

Disease Management

Top 10

Frequently Asked Questions



Q: Who can participate in the program?

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A: All employees and dependents with health coverage could be eligible to participate.

Q: Which chronic conditions are included?

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A: The disease management program helps members with these chronic conditions:

- Heart disease
- Diabetes
- Asthma
- Depression
- Congestive heart failure
- Chronic obstructive lung disease (COPD)
- Hypertension (high blood pressure)

Q: Is this program completely confidential?

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A: Yes, our disease management program operates in accordance with medical privacy standards established by applicable federal and state laws.

Q: I have one of the seven chronic conditions but am not interested in working with a nurse. My doctor is providing all the help I need. Will the program still affect me?

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A: Good news! Even though you are not interested in working with a nurse at this time, you can still be enrolled in the disease management program. You'll receive our quarterly newsletter and also current information about your condition and how you can make healthy changes. Of course, you'll have an open invitation to participate with a nurse at a later date, if it becomes more challenging for you to manage your condition.

Q: I have one of the chronic conditions and fortunately, it's under good control. What can the disease management program do for me?

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A: There's something for you, too. Lower-risk participants can still benefit from a free subscription to our quarterly newsletter and periodic communications on your condition and/or making healthy changes. You can also access NurseLineSM to talk with a nurse about any health-related question, 24 hours a day, seven days a week.

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Q: Will my employer know that a dependent or I am involved?

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A: No, not unless you make it known. Group reports will be shared with your employer periodically, but individual health information is never shared.

Q: I understand some members will be invited to participate in nurse coaching sessions with a UMR nurse. What are the benefits to these members?

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A: Members who work with a nurse gain a fresh perspective on managing their chronic condition. New information and new ways to reach personal goals, such as blood pressure or cholesterol targets, are shared. It can re-energize individuals who are struggling to keep their health under control.

Q: Would my nurse be willing to talk with my doctor about his/her suggestions to help me reach my personal health goals?

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A: Yes, with your permission, the nurse will communicate with your health care provider. But keep in mind, the disease management program's philosophy is to empower you so you feel like you are in a partnership with your provider(s). Our nurses often have more time to thoroughly discuss different ways to get a chronic condition under good control. With this type of information, you and your provider, together, can make health care decisions that are right for you!

Q: What happens when I complete the coaching sessions with my nurse?

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A: We know that having a chronic condition never really ends. That's why UMR offers a maintenance program. During maintenance, you continue to receive phone calls from your nurse, but less often, perhaps every three to six months or whenever you decide. UMR will also mail you "stick with it" information to help prevent relapses.

Q: Can I end my involvement in the program at any time?

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A: Yes, you may opt out of the disease management program at any time. To do so you must either notify your disease management nurse or send written notification to UMR. Please print your name and ID number on your request and mail it to UMR Disease Management, PO Box 8042, Wausau, WI 54402-8042. Before opting-out of the disease management program, check with your employer to see if your decision not to participate will affect any incentives you may be receiving.



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