

1. Who is ActiveHealth Management?

ActiveHealth is a company focused on healthcare quality. We help doctors and patients in many different ways, including providing personalized information that can help patients receive better quality healthcare. Our nurses also coach patients over the telephone.

2. What is ActiveHealth Management Nurse Care Program?

ActiveHealth Management Nurse Care Program helps people with long-term medical conditions reach their best health. It provides information and coaching by registered nurses. Members tell us that one of the most valuable parts of the program is working with a nurse one-on-one over the phone. Members also receive helpful information in the mail.

3. How did you get my name and health information?

ActiveHealth's services are included with your medical plan. Based on the information we received from your medical plan, it looks like you might have or be at risk for a long-term health condition and could benefit from working with an ActiveHealth Management nurse.

4. Will you share my personal health information with anyone?

If we identify a possible opportunity to improve the quality of the healthcare you receive, the information may be shared with your doctor. ActiveHealth understands and respects the privacy of personal health information. Our programs are secure and confidential, in full compliance with federal and state law. Your health information cannot be used to affect your employment in any way.

5. Is there a fee for participating in this program?

No. This program is offered as part of your medical benefits and comes at no extra cost to you.

6. Who pays for ActiveHealth's services?

Health plans and employers buy ActiveHealth's services for their members and employees. They want their members and employees to be as healthy as possible, and they recognize that better healthcare means lower healthcare costs for everyone over the long term.

7. What if I don't want to participate in the program?

The program is voluntary and you can choose to decline participation any time. However, many people have found the program beneficial, and we hope you will give it a try.

- 8. Does the program affect what is covered under my medical plan?**
No, the ActiveHealth Management Nurse Care program has no effect on what is – or is not – covered under your medical plan. It is an added service to help you reach your best health.
- 9. If I choose to work with a nurse, how often will I be contacted?**
Your nurse will schedule a call with you about four times a year, or more frequently depending on your individual needs.
- 10. If I call an ActiveHealth Management nurse, how much time will it take?**
It only takes about 10 to 15 minutes to get started. Your nurse is flexible and will work with your schedule.
- 11. Is talking to an ActiveHealth Management nurse a substitute for a doctor's visit?**
No, only your doctor can decide what treatment is right for you. Your nurse is an additional resource who can help you work more effectively with your doctor. Some of our members say it is helpful to talk with their ActiveHealth Disease Management nurse right before or after their doctor visits.
- 12. Can I talk to my doctor before agreeing to talk to an ActiveHealth Management nurse?**
Absolutely. We encourage you to talk with your doctor about the program and to share this Q&A. If your doctor has any questions, we would be happy to speak with him or her about the program.
- 13. Where will the lower cost be realized?**
Studies show that when patients receive the correct treatments and avoid care errors, hospitalization, surgeries, and attending procedures and treatments are reduced.
- 14. If my doctor has prescribed a type of treatment/medication, and I call ActiveHealth and their professionals disagree with the course of treatment, whom do I trust?**
Recommendations from Active Health doctors and nurses, and based on established clinical data based on Care Engine data and patient PHR input. Your doctor may or may not have the same level of information; therefore you are advised to consult further with your doctor.
- 15. Are the doctors/nurses at AH able to write prescriptions?**
Active Health professionals provide recommendation to you and your treating physician. They do not write prescriptions.

16. What types of specialists are on board at AH?

Active Health's physician specialty areas include cardiology, Internal Medications, Family Practice, Emergency Medicine, Nephrology, GI, Pediatrics and Geriatrics. (Care considerations consults are conducted with Harvard and Columbia medicine Specialist).

17. Will retirees be able to access this care?

Yes, all UNHQ enrollees have access to the active health program.

18. Why wasn't the Staff Union consulted in the decision-making process of introducing this program?

The HLIC (Health & Life Insurance Committee) which is comprised of both management and staff representatives took part in the decision-making process.

19. Will I be able to contact AH even though I do not have access to a computer?

Yes, you can call active health and provide information for input to your PHR.

20. Is the program available for those who covered by Aetna and BC, but resides outside of US, or traveling?

The program is available to Aetna and BC members who travel outside the US, but not who reside outside of North America.

21. How does the health data become available in the PHR (who puts it there, including claims data of doctors abroad)?

PHR data is comprised from member input and pre-populated claims data.

22. How is claim data transmitted to the CareEngine?

The Claims file is transmitted by EFT.

23. Who has access to the PHR data? How it is protected?

PHR data is accessible to the individual member; parents have access to dependents children's PHR if they are less than 18 years old. Members may provide temporary or ongoing access to treating physicians. The data is protected on a secure server which has not been breach during its 10 years history.

24. Are the benefits (including prescriptions) going to be denied based on the recommendations of nurses and physicians of Active Health program?

The insurance carrier has no access to the Active Health recommendations and processes claims in accordance to provision of the medical plan as outlined in the Headquarters circular.

25. How will the program impact the amount of costs share of staff members (how the premiums will be affected)?

Participation is anticipated to result in healthier staff members in turn claims will decrease as will premium cost.

26. What are the credentials of the ActiveHealth Registered Nurses (RN)?

The RN's come to ActiveHealth with 5 to 10 years of clinical experience all licensed in the state of Virginia. Many also hold licenses in DC, New Jersey, Pennsylvania and other states.