

Feel Better Now!

New Program Helps Participants Manage Chronic Conditions

If you have a chronic health condition, maybe you've attempted to get it under control on your own. Many people try—but find they don't have the help and information they need to succeed.

Now you do. Chronic Condition Care, a new program for Alaska Electrical Health & Welfare Fund non-Medicare eligible participants and covered dependents, helps those who have:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD)
- Diabetes
- A history of heart failure

Chronic Condition Care provides valuable information and confidential one-on-one assistance to help people improve their overall health, giving them extra support in addition to their doctor's treatment plan. It's easy to begin participating in the program—and to finally start getting your health under control.

Best of all, with knowledgeable, caring support, you *can* stay healthier, feel better and enjoy the best quality of life possible.

Three Reasons to Join Chronic Condition Care

If you have any of the chronic conditions listed on the left, here are a few good reasons to participate:

- 1. Get Free Help:** Receive confidential one-on-one help from a caring health professional—at no cost to you!
- 2. Get Control:** Learn how to minimize symptoms, recover faster when sick and feel better longer.
- 3. Get Great Benefits:** Those who choose to participate will keep their current benefit coverage; those who decline to participate will pay higher coinsurance.

Read more inside.

What Is a Chronic Condition?

A chronic condition is an illness that may never go away—and can cause debilitating symptoms all the time or once in a while. It can affect your life in many ways, like these:

- You may feel sick or be tired or in pain most of the time.
- You may be physically unable to do the things you want to do.
- You may not be able to perform your job and have many sick days.
- You may feel stress, anxiety and anger about your situation.

However, studies show that people who learn to manage chronic conditions can cope better with their health and control their symptoms.

Healthy CONNECTIONS

Chronic Condition Care is part of the Fund's Healthy Connections initiative to help participants take responsibility for their own health.



How Chronic Condition Care Helps You

If you have any of the targeted conditions listed on the front, Chronic Condition Care can help you live a healthier life.

How the Program Works

1. The company that manages the program for the Fund, Health Management Corporation (HMC), will review the Fund's health care claims each month to identify Plan participants who have any of the targeted chronic conditions. (HMC has helped thousands of people improve their health and wellness by partnering with organizations like ours.)

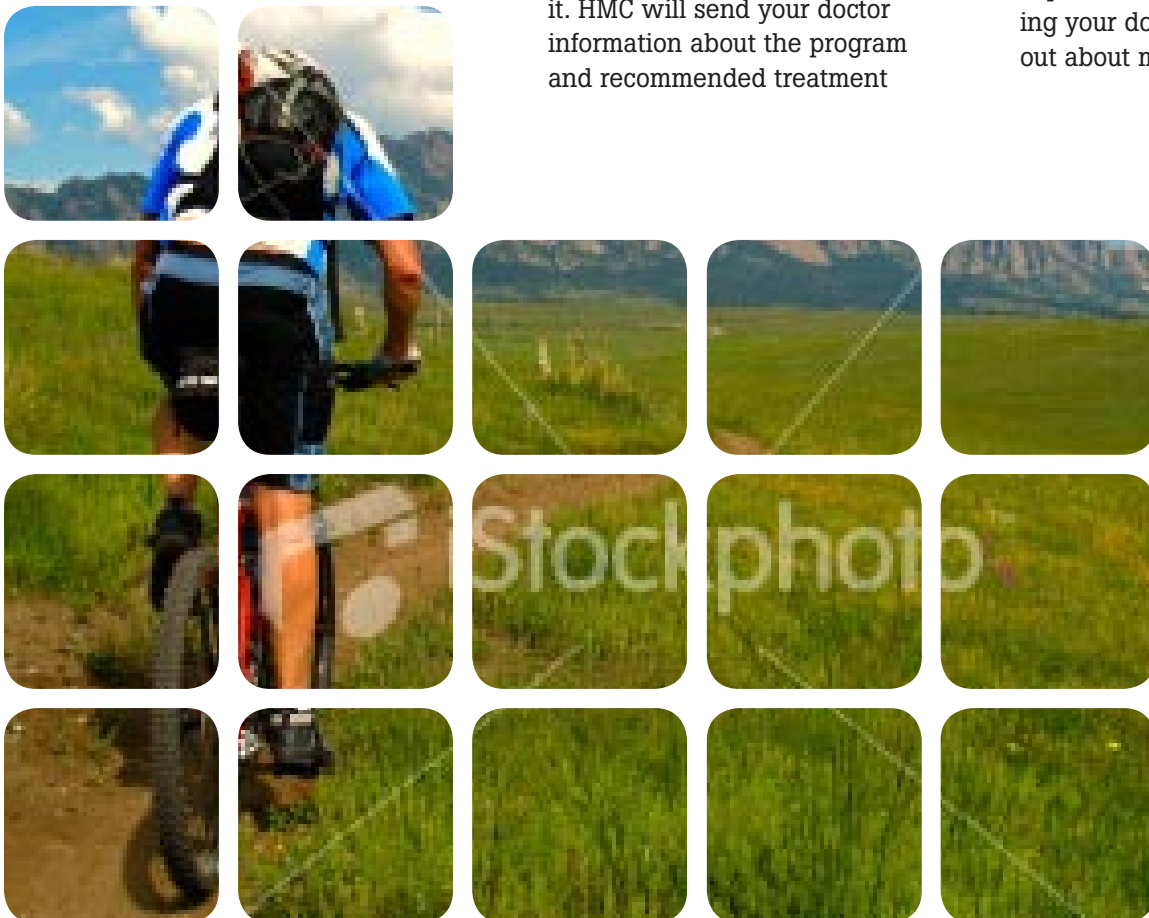
2. If you have been diagnosed with any of the conditions, an HMC representative will call to explain the program and invite you to participate. If your dependent child has one of the chronic conditions, a parent will be asked to participate in the program as the child's caregiver.
3. If you choose to participate in the program, an HMC health professional will talk with you by phone to complete an initial health evaluation and discuss what you can expect in terms of working one-on-one with HMC, the materials you'll receive and your time commitment.
4. This program helps your doctor help you, by giving you information about your condition and teaching you how to manage it. HMC will send your doctor information about the program and recommended treatment

guidelines for your condition. If it is beneficial to speak with your doctor, HMC will only do so with your permission.

How You Use the Program

Chronic Condition Care offers three valuable tools to help you:

- **One-on-One Help:** You'll talk with a health professional by phone (about once per month) who provides information and coaching to help you improve your health and make lifestyle changes—like losing weight or starting an exercise program.
- **24-Hour Phone Line:** You'll be able to call with your health questions and talk to a registered nurse, any time, day or night. For example, you can ask about symptoms you're experiencing, get help understanding your doctor's instructions or find out about medications.



"We want to help everyone learn how to manage their health," says Steve Boyd, Co-Chairman of Alaska Electrical Health & Welfare Fund and Manager of NECA, Alaska Chapter. "That means taking an active role in their health care: becoming knowledgeable about health issues, starting and maintaining healthy lifestyle habits and partnering with their doctor."

■ **Information Resources:** You'll receive handouts, newsletters and workbooks that can help you manage your condition, set goals, chart your progress and monitor your health.

How Your Benefits Are Affected

Participants or covered dependents who are contacted by HMC and choose to participate in the program ("opt-in") will maintain their same level of benefit coverage, paying their plan's usual coinsurance rate.

However, the coinsurance percentage will increase by 10% for those who choose not to participate ("opt-out") in the program. This increased rate will apply to the individual's future medical claims.

Both participants and covered dependents are eligible for the program; however, either one's participation does not affect the other's coverage.

How We Keep Your Health Information Confidential

Federal privacy regulations require the Fund to keep your health information confidential. As the Fund's partner in managing the program, HMC may access individual health claim information—and must also maintain strict confidentiality of your health information.

Program participants work directly with HMC; your conversations with HMC are not shared with the Union, your employer or anyone else. The Fund will receive individual-specific information about participation in the program only to administer the correct coinsurance.

How the Program Benefits Everyone

The Fund's goal is to provide benefits that help participants be as healthy as possible. While Chronic Condition Care is not for everyone, it benefits everyone.

Medical claims related to the five chronic conditions targeted by the program accounted for 21% of the Fund's total health care claims in 2005 (claims types and amounts vary from year to year). Helping people improve their health will naturally reduce these claims, which in turn, will keep costs down for the Fund and all of its participants.



"Our first priority is to give participants tools to help them be as healthy as they can be," says Larry Bell, Co-Chairman of Alaska Electrical Health & Welfare Fund and Business Manager of IBEW Local 1547. "In turn, healthier people have fewer medical claims, and that goes a long way to help the Fund's financial health."

“I haven’t felt this good in years!”

Linda Wilson is a 57-year-old wife and mom with multiple health issues. She’s had open-heart surgery, chronic bronchitis, emphysema, high blood pressure, high cholesterol—and on top of all that, Type 2 diabetes.

When she received a call from HMC, she immediately opted in to the program. “I was taking lots of medicine when I first started the program and it wasn’t well regulated,” Linda recalls. “The program gave me the support and the knowledge I didn’t even know I needed.”

Linda says her regular phone conversations with an HMC registered nurse gave her the chance to ask questions about her health, and Linda discovered she had only a basic understanding of what she could do to control it.

“The program steered me in the right direction,” Linda says. Her assigned HMC registered nurse contacted her once a month to provide education and counseling, and helped Linda set and accomplish significant health goals.

Linda says her participation made a difference that both she and her family noticed. “I figured that signing up might further my health,” she recalls thinking. She just didn’t know how much. Now she says happily, “I haven’t felt this good in years!”

HMC provided him with the information he needed

When it comes to matters of the heart, **Mike Jefferson**, 51, says he had a broken one, both literally and figuratively. He had suffered two heart attacks and was diagnosed with Type 2 diabetes.

“Things were looking bleak in terms of my physical and emotional health,” Mike says. “When I was contacted about the program, I was excited because HMC was willing to provide me with the information and direction I was looking for.”

Mike’s assigned HMC registered nurse helped him learn how to take responsibility for his health. He soon realized his lack of knowledge contributed to his ongoing poor health.

Through their regularly scheduled conversations, Mike began addressing important issues like monitoring

his blood sugar and blood pressure, establishing health goals and understanding depression, a common side effect for heart attack victims. Since Mike began participating in the program, he has achieved many of his health goals, has lost 15 pounds and has started regular exercise.

Mike has picked up the pieces of his broken heart. Now he is conscientiously paying attention to his health instead of avoiding it—and HMC gives him the ongoing support he needs to stay focused.

This brochure provides general information about the Alaska Electrical Health & Welfare Fund’s Chronic Condition Care program. For more information, please call the Administrative Office at 907-276-1246 or 800-478-1246 (toll-free).

