

## ALTIUS RESOURCES, PROGRAMS, & WEB TOOLS



### How does a member access the member web-based services?

Go to [www.altiushealthplans.com](http://www.altiushealthplans.com), click on Member Tools, then My Online Services. Access to Online Account Management/My Online Services is quick and easy to establish with a valid Altius Member ID Number which can be found on your Altius Member ID card. You will be asked to select a personal PIN so only you can access your secure member information.

### How do members locate a participating provider online?

Go to the Altius web site, [www.altiushealthplans.com](http://www.altiushealthplans.com)

Click on “Search for a Provider Online”

Click on “find a Provider”, or “Find a Hospital”

You will be prompted to “Select a Product” from a drop down box. Select “Altius provider directory” for participating providers within our service area, or if traveling outside of the service area for urgent-emergency care, click on “Coventry National Providers” for a list of providers and hospitals nationwide.

### What web tools are available to compare procedures, outcomes and quality?

**Altius’ Hospital Quality Web Tool:** enables members to locate and compare hospitals based on their medical condition, proximity, and quality of care rating details for specific medical procedures done at that hospital.

### What cost comparison tools are available online?

**My Cost Of Health Care Tool:** an interactive web-based cost estimation tool that includes plan-specific data on the average cost of diagnostic tests, surgical procedures, inpatient stays, and physician visits.

**Employee Budgeting Tool:** This tool allows the member to compare their estimated out-of-pocket cost for the year based on their company’s specific benefit options with Altius. It can assist the member in determining which option provides the best value for them based on their estimated cost of care for the coming year. It will also store the data from year to year and provide the member their average out-of-pocket costs for the prior year.

### What pharmacy web tools are available?

- Participating pharmacies nationwide
- Drug safety information
- Prescription drug formulary list and medications that require prior authorization
- View lowest cost prescription options such as: preferred name brand drugs or generic alternatives to higher cost non-preferred brand drugs
- Member specific information regarding medications they are currently taking such as: dosage, available refills, last date filled, and generic drug alternative if they are filling a name-brand drug
- Therapeutic resource centers
- Medco mail order forms/information about mail order program, and how to refill online

## What disease management programs and resources are available?

**Complex Case Management:** nurses who follow up with patients that have been identified with chronic conditions to insure they are getting the care they need and any coordination of services. Available as a member advocate and continuity of care for the member.

**Utilization Management services:** prior authorization, risk predictive modeling, concurrent review, hospital discharge planning, and review of any pending claims.

**Disease Management Coaches and outreach programs are available for:** asthma, congestive heart failure, depression, HIV/Aids, hemophilia, chronic obstructive pulmonary disease, diabetes, multiple sclerosis, chronic renal failure, lower back pain, Crohn's disease, coronary artery disease, high-risk pregnancy, and transplants. Members identified with these conditions receive a call from one of our medical clinical coaches, then sent a welcome kit to participate in our disease management program for their condition, receive quarterly mailings, and ongoing outreach calls.

**Direct mail preventive reminder program:** members are sent reminders for childhood immunizations, well child care, adult cancer screenings, and other identified risk factors such as diabetes, aging, developmental and behavioral health.

## Are there resources to contact a nurse help line?

- Altius' Disease Management and Telephonic Coach Outreach Program provides care support for members with any of the following health concerns: asthma, chronic obstructive pulmonary disease, HIV/aids, congestive heart failure, chronic renal failure, depression, Crohn's disease, diabetes, hemophilia, high risk pregnancy, lower back pain, multiple sclerosis, sickle cell disease, and transplant patients. Members who are identified with these conditions receive an outbound call from our medical clinical coach team, and are mailed a welcome kit with information about their condition and a phone number for continued follow-up calls with our medical clinical coaching team.
- Other available web-based health information resources include: Web MD, About Your Health, KidsHealth, pregnancy information, patient safety, urgent and emergency care, and Coventry Wellbeing.

## What other web-based tools and discount programs are available?

**Online Health Risk Assessment:** provides the member with an instant individual assessment report.

**Online Health & Coaching Tools:** Personal Health Improvement Training program that earns points toward incentives while working on fitness goals for exercise, fitness, diet and nutrition, and life skills.

**Mental Health Coaching services:** members can call our mental health network provider MHNet for Life Coaching services such as: stress management, spirituality and personal growth, career planning and development, motivation and time management, finances and budgeting, and health/aging/lifestyle, and self care. Easy access by calling **1-886-583-0119**.

**Web MD/Health Information Library:** provides a wealth of web-based clinical and health-related information at your fingertips.

**Adults/Teens/Kids Health Information:** web-based articles, movies, tools, and games.

**AltiusExtra's Discount Program:** special pricing and discounts are available for services such as: acupuncture, cosmetic dentistry, cosmetic dermatology, cosmetic surgery, day spas, child safety products, eye wear (eyeglasses, sunglasses, or contact lenses), health clubs, LASIK vision surgery, massage therapy, tattoo removal, and downloadable workouts.

**My Online services:** members can view claims, print EOB's, order new ID cards, and see personal health information.

## Questions?

Call Altius Customer Service at 1-800-377-4161