

VitalCare for Employers



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For the ninth year in a row, Scott & White has been named one of the nation's 100 top hospitals for cardiovascular care. Read more on page 5.



Managing Health Costs

A survey by Hewitt Associates found that many businesses are taking various steps to keep health insurance costs down. The survey involved about 450 companies of varying size, employing a total of 8 million people.

- 63 percent said they were increasing wellness and health education initiatives.
- 70 percent either planned to or will begin offering tools to help employees manage their health.
- 48 percent said they would offer or planned to offer incentives to employees who participate in wellness or other health-related initiatives.
- More than 20 percent planned to offer a higher deductible health plan with a health savings account.¹

Scott & White Health Plan can help your company with any or all of these steps. See pages 2, 6 and 7 to see how Scott & White Health Plan is working for you to help keep health care costs down.

¹www.ahipwire.org

Compliance Flash - American Recovery and Reinvestment Act

President Obama Signs American Recovery and Reinvestment Act COBRA and Commuter Benefits Affected; Guidance Pending.

IMPORTANT: Employers should begin to review their records to identify "Assistance Eligible Individuals." Although additional guidance and model notices will be forthcoming, it is important to identify these individuals as soon as possible so the necessary actions can be taken when ready.

Read the whole story at <http://www.swhp.org/sites/default/files/complianceflash.pdf>.

Provided by CONEXIS, our partner for COBRA compliance.

Scott & White Health Plan Offers Disease and Condition Management Programs

Scott & White Health Plan is pleased to introduce our VitalCare Disease and Condition Management programs. These 21 programs are available to our fully-insured employer groups at no cost to you or your employees!

The SWHP VitalCare program provides your employees with the tools and resources to learn more about health and to continue to make positive changes in their lives. They can call and speak to a care coach - a licensed medical professional - to answer questions and help understand health conditions. A care coach will also provide support and encouragement to help get the most out of SWHP benefits. They will also receive health brochures, bulletins, notices and other information through mail or phone to support them as they follow their physician's plan of care.

As of early October, the number of programs that your employees may receive support from have dramatically increased.

Please give us a call at 1-866-406-8607 to begin taking advantage of this free program today.

VitalCare is a concept unique to Scott & White Health Plan.

Let us talk to you about how we can help.

Call your Account Executive today!

The condition-specific areas that we are now offering support and care coaching for are:

- Asthma
- Chronic Back Pain
- Chronic Kidney Disease
- Chronic Obstructive Lung Disease (COPD)
- Cognitive Impairment
- Congestive Heart Failure
- Coronary Artery Disease (CAD)
- Crohn's Disease
- Depression
- Diabetes
- Epilepsy/Seizures HIV/AIDS
- Hypertension
- Migraines
- Multiple Sclerosis (MS)
- Obesity
- Osteoarthritis
- Parkinson's Disease
- Post Traumatic Stress
- Rheumatoid Arthritis
- Ulcerative Colitis



New and Improved Provider Look-up

We are pleased to announce that we have a new 'Provider Look-Up' capability on our web site, replacing the original version that we've had for a number of years. This version has a fresh look and feel and it's much easier to navigate. It's also easier to print off your search results.

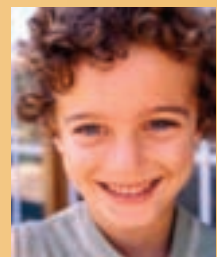
Visit www.swhp.org and select 'Find a Provider'. You'll be given the opportunity to check a physician's board certification or to select 'Find a Provider now'. Once you select 'Find a Provider now', you will be taken to the easy-to-read Provider look-up page where you can look for physicians, hospitals, eye wear providers, pharmacies, and other medical facilities.



Taking Care of the Young Texans in our Lives

Try as we may, sometimes the cost of covering dependents is just too much for employers and employees alike.

We have a solution.



The Young Texan Health Plan delivers high-quality, personalized, convenient and cost-effective health care for children ages 32 days to 18 years old. Quality care begins as low as \$72 a month.

Choose from 5 plans with varying copays and deductibles. Go to www.swhp.org and select Individual and Family Plans to learn more. Or call 800-321-7947 and ask to speak to a Young Texan representative.

Scott & White Health Plan Opens Two New Pharmacies to Serve our Members

We are happy to announce the opening of two new pharmacies - Northside Pharmacy and Salado Pharmacy.

This is a real opportunity to better serve the needs of our members. The new clinic/pharmacy facility in Salado and the new pharmacy near the Scott & White Northside Clinic are perfect fits. We hope this will let our members know that we listen and monitor their needs and respond accordingly.

We are blessed with the support of the S&W physician group and the Scott & White patients who have entrusted (our current 7 retail pharmacy locations) with the filling of over 1 million prescriptions in 2008.

These pharmacies offer:

- Experienced staff headed by Greg Perry (pharmacist/manager) in Salado and Warren Rinn (pharmacist/manager) at Northside
- Convenient locations
- Full-line prescription and OTC departments
- Drive thru window
- Electronic system to communicate with our physicians for refills and new prescriptions, Web refill site and Telefill
- Maintenance refill quantities available for Health Plan Members

Both facilities also include a private patient counseling room and will serve as teaching sites for students from



the University of Texas at Austin, College of Pharmacy and post-graduate pharmacy residents from around the United States. In addition to providing comprehensive medication reviews for members, the pharmacies also have specialized monitoring and educational services for members with diabetes, hypertension, heart disease, asthma and other pulmonary diseases.

The Northside Pharmacy is located at 514 West Adams in Temple, across from the Scott & White Northside Clinic, between 9th and 11th Street. The Salado pharmacy is located next to the new Salado High School at 3525 FM 2484 in Salado. Hours of operation are 9:00am to 6:00pm - Monday through Friday and 9:00am to 1:00pm on Saturdays.

These pharmacies are designed to enhance providing the best clinical and medication information services to our members.

Congratulations to Dr. Kingston and the Burnet Scott & White Clinic!

The Burnet Scott & White Clinic originally began as Burnet Family Practice in 2003. Burnet Family Practice renovated and moved into the historic 1872 Burnet Bulletin Building on the square in Burnet at that time. Dr. Kingston has been practicing in Burnet since 2001. He has been named the "Best Physician in Burnet" by the Burnet Bulletin the past 4 years in a row. This year, he was also voted "Best Healthcare Professional" by the readers of the Marble Falls Picayune.

In October of this year, Burnet Family Practice merged into the Scott & White system to become the Burnet Clinic. Dr. Kingston is now accompanied by the wonderful addition of Becky Guler, P.A. This has enabled their practice to continue providing great care to the residents of the Burnet area now combined with the great regional care and services of Scott & White.

The Burnet Clinic is located at 101 E. Jackson St. in downtown Burnet. They are open Monday through Friday from 8 a.m. to 5 p.m.



(left to right) Cecilia Smith, Sarah Smith (in the back), Thelma Evans, Becky Guler, PA, Carol Patterson, and Dr. Kingston (seated)

Kudos to Scott & White Hospital!

Scott & White is one of only two Texas hospitals recognized in the category of teaching hospitals with cardiovascular residency programs, and the only Texas hospital in that same category to rank in the top 100 cardiovascular programs for the ninth year in a row.

“Scott & White is proud to be ranked among the best when it comes to cardiovascular care,” said Dr. Alfred B. Knight, president and CEO of Scott & White. “Earning this recognition nine years in a row also speaks to our commitment to consistently provide excellent care.”

Also included on the Thomson Reuters Healthcare 100 Top Hospitals Cardiovascular Benchmarks Award list for 2008 were the Mayo Clinic Hospital, Yale-New Haven Hospital, and the Cleveland Clinic Florida. Award recipients were announced recently in Modern Healthcare magazine.

The industry rating company based its award on hospitals’ performance treating congestive heart failure and heart attacks. The recognized hospitals “set the highest national performance levels for both clinical and managerial excellence,” said Jean Chenoweth, senior vice president, performance improvement and 100 Top Hospitals programs at Thomson Reuters.

Among Scott & White’s leading edge cardiovascular programs are:

STEMI CARE, the system set up by Scott & White for responding to heart attacks that can shave precious minutes off the time it takes to get the patient into a cardiac catheterization lab where the blocked artery causing the heart attack is opened using various catheter-based tools (such as balloons and stents).

HeartAware, a free online program aimed at saving lives and preventing cardiovascular disease. Scott & White offered this service to Central Texans in 2007, providing an interactive, online personal health risk questionnaire to assess Texans’ risk for cardiovascular disease. In individuals identified as high-risk, the program also provides a free, 30-minute consultation where blood pressure, cholesterol, blood sugar levels, family history and body mass index, among other things, are checked.

In addition to the Thomson Reuters recognition, Scott & White is one of only three Texas hospitals to receive the American Heart Association’s Gold Performance Achievement Award for meeting high standards of care for patients with coronary artery disease and stroke. Patients suffering a stroke or heart attack have a greater chance of survival if treated at Scott & White, according to the AHA.



Scott & White “Super Docs” Announced

We are pleased to announce that 33 Scott & White physicians have been named to this year’s list of “Super Doctors” for their outstanding service to the community. These physicians are featured in the December issue of Texas Monthly magazine. They represent a group of achievers with diverse medical experience. They exemplify the high standard of patient service, diagnosis and treatment offered by Scott & White hospitals and clinics.

Visit www.sw.org for more information about these “Super Doctors”.

Did you know?

Scott & White Health Plan offers more than just medical benefits? We also offer a variety of additional products and services. Talk to your Account Representative for information on how to access these products and services.

Healthcare Spending Accounts

HSAs, FSAs, and HRAs are easy to implement and administer.

Wellness Programs & Tools

VitalCare risk assessments and wellness programs - customized to meet your needs.

Specialty Benefits

Our vision, dental, life, and disability plans provide valuable coverage and extra protection for your employees.

Compliance Solutions

We can take COBRA and State continuation administration off your hands.

Employer Self-Service Center (coming soon)

Manage your benefits program online to enroll employees, change employee information, order ID cards and more.

Flu Vaccine

Scott & White Health Plan has administered over 2500 free flu vaccines to local schools and businesses. Call your Account Representative to see how we can help.

Seminars

Scott & White Health Plan offers a variety of on-site seminars for larger employer groups to offer to their employees. Topics include weight management, exercise, blood pressure, diabetes and more upon request. The cost for the seminars will be determined by the topic.

Health Fairs

Health fairs are available to larger employer groups and include blood pressure, body mass index (BMI), cholesterol and glucose screenings and educational brochures. Talk to your account representative for the cost of cholesterol and glucose screenings.

Health Topics Library

Health Information topics are divided into sections including "Note your symptoms," "What you can do" or "What your doctor may do."

Available for your employees who become members -

VitalCare 24-Hour Nurse Line

VitalCare 24-hour Nurse Advice Line - 800-975-6612 - Always there when you need it.

VitalChat

Instant message a nurse with your health questions

VitalCare Audio Library

24-Hour access to over 200 health topics.



Scott & White Health Plan Earns Recognition

SWHP has been named one of the Highest Ranked Health Plans in Texas by the U.S. News & World Report¹ for the fourth year in a row². Our Medicare plan was rated the best in Texas.¹

¹ U.S. News & World Report/ NCQA America's Best Health Plans 2008.

"America's Best" Health Plans is a trademark of U.S. News & World Report.

² Previous rankings posted on www.usnews.com.

SWHP has earned an "Excellent Accreditation" from the National Committee for Quality Assurance (NCQA) for both Commercial and Medicare products (2000-2008). This is SWHP's 8th consecutive year with "Excellent Accreditation".

SWHP received the highest rating of any Central Texas Health Maintenance Organization for "How People Rated Their Health Plan" and "How Well Doctors Communicate," (Office of Public Insurance Counsel, "Comparing Texas HMOs 2008").

SWHP is below the Texas average for complaints received from members and providers compared with Texas HMOs with more than 50,000 enrollees (Office of Public Insurance Counsel, "Comparing Texas HMOs 2008").

SWHP is ranked #1 in Texas for breast cancer screening, colorectal cancer screening, diabetic eye exams, well child visits in the first 15 months of life and adolescent well child visits (Guide to Texas HMO Quality: 2008).

SWHP is among the top 5 Texas HMOs for childhood immunizations (both combination 2 and 3), cervical cancer screening, persistence of beta blocker after a heart attack, cholesterol management and diabetes measures to include LDL below 100, blood pressure below 130/80 and 140/90 (Guide to Texas HMO Quality: 2008).

SWHP was recognized by the Texas Diabetes Council for 3 consecutive years (2006 through 2008) for exceeding the Texas average in all six comprehensive diabetes care measures.

SWHP was assigned an A- (Excellent) rating by AM Best following an extensive review of SWHP's financial strength, operating performance and market profile (2008).

SWHP was profiled by America's Health Insurance Plans (AHIP) in two publications: Quality Profiles Focus in 2007 and Innovations in Prevention, Wellness and Risk Reduction in 2008 for our efforts to reduce school absenteeism through a Hand Washing Initiative.

Tell Your Employees: Take the VitalCare Health Risk Assessment (HRA) for your chance to win a \$4000 travel voucher. A drawing will be held in January 2010 for all members who complete the HRA between January 1, 2009 and December 31, 2009. Go to www.swhp.org and log in to MyPlan. Select Member Services and then VitalCare Lifestyle Management Programs and sign up. What a great thing to offer your employees: better health and a free vacation!

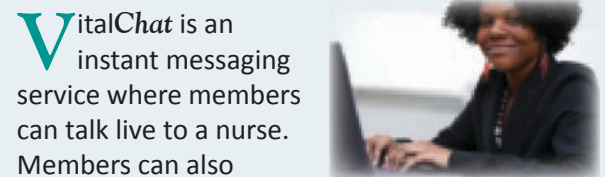
Introducing Two New Programs to Help Your Employees

Two new free programs are being introduced to provide health information when you need it - VitalCare Audio Library and VitalChat.



VitalCare Audio Library is a health information library accessed by calling 1-800-975-6612. The library has information on over 200 topics. To access a list of topics, members need to go to www.swhp.org and log in to MyPlan. They may also call Customer

Service at 1-800-321-7947 and request a list of topics.



VitalChat is an instant messaging service where members can talk live to a nurse. Members can also find resources, get information from the online libraries, and then "chat" about the information. The nurse can also route members to additional areas and let them know how to access the programs SWHP has to support them.

To access VitalChat or the VitalCare Audio Library, go to www.swhp.org and login to MyPlan. Select the link you want and follow the prompts on the screen.



VitalCare Nurse Advice Line is still always available 24 hour per day, 365 days per year if you would like to speak with a nurse. Call **1-800-975-6612** and follow the prompts.



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Creating a Work Environment that Supports Caregivers

As the population gets older, more people are faced with the prospect of having to care for elderly parents or family members. How can employers create a work environment that supports these caregivers?

One way is to offer training workshops.

- Help employees better assess their home and work situations
- Learn about company and community resources
- Learn how to effectively and comfortably talk to direct supervisors about issues as caregivers
- Negotiate and jointly develop a plan that balances work and elder care responsibilities.

For more information on creating a work environment that supports caregivers, go to www.workforce.com.



Source: 10 Steps for Creating a Work Environment that Supports Caregivers by Leah Dobkin, www.workforce.com.

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