

Healthy

Connections



Pharmacy Information

The AultCare/Aultra Pharmacy team would like to remind you about important pharmacy changes.

- Our new Pharmacy Benefits Manager and mail order pharmacy is Express Scripts®.
- Be sure to present your new card at your pharmacy since it contains important information required to process prescriptions.
- Related pharmacy documents and information can be found at www.aultcare.com.

If you have questions about the NEW pharmacy changes, our team can help!

AultCare Service Center: 1-800-344-8858

Aultra Service Center: 1-855-270-8497

TTY Users: 1-866-633-4752

Are You or a loved one approaching Medicare eligibility?



AultCare's PrimeTime Health Plan invites you or a loved one to attend an educational seminar about Medicare. Bring all of your questions and let us help you understand the facts of Medicare.

We can help you learn the differences between Medicare Advantage and Medicare Supplement Plans, enrollment periods for Medicare, your Medicare choices, and so much more!

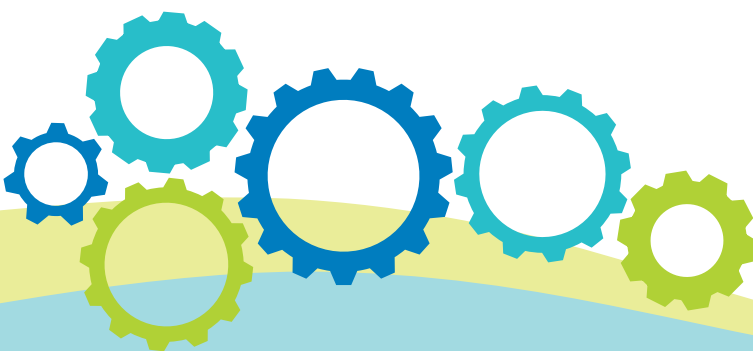
Call 1-888-563-6220 (TTY: 711)
to find a meeting nearest you!

Hours of Operation:

Monday - Friday 9:00 a.m. - 6:00 p.m.

AULTCARE'S
PRIMETIME
HEALTH PLAN

PrimeTime Health Plan is an HMO-POS plan with a Medicare contract. Enrollment in PrimeTime Health Plan depends on contract renewal.



Did you know?

AultCare has Wellness and Disease Management programs available to you at no additional cost. It is important to us to help you begin or maintain your healthy lifestyle and manage any chronic conditions you may have. AultCare encourages you to visit your doctor for an annual physical exam and recommended check-ups.

Examples of programs we offer:



Online services on the AultCare website, such as interactive self-management health tools.



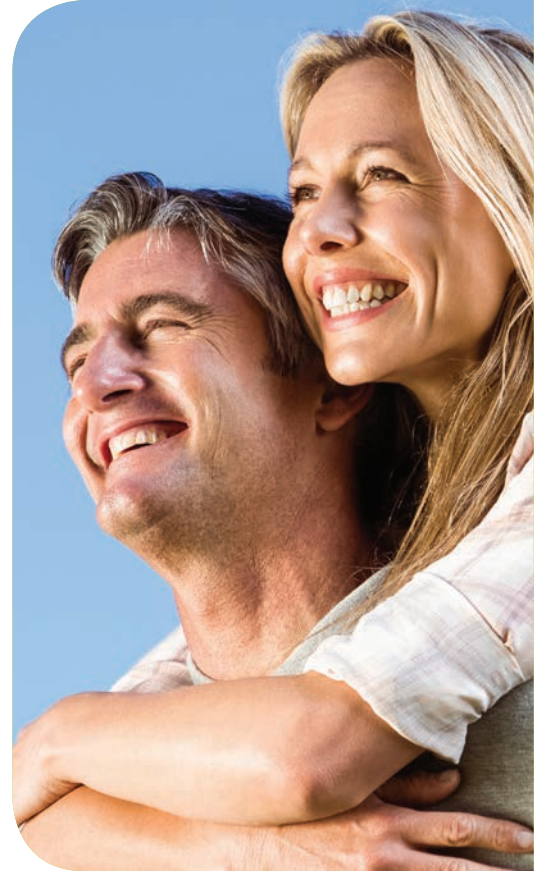
Tele-monitoring programs for members with diabetes or heart failure.



A nursing hotline for education about chronic conditions or prevention information made available Monday through Friday from 7:30 am to 4:00 pm. To speak with a Care Coordinator, please call 330-363-2421.



A smoking cessation line featuring advice, motivation, and listening assistance to those interested in quitting nicotine. This program does not provide free nicotine replacement products or medications. To reach the AultCare Wellness Smoking Cessation Coach, please call 330-363-3281 or for The Ohio Tobacco Quit Line counseling services, call 1-800-QUIT-NOW.



If you do not have internet access, printed versions of the online educational material are available for you. To request printed versions or speak to a Disease Management nurse, please call 330-363-2421 Monday through Friday from 7:30 am to 4:00 pm. Your member ID# is required and can be found on the front of your AultCare Insurance card.

You can help us STOP Fraud, Waste, and Abuse.

Safely share FWA, such as:

- Services rendered at an unlikely location
- Services not matching diagnosis
- Charges for services that were not provided
- Identical prescriptions from multiple providers
- Frequently lost prescriptions or DME
- Sharing of Insurance Cards

FWA Hotline: 1-866-307-3528

FWA Email: AultCareFraud@aultcare.com or log onto <https://aultcarepthp.alertline.com>



FRAUD

WASTE

ABUSE

Healthy cooking

Farro Blueberry Salad

Salad Ingredients:

½ cup farro
3 cups water
¼ tsp salt
Mixed greens of choice
½ cup chopped walnuts
Feta cheese sprinkle to taste
1 cup blueberries

Dressing Ingredients:

2 tbsp freshly squeezed lemon juice
¼ cup olive oil
¼ tsp salt
Fresh ground pepper
Fresh garlic minced and herb chopped (optional)

Directions:

- Farro can be prepared ahead of time and cooled
- Blend dressing ingredients with a whisk or shake in a jar
- Gently combine greens, berries, nuts, farro, cheese, and dressing in a large bowl
- Serve immediately

By: Joy Benjamin RDN, LD
Picture from delishknowledge.com



QUALITY PROGRAM



AultCare has a Quality Program to monitor performance outcomes, internal goals, and external benchmark standards for clinical and non-clinical measures. The measurements cover clinical performance, access, administrative performance, claims, and eligibility. Ensuring you receive necessary services, and you are satisfied with AultCare and our provider network is part of our quality plan.

The Quality Program is monitored through the Healthcare Effectiveness Data and Information Set

(HEDIS®), as well as the Consumer Assessment of Healthcare Providers Survey (CAHPS®) to examine member satisfaction.

If you are interested in learning more information about AultCare's quality improvement initiatives or program, please visit us at www.aultcare.com or contact the Customer Service Center.

HEDIS® is a registered trademark of the National Committee for Quality Assurance. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

Information Accessible to You on Our Website



If you have questions, you may be able to find the answers at www.aultcare.com.
We continue to enhance the information available to you on our websites.

Here's a list of the information, documents, and services available on our website:

- **Member Guide**, which includes information on:
 - » Language/interpreter services
 - » New Technology Assessment/Evaluation
 - » Pharmacy Program
 - » Obtaining a PCP or specialist for your care
 - » Obtaining emergency/urgent care services whether in or out of the network, and during or after normal business hours, including an inpatient admittance
 - » How and when to submit an appeal or complaint, including the independent appeals process
 - » How to submit a claim for covered services
 - » Services excluded from your coverage
 - » Our 24-hour Nursing Healthline
- **Provider Directory**: Our searchable provider directories include information about our network healthcare professionals. You can search by network, specialty, name, hospital affiliation, languages spoken, gender, zip code, county, and whether or not they are accepting new patients.
- **Health & Wellness Tools**: Access to the Health Talks calendar, interactive self-management tools
- **Quality Management Programs, Evaluations, & Outcomes**: Including HEDIS® and CAHPS® outcomes, and Quality Management Program Evaluation
- **Care Coordination Services**: Information regarding our Utilization, Case, and Disease Management programs
- **Pharmacy Information**: Access to the pharmacy directory, formularies, recall information, and prior authorization/step therapy/quantity limit information
- **Eligibility, Benefit, & Claims Payment Information (requires log-in)**
- **Notice of Privacy Practices**
- **Enrollee Rights & Responsibilities**
- **Pre-certification/Utilization Review policy**
- **Healthcare Reform**

You can find all of this useful information by viewing our website at www.aultcare.com, or by contacting our AultCare Customer Service Center. To request a written copy of any of the information mentioned above, please call our Service Center. Information can be found on page 6.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



AultCare offers a Care Coordination program so you can receive the care, information, and community services you need. We are here for you. Our team of registered nurses, licensed practical nurses, licensed social workers, and pharmacists are available to help you take control of your health and well-being.



Care Coordination



OUR SERVICES INCLUDE:

Community resource information

Educational materials

Tele-monitoring equipment for diabetes and heart failure monitoring

Transitioning your care to panel providers

Informative mailings

Phone calls with a specialized nurse

Reliable referrals to service agencies

Support for the referral process to out-of-network specialists

You may benefit from our Care Coordination services if you:

Have questions about your health status or care

Need a transplant

Are recently diagnosed with cancer

Experience complex medical issues

Receive specialty care outside the network

Utilization Management (UM)



Staff Availability

- We are available from 8:00 am – 4:30 pm Monday through Friday to receive inbound and send outbound communication
- Voicemail left after business hours will be accessed by the UM Department next business day
- UM staff members will identify themselves by name, title, and organization when initiating or returning calls

Medical Necessity

Our decisions are based on the appropriateness of care and services, eligibility, and coverage of requested services. AultCare does not reward practitioners or other individuals for issuing denials of coverage or service of care. There are no financial incentives for Utilization Management decision makers for underutilization. The specific criteria used in decisions are available at no cost to you. A physician, nurse, or pharmacist reviewer is available to discuss Utilization Management denial decisions.

Evaluation of New and Existing Technology

AultCare investigates all requests for coverage of new technology using a medical technology assessment company as a guideline. If additional information is needed, AultCare utilizes sources including, but not limited to, Medicare and Medicaid policies and Food and Drug Administration releases of any current medical peer-reviewed literature. This information is reviewed and evaluated by AultCare's medical director and other physician advisors to determine if a new technology is appropriate for coverage under your AultCare plan. Members may request a new technology be investigated for coverage by contacting the Utilization Management Department.

AultCare Customer Service

Get answers about benefits, claim status, eligibility, status of referrals, pre-certifications, or prior authorizations.

Monday - Friday, 7:30 am - 5:00 pm
330-363-6360 or toll-free 1-800-344-8858
(TTY 330-363-2393)

Utilization Management

Request referrals, precertifications, and prior authorizations.

Monday - Friday, 8:00 am - 4:30 pm
330-363-6360 or toll-free 1-800-344-8858

Case Management

Information and referrals to Case Management programs.

Monday - Friday, 7:30 am - 4:30 pm
330-363-6360 or toll-free 1-800-344-8858

Disease Management

Information and referrals to Disease Management programs.

Monday - Friday, 7:30 am - 4:30 pm
330-363-2421 or toll-free 1-800-344-8858

Tell Us How We Are Doing

Whether you are new to AultCare or have been with us for a while, we value your feedback. The New Enrollee Survey allows new members to provide feedback on their enrollment experience and the Member Satisfaction Survey allows all members to provide feedback on their overall satisfaction with AultCare.

Access our surveys by visiting our website www.aultcare.com and log in to your account. If you do not already have an account, click on the "create login" link and follow the instructions. Once logged in, click on the link at the bottom of your screen titled either "Member Satisfaction Survey" or "New Enrollee Survey." Tell us about your experience. Your responses will provide us with beneficial information to aid in our goal of delivering the best service to all of our members.



English

If you, or someone you are helping, have questions about AultCare/Aultra you have the right to get help and information in your language at no cost. To speak with an interpreter, call Local: 330.363.6360 Outside Stark County: 1.800.344.8858 TTY Local: 330.363.2393 Outside Stark County: 1.866.633.4752

Spanish

Español

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca AultCare/Aultra tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al Local : 330.363.6360 Fuera del condado de Stark : 1.800.344.8858 TTY Local : 330.363.2393 Fuera del condado de Stark : 1.866.633.4752

Chinese

中文

如果您，或是您正在協助的對象，有關於AultCare/Aultra保險公司 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 本地：330.363.6360 斯塔克縣外：1.800.344.8858 TTY線 本地：330.363.2393 斯塔克縣外：1.866.633.4752。

AultCare/Aultra complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AultCare/Aultra provides free language services, aids and services to people with disabilities. If you believe that AultCare/Aultra has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: AultCare/Aultra Civil Rights Coordinator, 2600 Sixth St SW Canton, Ohio 44710, 330-363-7456, CivilRightsCoordinator@aultcare.com. You can file a grievance in person or by mail, fax, or email. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.



2600 Sixth Street SW
Canton, Ohio 44710-1799
330-363-6360
1-800-344-8858
www.aultcare.com

Introducing the New AultCare Newsletter!

We are **connecting** you to the important information you need to know about your health and health care plan.

If you have suggestions about the content you would like to see in this newsletter, please email wherematter@aultcare.com and share your thoughts.

