

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. Your health coach can work with you to use the assessment results to prioritize which health care issues are most important to you.

For example, if your current eating habits are contributing to an elevated cholesterol level, you and your health coach will develop a plan to reduce your level. Reducing your cholesterol level has shown to decrease your risk of developing further health complications, such as high blood pressure and heart disease.

It is easy to get started.

Visit www.upshealthyconnections-informedchoices.com and complete your assessment today.

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 complement and reinforce your doctor's instructions. Our goal is to help you make the most of your health. Health coaches are a source of wellness information to be used for informational purposes only. Always seek the advice of your doctor with any questions you have regarding the diagnosis and treatment of a health condition.

Additional Resources

To learn more about UPS Healthy Connections – Informed Choices, you can visit the program's Web site directly at www.upshealthyconnections-informedchoices.com. You can also access the site through UPSers.com on the My Life and Career tab.

Here 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.

UPS Healthy Connections – Informed Choices 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
 - > Rheumatoid Arthritis
- Lifestyle needs such as
 - > Exercise
 - > Nutrition
 - > Stress
 - > Tobacco Cessation
 - > Weight Management
- Disease prevention and overall health and wellness



"I call the health coach before each doctor visit, and we work together to develop a list of questions to ask. My doctor is impressed with how prepared I am."

UPS Healthy Connections – Informed Choices



Working with Your Health Care Team

Visit www.upshealthyconnections-informedchoices.com



Welcome to **UPS Healthy Connections – Informed Choices**, a unique health outreach program brought to you by your UPS-administered health plan to help you receive maximum value from your health care benefits, become a more informed health care consumer, and improve your overall health and wellness.

As a participant, you and your family members have been assigned either a health coach or an enhanced case manager who is a registered nurse and will assist you one to one. Your nurse has years of clinical experience helping people with health care concerns, health conditions and complex health issues. Your nurse is ready to provide information and support to help you navigate the health care system, maximize your benefits and implement lifestyle changes to make you feel better.

Your privacy is important. Your participation 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 are employed by the health plan claims administrator and not by UPS.

Support for Ongoing Health Care Needs

During your first call, your health coach will ask you a few questions about your overall health and discuss current conditions and health care needs. The health coach will use the answers you provide to develop a personal plan and work with you to schedule ongoing telephonic coaching appointments at times that are convenient for you. He or she will work closely with your primary care and specialty physicians as part of your health care team.

Health coaches 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, the results of medical tests and their importance
- Implement lifestyle changes that can improve your health
- Connect with other benefit resources and partners available through the UPS Healthy Connections – Informed Choices program

In addition to proactive support from the health coach, you will have your coach's direct phone number and available hours so you can call him or her if you need to.



"Having high cholesterol put me at risk for heart disease, so the doctor put me on a special diet and exercise plan. The health coach offers me support to stay motivated and follow my doctor's advice."

Hospital Admissions and a Successful Recovery

There may be times when you and your family members need extra support and attention in health care situations. 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. Or if you have questions, you can initiate the call by using the toll-free number on the back of your health plan ID card.

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

- Discuss what will occur during your hospitalization
- Help you think through additional questions or 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 ahead of time or was the result of an emergency situation, your nurse is there to help. The nurse can:

- Help you understand and follow your doctor's discharge instructions
- Coordinate home care, medical equipment or outpatient follow-up services ordered by your doctor
- Provide health care educational resources that will help you recover successfully and stay as healthy as possible

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

"My nurse case manager explained exactly how to prepare for my upcoming hospitalization, including important questions to ask my doctor, nurses and other hospital staff. We discussed what I could expect, both in the hospital and once I got home. I think she really helped me to recover more quickly – and that's important when your lifestyle is as active as mine."