

## HEALTH MANAGEMENT PROGRAMS' RESOURCES AND INFORMATION\*

| PROGRAM                            | ELEMENT  | RECOMMENDATION  | AVAILABLE RESOURCES and INFORMATION   |
|------------------------------------|--|---|---|
| Case Management                    | For all disease management programs                      | If your patient would benefit from further teaching by a nurse via telephone.   | To refer, call 1-800-300-0104.  |
| Educational Materials for Patients | For all disease management programs                      | Use for teaching patients as needed.  | Print from online file at <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> (Your Health).   |
| M.Y. Asthma                        | Peak Flow Meter  | Review technique of patient at every visit or at least twice per year.  | Order PFM or Inspirease™ spacer 3 ways: order online at <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> ; call Professional Services at 1-800-342-6141, or call Asthma Program Manager at 1-800-520-9901.                          |
|                                    | Inspirease™ Spacer                                       |   |   |
|                                    | Spacer: AeroChamber with mask                            | Review technique of patient at every visit or at least twice per year.  | AeroChamber: <i>Only covered if member age six or younger.</i> Prescription required; have member take prescription to pharmacy to fill; member files claim with receipt and is reimbursed according to DME benefit.  |
|                                    | Nebulizer  | Review technique of patient at every visit or at least twice per year.  | No pre-authorization required for nebulizer order for asthma with approved vendor. Need help? Call Professional Services at 1-800-342-6141.   |
|                                    | Asthma Action Plan                                       | Written plan recommended for every patient with asthma, with updates as needed.   | Print from online file at <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> .  |
|                                    | Consult from National Jewish Medical and Research Center | A free telephonic consultation from asthma experts at National Jewish Medical and Research Center for your complicated cases. | Call the <b>Physician Line</b> at 1-800-NJC-9555 Monday-Friday, 8:00 a.m.-5:00 p.m. Mountain Time. Physician Line nurses collect relevant patient information and direct it to the appropriate National Jewish physician, who will contact you to discuss the case. |
| Depression                         | Depression Screener                                      | Evaluate patients with other chronic conditions for depression.   | "Could it be Depression" screening tool on <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> .   |
|                                    | Crisis Action Plan                                       | Recommended for every patient with depression.  | Educational content on <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> ; print "Working Toward Wellness," which includes a crisis action plan.   |
| WeeCall Pregnancy Program          | Telephonic case management and education program         | Opt-in program available to all pregnant members with special emphasis on high-risk, e.g., hypertension or diabetes.          | 24-hour call line for member once enrolled.   |

\*This document is applicable to MD-Individual Practice Association, Inc. (M.D. IPA), Optimum Choice, Inc. (OCI) and MAMSI Life and Health Insurance Company (MLH). This resource sheet is informational in nature and is not intended to be a substitute for professional clinical judgment.

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| Stay Ahead of Your Diabetes                                | Diabetes Education Classes  | Refer newly-diagnosed members to ADA-certified self-management education program at participating hospitals.   | Information about registration procedures for attending diabetes education classes and a list of ADA-certified programs at participating hospitals available on <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> or by calling the Diabetes Program Manager at 301-545-5327. |
|  | Diabetes Patient Action Plan  | Ensure patient has Plan with blood glucose goal, instructions for handling hyper/ hypoglycemia, and sick days.   | Printable copy on <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> , Your Health.  |
| Heart Failure  | Heart Failure Action Plan   | Educate patients on how to monitor symptoms at home, self-dosing plans for worsening symptoms and instructions for when to contact the physician immediately.                          | Printable copy on <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> .   |
|  | Regular education on weight management, exercise, and sodium and stress reduction   | Educate patients about self-efficacy in managing their symptoms.   | Educational content on <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> , Your Health.   |
| Heart Health <i>Next Steps</i> Secondary Prevention of CVD | <i>The Heart Health Line</i> , a toll-free 24-hour speech-recognition assessment and feedback program with mailed education related to individual readiness-to-change scale | Teach patients about the importance of therapeutic lifestyle changes for the prevention of recurring heart disease. Refer to the Heart Health Line for continued feedback and support. | Refer patients to <a href="http://www.mamsiUnitedHealthcare.com">www.mamsiUnitedHealthcare.com</a> for self-referral and educational content.  |

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