

# UPS Healthy Connections – Informed Choices

## **Welcome to UPS Healthy Connections – Informed Choices.**

This unique health program, brought to you by your UPS-administered health plan, will help you receive maximum value from your health care benefits, become a more informed health care consumer, and improve your overall health and wellness.

Maybe all you need is occasional support for creating and maintaining a healthy lifestyle. However, if you or a family member is coping with a chronic or complex health issue, facing an upcoming hospitalization or require help with home health care, durable medical equipment or other needs related to a recent hospital stay, a more supportive partnership with a health care professional may be more appropriate. This valuable interaction will help you navigate the health care system, learn about the benefits, resources, and choices available to you, and work to improve your health. No matter what the need, UPS Healthy Connections – Informed Choices provides the tools and resources to help you and your family take charge of your health.



## A Health Care Team for Your Ongoing Needs

As a program participant, you and your family members may be assigned a health coach or an enhanced case manager who is a registered nurse with years of clinical experience. Your nurse will assist you one-on-one with your health care concerns, health conditions, and any potential hospital stays to help you feel better and less stressed. He or she will work closely with your primary care and specialty doctors as part of your health care team.

Nurses can help you:

- Understand your medications and follow your doctor's treatment plan.
- Identify and access physicians and facilities best qualified to manage your care.
- Make sense of laboratory values and the results of medical tests, as well as their importance to your health.
- Implement lifestyle changes that can improve your health.
- Connect with other resources and partners available through the UPS Healthy Connections – Informed Choices program.



## Your Health Assessment – The Big Picture

You and your spouse are eligible to complete a Health Assessment questionnaire. The results will provide a picture of your current health status and identify possible future health risks. A health coach, available to employees and spouses covered by a UPS health plan, can help you use the assessment results to prioritize which health care issues are most important to you. Take time to complete a follow-up program online as suggested by the Health Assessment tool and discuss the results with your family and your doctor. For example, if your current eating habits contribute to an elevated cholesterol level, you and your health coach will develop an action plan to change your habits and reduce your cholesterol. This action plan may decrease your risk of developing further health complications, such as high blood pressure and heart disease.

It's easy to get started.

Visit **[www.upshealthyconnections-informedchoices.com](http://www.upshealthyconnections-informedchoices.com)** to complete your Health Assessment today.

*Your privacy is important. Your participation in this program and all personal health information will be kept confidential, in accordance with your health plan's privacy policy and applicable health privacy laws. Health coaches and enhanced case managers are employed by the health plan claims administrator and not by UPS.*



*"She told me that they would monitor me throughout the entire time of my pregnancy. ... It makes me more upbeat and more relaxed."*

*Myrtha Suralie  
New York, NY*

*"You know somebody is going to follow up with you. It's not like a doctor, who tells you what to do but isn't going to follow up."*

*Brant Woodard  
Hillsborough County, FL*



## Your Personal Health Record – The Whole Story

You and your covered dependents will also have access to a secure, online Personal Health Record (PHR). The information in your PHR comes from both your health plan carriers (such as prescriptions, illnesses, and lab values) and from you (such as allergies, past illnesses, and the over-the-counter vitamins and medications you take). Adding your own information to the pre-populated claim information is completely voluntary but will help you get the greatest benefit from the PHR tool. A fully up-to-date PHR will allow you to:

- View your whole health story in one place.
- Receive important health care reminders and alerts; for example, a warning that you are taking two drugs that don't mix together well.
- Keep vital information readily available in case of an emergency.
- Provide your health care providers, spouse, and other covered dependents access to your records, at your option.
- Store, save, download, and share your information, if you choose; even if you change your coverage or your job.

Start by going to **[www.upshealthyconnections-informedchoices.com](http://www.upshealthyconnections-informedchoices.com)** and clicking on the Personal Health Record link.

### A Valuable Resource for Information and Support for:

- Health conditions such as asthma, back pain, cancer, diabetes, heart disease, heart failure, high blood pressure/hypertension, high cholesterol, kidney disease, and rheumatoid arthritis
- Lifestyle needs such as exercise, nutrition, stress relief, tobacco cessation, and weight management
- Disease prevention and overall health and wellness

Visit **[www.upshealthyconnections-informedchoices.com](http://www.upshealthyconnections-informedchoices.com)**

## Hospital Admissions and a Successful Recovery

If you are scheduled for a hospital admission, you may be contacted by an enhanced case manager—a registered nurse—before your admission and after you go home. You can also be proactive by calling the toll-free number on your health plan ID card to discuss how to make your inpatient hospitalization and post-hospital recovery more successful.

**Before Admission:** Once you and your doctor have determined that you will be admitted to a hospital, the UPS Healthy Connections – Informed Choices nurse can:

- Discuss what will occur during your hospitalization.
- Help you think through additional questions and concerns that you may want to talk to your doctor about.
- Answer questions or provide additional health care information and resources.
- Start planning for a successful recovery period after discharge from the hospital.

**After Discharge:** Whether your hospitalization was planned or the result of an emergency, your UPS Healthy Connections – Informed Choices nurse will be there to help. The nurse can:

- Help you understand and follow your doctor's discharge instructions; for example, the medications you must take or the physical therapy he or she prescribes.
- Coordinate home care, medical equipment, and outpatient follow-up services ordered by your doctor, such as a wheelchair, wound care or cardiac rehabilitation.
- Provide educational resources that will help you recover successfully and stay as healthy as possible.

You may contact your health plan and ask to speak to your enhanced case manager if you have questions about your diagnosis, hospitalization, or recovery.



## Working With Your Doctor

The services offered by UPS Healthy Connections – Informed Choices are not meant to take the place of your doctor’s care. This program is meant to provide wellness information to complement and reinforce your doctor’s instructions. Our goal is to help you make the most of your health plan benefits while being proactive and preventive in your approach to your health and well-being. Always seek the advice of your doctor with any questions you have regarding the diagnosis and treatment of a health condition.

## UPS Wellness Program Health Rewards

Take your first steps toward a healthier life and earn health rewards from the UPS Wellness Program. The health rewards are designed to get and keep you on track toward a healthier, more active you. You and your eligible spouse\* with medical coverage under The Flexible Benefits Plan have the opportunity to each earn health rewards. Detailed UPS Wellness Program eligibility and program rules, which govern the program, can be found at UPSers.com or **[www.upshealthyconnections-informedchoices.com](http://www.upshealthyconnections-informedchoices.com)**.

## Additional Resources

To learn more about UPS Healthy Connections – Informed Choices, visit the program’s Web site directly at **[www.upshealthyconnections-informedchoices.com](http://www.upshealthyconnections-informedchoices.com)**. You can also access the site through **[www.UPSers.com](http://www.UPSers.com)** on the My Life and Career tab. You will find a wide range of helpful information, including topics on healthy living, links to other third-party medical or health-related informational Web sites, tools and valuable health reference materials.

*“I never had any doubt that everything I told her was confidential. She always verified who I was, which was very comforting, since I was sharing a lot of private, personal information. I never felt like she was meddling in my business and it was always nice to hear her perspective both as a nurse, and as a mom herself”*

*Heather Brock  
Charlotte, NC*

*\*Spouse includes your legal spouse, as defined by state law, same-sex domestic partner, or civil union partner.*

The UPS Healthy Connections – Informed Choices program is available to UPS employees in The Flexible Benefits Plan and under-65 retirees in the Retired Employees’ Health Care Plan, and their covered dependents.

If there is any discrepancy between the summarized information provided in this publication and the official plan document(s), the plan document(s) will always govern. Detailed information regarding the plan can be found in the plan’s Summary Plan Description (SPD) or in the official plan documents, which legally govern the plan’s operation. UPS reserves the right to terminate or change any benefit plan at any time.