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## Emergency Room Benefits Reminder

Visits to the emergency room for non-emergency care will not be covered by any St. Vincent medical plan. A “true emergency” is

defined as an acute, sudden onset of sickness or bodily injury which is life threatening or will significantly worsen without immediate medical or surgical treatment. **Don’t know whether an emergency room visit is warranted?** Read the HumanaFirst article and use it as a resource!

Emergency room care for true emergencies will continue to be covered at 90% at St. Vincent facilities after the applicable copay and deductible have been met. All non-St. Vincent facilities will be covered at 80% across the board once the copay and deductible have been satisfied.

## HumanaFirst –There to Help!

If you have questions about whether urgent or emergency treatment is needed, you have a health concern, or to answer basic health questions, you can contact a registered nurse (R.N.) by dialing the Humana Nurse Advisor at 1-800-622-9529, 24 hours a day/7 days a week. This number is also listed on the back of your medical ID card. The nurse can also help direct you to the nearest and most appropriate care. **Most immediate care, urgent care, and minute clinic facilities are covered under our plans, including the EPO Plan.** You can also search the Physician Finder on the Intranet for in-network providers.

In addition, for general information about a health topic, members may visit the Audio Library. Go to [www.humana.com](http://www.humana.com), log into your personalized MyHumana page, and click on the Health & Wellness tab > Health Programs > HumanaFirst > Subjects in Audio Health Library to obtain the topic code – then call HumanaFirst, follow the prompts, key in the code, and listen. In a medical emergency, members should always contact their physician or dial 911 for immediate assistance.

## Managing Family Member Access

If you’ve ever tried to discuss a claim, appeal a claim, or view claim data on your personalized MyHumana page for your spouse or dependent(s) age 18 or over, you didn’t get very far. HIPAA regulations prohibit the sharing of personal health information for anyone 18 years or older without their consent.

However, there are two ways that your spouse and/or your dependent(s) can grant you access. They can:

1. Complete a “Consent for Release of Personal & Health Information” form and submit it to Humana to keep on file. This form can be found at [stvincent.humana.com](http://stvincent.humana.com) under Forms; or
2. Log into his/her personalized MyHumana page click on My Profile > Manage Family Member Access and then grant you rights to their claim information.

Family members who are 18 years or older, covered under the same plan, and registered on the MyHumana website are eligible for delegation.





## HealthMiles Launches Successful & iPod Winners Announced!

What is HealthMiles you ask? Haven't you heard? HealthMiles is a reward program that works like a frequent flier program, only you don't get rewarded for flying or using a credit card. You get rewarded for getting active! Log your activity, upload steps from your pedometer, measure your progress, participate in challenges, and receive emails and monthly progress reports on the interactive HealthMiles website. Not only do you get healthier, but you can earn up to \$400 at over 50 retail stores or win prizes and trips by participating in challenges.

We've spent the last month traveling to all the St. Vincent campuses to officially launch and enroll associates into the HealthMiles program. It was exciting to see the momentum of the program grow and the launches were a huge success! We had **419 new activations** and all participants were eligible for our iPod giveaway.



### Congratulations to our lucky iPod winners!

- **Andrea Baysinger (St. Vincent Clay)**
- **Justin Embry (St. Joseph)**
- **Peggy Reynolds (Saint John)**
- **Tracy Klinkhamer (Seton Specialty)**
- **Ashley Mason (Stress Center)**

If you are enrolled in the St. Vincent medical plan and would like to participate in the HealthMiles program, you can enroll at any time by clicking on the St. Vincent Intranet > Associate Information > SVH Benefit Home > Wellness/Discount Programs > Enroll in HealthMiles. The cost is \$2.31 per pay. Now is the time to take control of your health and get moving!



## Save Money with CICS

Central Indiana Commuter Services (CICS) is a free, federally funded IndyGo commuter assistance program, created to reduce air pollution and traffic congestion. CICS services employers and their employees in Marion, Hamilton, Madison, Hancock, Shelby, Johnson, Morgan, Hendricks and Boone counties.

CICS can assist St. Vincent Health associates with alternative transportation to and from work to save money on gas and to reduce stress.

Reliable and affordable alternative transportation may include: car pooling, van pooling, riding the bus, biking or walking. The car pool matching service is free. There are thousands of Indiana residents looking for car pool partners. To get started, all you have to do is submit your commuter profile by visiting the CICS website at [www.327ride.net](http://www.327ride.net) and click "SIGN UP NOW." Van pools are also available. In addition, CICS provides free, emergency taxi service to all registered commuters.

To learn more about this free transportation service, log into [www.327ride.net](http://www.327ride.net) or call 327-RIDE. Happy commuting!



## 2007 FSA Reimbursements Deadline

Remember to submit your 2007 flexible spending account reimbursement requests by March 31, 2008. Otherwise, federal regulations require that any money left in your account be forfeited.