change. BeH.I.P. is FREE for University of Kentucky employees, retirees, spouses and sponsored dependents.

BeH.I.P. programs offered are:

- Weight Management
- Nutrition
- Physical Activity
- Stress Management
- Cholesterol Management
- Blood Pressure Management
- Back Care
- Tobacco Cessation

For more information call 859-257-WELL (9355) or go online to www.uky.edu/HR/wellness/behipoverview.html.

Another way to kick the habit

If you are ready to quit smoking, UK’s smoking cessation expert, Audrey Darville, has some advice for you. To schedule an appointment, call 859-323-0303. For questions, call 859-323-4222 or e-mail audrey.darville@uky.edu. Smoking cessation counseling is covered by your UK-HMO plan with only a $5 co-payment.

UK HealthCare adds dermatology services

UK HealthCare now offers dermatology services, including the diagnosis and management of complex disorders such as autoimmune blistering diseases, connective tissue diseases, skin cancer and childhood skin diseases. Our dermatologists are experts in treating skin diseases such as cutaneous lymphoma, eczema, psoriasis, rosacea, and vitiligo as well as short-term and preventive care that helps keep skin healthy and strong.

Two dermatologists have joined UK HealthCare to create the new team:

Dr. Jennifer L. Hundley has joined UK as assistant professor in the Division of Dermatology. Before relocating to Kentucky, Dr. Hundley practiced dermatology with Farmington Dermatologists, PC, and Providence Hospital in Farmington and Southfield, Mich. She became certified by the American Board of Dermatology in 2008, and welcomes both adult and pediatric patients.

Dr. Stuart Tobin is a board-certified dermatologist and an associate professor of surgery in the UK College of Medicine. Dr. Tobin attended medical school at the University of Missouri at Kansas City and completed his residency at New York University Medical Center in New York City.

For more information or to make an appointment, call 859-257-1000 or toll free 1-800-333-8874.

Family & Community Medicine Clinic can care for you and whole family

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

To establish care with one of our family and community medicine physicians or to make an appointment, please call 859-257-1000.
Help us advance women's health!

Kentucky women age 18-89 can take part in advancing women's health by filling out a confidential survey once a year.

The first-ever statewide Women's Health Registry not only encourages women to be more aware of their health, it enables researchers to learn more about factors that affect women's health, providing hope for better health in generations to come.


Explanation of Benefits (EOB forms)

Beginning in March 2011, UK-HMO members will start receiving Explanation of Benefit (EOB) forms from Humana for every service they receive. Currently, members only receive EOBs when services are denied or if there is a member responsibility, but it was determined that EOBs are needed by many members for various reasons. When you receive an EOB, please review it carefully to make sure your claims have processed appropriately and that the correct co-payment has been applied. If you see an error or if you have any questions, please contact the customer service phone number on the back of your ID card to have this claim reviewed. If the claim was denied, the reason for denial will appear on the back of the form, as will information on how you can appeal the denial.

In need of health information? UK HealthCare can help

At UK HealthCare, it’s part of our mission to be Kentucky’s health information resource. Our goal is to give you information on wellness practices, illnesses and treatments, and health consumer issues so that you can live your healthiest life possible and make the best possible health care decisions.

Information on a wide variety of health topics can be found on our website, ukhealthcare.uky.edu, and printed versions may be requested by calling UK Health Connection, 257-1000 or 1-800-333-8874.

On the Web
Extensive information on various illnesses, conditions and treatment methods can be found on our website, ukhealthcare.uky.edu. From the home page, select the box on the left-hand side labeled “Need health information?” and select “Illnesses and Conditions” from the drop-down menu.

Publications
Here are just a few publications that are available:

Advances & Insights
New studies and health information are in the news constantly, and it can all get pretty confusing. Advances & Insights can help. This publication series highlights recent medical discoveries or developments and provides the insights of a UK HealthCare expert. Issues are available in the following categories:

- Women’s Health
- Cancer
- General Health
- Pediatrics
- Heart Health
- Neurosciences

HealthSmart!
We also produce HealthSmart! a series of publications designed to help you be a good health care consumer and get the most out of the health care system. HealthSmart! topics include:

- Genetic Counseling and Testing
- Preventing and Solving Medical Billing Problems
- Managing Multiple Medical Problems
- Patient Safety (Adult)
- Pediatric Patient Safety
- How to Avoid Medication Errors
- Getting a Good Second Opinion
- Protecting Yourself Against Identity Theft

Individual issues of all of our publications can be found online at ukhealthcare.uky.edu/publications.

Subscriptions
Want to make sure you never miss a new one? We offer a variety of ways you can stay informed. Simply choose the one that suits you best.

You can sign up for a subscription to our publications on the website or by calling UK Health Connection at 257-1000 or 1-800-333-8874. New issues are mailed to subscribers.

Online
Prefer to get your updates electronically? Choose from our Health*Click e-mail alert service.

When you subscribe to Health*Click, you can choose from 18 subject areas so you’re sure to get exactly the information you’re interested in – and no clutter. Choose one area, a handful or all 18 – it’s up to you. Plus, we never share your e-mail address or any other information with anyone.

For even more UK HealthCare news and events, follow us on Facebook and Twitter.

Simply go to ukhealthcare.uky.edu/socialmedia and choose the contact method that’s right for you.
Remember to update your address

When you move, it is important that you fill out an updated health benefits enrollment form with your new address and forward it to:

University of Kentucky
Employee Benefits Office
115 Scovell Hall
Lexington KY 40506-0064

The staff will forward the information to UK-HMO, and this will enable us to ensure that you receive important information during the plan year. You can update your address online at https://myuk.uky.edu or complete the health plan form that can be downloaded at www.uky.edu/HR/benefits/enrollmentforms.html. If you are moving outside the UK-HMO service area, you must notify the UK Benefits office and make arrangements for health insurance coverage within 30 days of your move date. Otherwise, you may find yourself with an unnecessary lapse in health insurance coverage and at financial risk for all of your health care expenses.

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.

LSA member services:
Toll free: 1-800-955-8547

To register for a Kentucky Clinic appointment:
859-257-9805