

FOR MEMBERS OF
MEDICAL ASSOCIATES HEALTH PLANS

Wellness

FALL 2011 TREATING YOU WELL



PROCESSING YOUR MEDICAL CLAIMS

At Medical Associates Health Plans, we continually monitor and evaluate our claims payment process to ensure that you receive the maximum benefits available through your subscriber agreement.

Our Claims Department is a busy setting, where over 650,000 medical claims are processed per year!

The staff is very knowledgeable, providing you with the combined experience of 75 years of processing commercial Health Plan and Medicare claims. We utilize advanced software technology to enhance efficiency, accuracy, and overall service to you.

VISIT US AT WWW.MAHEALTHCARE.COM

Medical claims are received both electronically and in paper format. All are entered into the claims system for a thorough evaluation—to verify information and to confirm your benefits. Manual reviews are conducted as needed.

The system looks for appropriate coding based upon the services delivered to you, and identifies potentially fraudulent information.

Once benefits are assigned and paid, we post your claim details in our confidential web portal—My eLink. In some instances when there are charges for which you are liable, a written explanation is sent via postal mail.

My eLink is a convenient and secure online tool for viewing your own personal claims data and other health plan information. We encourage you to register for My eLink if you have not already done so. It is located on our website at www.mahealthcare.com.

If you have any questions about our claims review process, please contact our Member Services staff at 584-4885 or 866-821-1365.

Our number one goal is to serve you with the best service possible!



newsworthy



TOP 10 REASONS TO EAT MORE FRUITS & VEGGIES

SEPTEMBER IS FRUIT & VEGGIES MORE MATTERS MONTH

LOOKING FOR A BRIGHTER FUTURE? TRY EATING A DIET RICH IN COLORFUL FRUITS AND VEGETABLES.

The potential benefits associated with eating more fruits and vegetables stack up quickly: reducing your risk of certain chronic diseases is only the beginning. Whether fresh, frozen, canned, dried, or 100% juice, these 200+ taste sensations are quick, delicious and convenient, and will help keep you healthy year round.

- 1 COLOR AND TEXTURE.** Fruits and veggies add color, texture, and appeal to your plate.
- 2 CONVENIENCE.** Fruits and veggies are nutritious in any form: fresh, frozen, canned, dried, and 100% juice.
- 3 FIBER.** Fruits and veggies provide fiber that helps fill you up and helps keep your digestive system healthy.
- 4 LOW IN CALORIES.** Fruits and veggies are naturally low in calories.
- 5 MAY REDUCE DISEASE RISK.** Eating plenty of fruits and veggies may help reduce the risk of many diseases including heart disease, high blood pressure, and some cancers.
- 6 VITAMINS AND MINERALS.** Fruits and veggies are rich in vitamins and minerals that help you feel energized.
- 7 VARIETY.** Fruits and veggies are available in an almost infinite variety.
- 8 QUICK, NATURAL SNACK.** Fruits and veggies are nature's treat and easy to grab for a snack.
- 9 FUN TO EAT!** Some crunch, some squirt, some you peel, some you don't, and some grow right in your own backyard!
- 10 FRUITS & VEGGIES ARE NUTRITIOUS AND DELICIOUS!**

Source: <http://www.fruitsandveggiesmorematters.org>

> **FUN FACT:** IN THE UNITED STATES, MORE TOMATOES ARE CONSUMED THAN ANY OTHER SINGLE FRUIT OR VEGETABLE!



NEW Glucometers

Effective October 1, 2011, Health Plan members with diabetes will be asked to transition to a new glucometer called TRUEresult®. This product is a valuable option that will enable us to help you manage your diabetes in the most medically effective, affordable manner. (Note: members who use insulin pumps will continue using the meter device that communicates wirelessly with their pump.)

TRUEresult® glucometers may be obtained in one of three convenient ways:

- Call 866-923-1949 to have it sent directly to your home via mail.
- Schedule an appointment to pick one up at our Health Plan office. Dial 584-4754 or 800-747-8900 ext 354.
- Obtain one from your primary care provider at your next scheduled visit.

We will be happy to provide coverage for a one-time refill of your *current* supplies between October 1 and December 31, 2011. After December 31, only TRUEresult® brand will be covered. (It is not necessary to return the glucometer you are presently using.)

If you have any questions, please contact Medical Associates Health Plans at 584-4754 or 800-747-8900 ext 354, and speak with our Disease Management staff.



UNDERSTANDING CHOLESTEROL

September is National Cholesterol Education Month

HIGH BLOOD CHOLESTEROL AFFECTS OVER 65 MILLION AMERICANS. IT IS A SERIOUS CONDITION THAT INCREASES THE RISK FOR HEART DISEASE. YOU CAN HAVE HIGH CHOLESTEROL AND NOT KNOW IT.

When there is too much cholesterol (a fat-like substance) in your blood, it builds up in the walls of your arteries. The buildup causes arteries to become narrowed over time, and blood flow to the heart is slowed or blocked.

Everyone age 20 and older should have their cholesterol measured at least once every five years. It is best to have a blood test called a lipoprotein profile, which requires fasting and gives information about your:

- Total cholesterol
- LDL (bad) cholesterol – the main source of cholesterol buildup and blockage in the arteries
- HDL (good) cholesterol – helps keep cholesterol from building up in the arteries
- Triglycerides – another form of fat in your blood

A variety of things can affect cholesterol levels. These are things you can control:

- **Diet.** Reducing the amount of saturated fat and cholesterol in your diet helps lower cholesterol.
- **Weight.** Losing weight can help lower your LDL and total cholesterol levels, as well as raise your HDL and lower your triglyceride levels.
- **Activity.** Regular physical activity can help lower LDL (bad) cholesterol and raise HDL (good) cholesterol levels.

Things you cannot control also affect cholesterol levels. These include:

- **Age and gender.** As women and men get older, cholesterol levels rise. Before menopause, women have lower total cholesterol levels than men of the same age. After menopause, women's LDL levels tend to rise.
- **Heredity.** Your genes partly determine how much cholesterol your body makes. High blood cholesterol can run in families.

<http://hp2010.nhibihin.net/cholmonth/>

DID YOU KNOW?

PREVENTIVE CARE ESSENTIAL TO HEALTH

At Medical Associates Health Plans, we strive to help our members stay well. Regular doctor visits, immunizations, screenings for disease, and healthy lifestyle are activities we endorse.

Staying up-to-date with recommended preventive health screening is an important way you can take an active role in staying well. Early detection of disease can significantly increase your chances for successful treatment.

As a member of Medical Associates Health Plans, you have numerous opportunities to receive wellness services as part of your benefits plan. Our participating providers offer a wealth of expertise in preventive care.

Our health plan has always been supportive of preventive health benefits, and the rest of the country has "caught on." In fact, Health Care Reform includes provisions for wellness services to be available with zero copays and deductibles waived. Some of these services include annual physical exams, childhood immunizations, adult vaccinations, mammograms (every 1-2 years), and colonoscopies (every 10 years).

You have many reasons to strive for a healthy lifestyle, and we are committed to help you achieve it. Please talk with your Medical Associates care provider to make certain you are current with immunizations, cancer screenings, and other important preventive health measures. A little time and attention invested now can keep big problems away later.



Physician & Provider Network Update

Medical Associates Health Plans welcomes new participating providers! Benefits are based upon individual subscriber contracts. Questions may be directed to our Member Services staff at **563-584-4885** or **1-866-821-1365**.



Katherine Crubel, FNP
Boscobel, WI

Timothy Daley, MD
Dubuque, IA

James "Drew" Dixon, MD
Dubuque, IA

Peggy Hines, LPC
Platteville, WI

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Marcia Roum Brue, LPC
Platteville, WI

Charlene Sauer, ARNP
Manchester, IA

Jessica Vamam MD
Lancaster, WI

Amber Wessels, ARNP
Manchester, IA

Providers sometimes move from the area or retire. No longer participating:

Elizabeth Booth, LCSW
Platteville, WI

Tedd Gentry, MD
Manchester, IA

Brenda Nolen, APNP
Boscobel, WI

Rita Walker, APNP
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