

# Wellness

FOR MEMBERS OF  
MEDICAL ASSOCIATES HEALTH PLANS

WINTER 2011-2012 TREATING YOU WELL



## MEDICARE PLAN RANKED ONE OF ONLY 12 TOP PLANS IN THE NATION!

Medicare has awarded our Iowa/Illinois plan with five stars, the highest quality rating given, and our Wisconsin plan with 4½ stars. Only 12 plans in the country have received five stars.

This is great news for you. It affirms that you are being treated by medical experts who deliver high quality care. It demonstrates that our plan provides excellent customer service.

The Medicare Star Quality Rating program was created to demonstrate the value of Medicare plans and to provide beneficiaries with a tool to compare quality and service.

VISIT US AT [WWW.MAHEALTHCARE.COM](http://WWW.MAHEALTHCARE.COM)

One to five stars are awarded based on the results of 36 measures that include promotion of wellness through vaccines and screenings, effective treatment of chronic illness, successful customer service, and overall responsiveness to members.

“Because our plan is physician-owned, it is the doctors who direct the care of our members. This is unique in the health

plan industry today,” explained Tom O’Brien, Executive Director of Medical Associates Health Plans. “It assures our members that the care they receive is patient-centered and consistent with the highest standards of medical practice.”

Medicare strongly encourages beneficiaries to enroll in five star plans.

Medical Associates Health Plans began offering a Medicare Plan nearly thirty years ago. We currently have nearly 12,000 members enrolled from Iowa, Wisconsin, and Illinois.

For more information on Medicare Star Quality Ratings, or to use the Medicare Plan Finder, visit [www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan).

### NCQA AWARDS EXCELLENT ACCREDITATION Brings total to 12 consecutive years

The National Committee for Quality Assurance (NCQA) has awarded its “Excellent” accreditation a fourth consecutive time to our Health Plans, bringing the total to 12 continuous years that we have been honored with this distinction.

“An Excellent Accreditation is meaningful for our members. It assures them that Medical Associates Health Plans is rated among the best plans in the entire nation for quality and service,” remarked Tom O’Brien, Executive Director. “Our scores ranked first in Iowa among Medicare plans, and second in Iowa for commercial plans.”

Excellent is the highest level of accreditation granted by NCQA, a private non-profit organization known for its dedication to improving healthcare quality. Accreditation of health plans reflects performance in measures that are based on service, clinical treatment, member satisfaction, physician credentialing, health prevention, and quality improvement.

Scoring relies in part upon results of the Health Effectiveness Data and Information Set (HEDIS), which is a rating of childhood and adolescent immunizations, women’s reproductive healthcare, cancer screenings, and access to primary and preventive care for children and adolescents. (See page 3.)

# newsworthy

## STAY WELL WITH REGULAR CHECK-UPS

TAKE CHARGE OF YOUR HEALTH—WITH REGULAR EXAMS AND PREVENTIVE SCREENINGS! GETTING CHECK-UPS IS ONE OF MANY THINGS YOU CAN DO TO HELP STAY HEALTHY AND PREVENT DISEASE AND DISABILITY.

If you haven't already done so, schedule an appointment with your primary care provider to discuss what health services you need and when you need them.

### WHY ARE CHECK-UPS IMPORTANT?

Regular health exams and tests can help find problems before they start. They also can help find problems early, when your chances for treatment and cure are better.

By getting the right health services, screenings, and treatments, you are taking steps that help your chances for living a longer, healthier life.

Age, health history, family history, lifestyle choices such as diet, activity, tobacco use, and other important factors impact what type of services you need and how often you need them. The best place to go for health services is your primary healthcare provider.

### WHAT HEALTH SERVICES ARE RECOMMENDED?

Your primary care doctor or provider will help identify important exams, screenings, and vaccinations that are recommended. Some of the most common include screening for breast and prostate cancer, high cholesterol, high blood pressure, colorectal cancer, diabetes, and skin cancer.

In addition, your physician will help you stay up-to-date on vaccinations and immunizations that provide important protection from diseases.

### PREPARING FOR YOUR CHECK-UP

Before your next check-up, make sure you do these four things:

**1. Review your family history.** Are there any new conditions or diseases that have occurred in your close relatives since your last visit? If so, let your healthcare provider know. Family history might influence your risk of developing heart disease, stroke, diabetes, or cancer.

**2. Find out if you are due for any general screenings or vaccinations.** Have you had the recommended screening tests based on your age, general health, family history, and lifestyle? Check with your health care provider to see if it's time for any vaccinations, follow-up exams, or tests.

**3. Write down a list of issues and questions to take with you.** Review any existing health problems and note any changes, such as: Have you noticed any body changes, including lumps or skin changes? Are you having pain, dizziness, fatigue, problems with urine or stool, or menstrual cycle changes? Have your eating habits changed? Are you experiencing depression, anxiety, trauma, distress, or sleeping problems? If so, note when the change(s) began, how it's different from before, and any other observations that you think might be helpful.

**4. Be honest.** If you haven't been taking your medication as directed, exercising as much, or anything else, say so. You may be at risk for certain diseases and conditions because of how you live, work, and play.

Your doctor will develop a plan based partly on what you say you do. Help ensure that you get the best guidance by providing current and accurate information about yourself. Be sure to write your questions down beforehand. Once you're in the office or exam room, it can be hard to remember everything you want to know. Leave room between questions to write down your provider's answers.

**Consider your future.** Are there specific health issues that need addressing concerning your future? Are you thinking about losing weight, changing jobs, or quitting smoking? Discuss any issues with your provider so that you can make better decisions regarding your health and safety.

<http://www.cdc.gov/family/checkup>



# HEDIS SCORES REFLECT QUALITY

Healthcare Effectiveness Data and Information Set (HEDIS®) is a tool used by more than 90 percent of America's health plans to measure how well they are delivering care, particularly wellness and preventive care.

HEDIS® results help health plans see where they need to focus their improvement efforts. In addition, results provide purchasers and consumers with the information they need to reliably compare the performance of health care plans.

Because so many health plans collect HEDIS® data, and because the measures are so specifically defined, HEDIS® makes it possible

to compare the performance of health plans on an "apples-to-apples" basis.

Much of the data collection for HEDIS® scoring is derived from random medical record reviews. Below is a summary of results for 2010. Medical Associates Health Plans scored consistently in the 90th percentile for most of these measures, and exceeds the current national average scores!

We are deeply committed to delivering excellent care to our members. These scores are reflective of our ongoing pursuit of excellence in medicine.

MEASURE	Natl Avg	MAHP	Wellmark	United	Dean	Unity
Rating of Customer Service	84%.....	95%.....	85%.....	NA.....	85%.....	91%
Rating of Personal Doctor	83%.....	88%.....	85%.....	85%.....	87%.....	78%
Rating of Specialist Seen Most Often	82%.....	83%.....	84%.....	80%.....	81%.....	83%
How Well Drs Communicate	94%.....	97%.....	95%.....	96%.....	96%.....	95%
Getting Care Quickly	87%.....	90%.....	88%.....	85%.....	88%.....	83%
Timeliness of Prenatal Care	91%.....	95%.....	95%.....	96%.....	91%.....	97%
Timeliness of Postnatal Care	81%.....	95%.....	86%.....	88%.....	87%.....	90%
Breast Cancer Screening	70%.....	73%.....	73%.....	71%.....	73%.....	77%
Controlling High Blood Pressure	64%.....	74%.....	79%.....	65%.....	67%.....	67%
Cholesterol Mgmt, LDL testing	89%.....	94%.....	91%.....	89%.....	92%.....	90%
Diabetes HbA1c testing	90%.....	96%.....	94%.....	93%.....	94%.....	93%
Diabetes Eye exams	57%.....	77%.....	77%.....	58%.....	68%.....	64%
Diabetes Cholesterol testing	86%.....	92%.....	87%.....	89%.....	86%.....	86%
Diabetes Nephropathy testing	83%.....	92%.....	91%.....	84%.....	86%.....	87%
Rating of Health Plan	62%.....	73%.....	70%.....	52%.....	77%.....	76%

The source for data contained in this publication is Quality Compass® 2011 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. HEDIS® is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<http://www.ncqa.org/tabid/187/default.aspx>

## DID YOU KNOW?

### ADVANTAGES TO USING ONE PHARMACY

A PHARMACY PLAYS A SIGNIFICANT ROLE IN YOUR MEDICAL CARE.

Pharmacies play an important role on the healthcare team and are responsible for dispensing your medication. In addition, your pharmacy helps you understand drugs that have been prescribed for you, how and when to take them, and what results to expect.



Your pharmacy can also explain your drug dosage, how it will interact with other drugs you take, and possible side effects to watch for and report to your doctor.

Using only one pharmacy can ensure that you are taking your medications the right way. Choosing a pharmacy and using them exclusively helps reduce the chances of dangerous drug interactions or duplications.

Your pharmacy can also advise you about over the counter products and whether they combine safely with other medications you are taking.

Medications are effective and safe only when taken properly. To help you get the best results, try to select one pharmacy and stick with it—particularly if you require multiple prescription drugs.

[www.consumermedsafety.org](http://www.consumermedsafety.org)

# 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**.



**Vanessa Berg, MD**  
Blackhawk Area Healthcare  
Montfort, WI

**Brianne Bildstein, ARNP**  
Women's Wellness Center  
Dubuque, IA

**Alexander Jones, DO**  
Medical Associates Clinic  
Dubuque, IA

**Jason Klovning, MD**  
Doctors Park Physicians  
Platteville, WI

**Nagendra Koneru, MD**  
Wendt Regional Cancer Center  
Dubuque, IA

**Daniel Kubal, LCSW**  
Family Resource Center  
Platteville, WI

**Tammy Plondke, APNP**  
Bluff Street Clinic  
Boscobel, WI

**Ann Reid, PA-C**  
Regional Family Health  
Manchester, IA

**Megan Rickleff, DC**  
Lorenz Chiropractic  
Boscobel, WI

**Nicole Schopf, APNP**  
Boscobel Area Health Care  
Boscobel, WI

**Amber Wessels, ARNP**  
Regional Family Health  
Manchester, IA

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

**Obianuju Akabogu, MD**  
Dubuque, IA

**Pedro Atienza, MD**  
Maquoketa, IA

**Janet Geertsema, ARNP**  
Dubuque, IA

**Susan Houselog, ARNP**  
Manchester, IA

**Connie Wessels, ARNP**  
Dubuque, IA

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