



WGO

**What's Going On?**

The Monthly Update on the  
Wide World of Operations

**october 29, 2010**

# What's Going On?



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# Ops Support Services

## Engaged of Stratified Metric

Our year end goal for the Engaged of Stratified metric is 46.6% and as of October 22, 2010, we are at 36%. Everyone in every discipline has been invaluable! Your outstanding efforts move us closer to reaching this very important MHI metric every day. Thank you for your continued dedication and focus on engaging our members! Together...we're going to meet this metric!!!!

# Telephony & Help Desk

**No Updates At This Time**

# Healthy Returns System (HRS)

## October 20th Updates

The following items went into production on October 20th.

**Pneumonia Vaccine Re-Fire Logic:** Updated the re-firing of the assessment question. The question will now be permanently suppressed if the member specified a date for the vaccine or it was contraindicated.

The question will re-fire after 450 days if the member answered NO to the question and the goal was not completely resolved.

The question will re-fire after 5 years if the member is currently 65+ or older, or if a one time revaccination is recommended as the member was vaccinated 5 or more years ago and was 64 years old or younger at the time.

**PHQ 2 Alert:** An alert for the PHQ2 assessment was created that will display for ConditionCare, MyHealthCoach, Condition-Care-Medicare Advantage, and ComplexCare on the initial call and every 180 days thereafter.



# Learning & Quality

**No Updates At This Time**

# Enrollment

**No Updates At This Time**

# Program Specific News

## Accreditation Update

Preparations are underway for the 2011 reaccreditation under the Core v. 3.0 and Case Management v.4.0 standards for the ComplexCare program. The reaccreditation timeline and gap analysis have been completed and compliance against the new CM standards is being assessed by the accreditation maintenance workgroup. The application process and gathering of supporting evidence to meet the standards is also underway. The desktop evidence submission will occur at the end of 1st quarter 2011 or early 2nd quarter 2011 and the onsite visits will take place during early 3rd quarter 2011 at two sites. Staff training on the URAC standards is currently being developed for implementation 1st quarter 2011.



# Health Professionals

## Certified Diabetes Educator Review Course

Earning the title of Certified Diabetes Educator or CDE is proof of a distinct and specialized knowledge reflecting advances in healthcare for people with diabetes. And, as we all know, the need for good diabetes educators is incredibly huge due to the ever-growing diabetic population. Applying for and being accepted to sit for the CDE exam is a long process in and of itself, and once you have finally been accepted to sit for the certification test, you sure want to do well! That's where the pharmacy team jumped in to help their peers.

On October 13th and 14th, five Anthem Care Management pharmacists, who have also earned the credentials of Certified Diabetes Educators (Tracey Winter, Todd Miller, Tammy George, Nikita Patel and Tara Dira) led a review course to assist their clinical peers in studying for the CDE Exam. They also helped the attendees identify areas to brush up on prior to taking the test in November and December. Overall, 14 associates across Colorado, Missouri, Georgia, and Virginia applied and qualified for the fall/winter exam window - we wish you the best of luck on your upcoming test! We hope you found the review course to be beneficial, and we look forward to hearing how you did!

Kudos to Tracey, Todd, Tammy, Nikita and Tara for all of the hard work in putting the course together – Thank you!

## Diversity Leader - Denine Rogers

Atlanta's own Denine Rogers, RD, has been selected as a Diversity Leader by the American Dietetic Association.

The Diversity Leaders Program is designed to assist individuals from underrepresented groups to advance in leadership throughout the organization at the local, state, practice and national level. This accelerated leadership program will introduce the participants to multiple opportunities throughout the Association where their skills and interests can contribute to the advancement of the profession.

Goals of the Diversity Leaders Program:

- To increase diversity participation in the Association's programs by providing educational and networking opportunities to minority leaders.
- To encourage minority individuals to participate in leadership opportunities throughout the organization at the local, state, practice and national levels.

Congratulations Denine on being one of a select group of four to serve as a Diversity Leader!

# Atlanta

## Steppin' Out for a Cause

The Galleria Go Getters stepped up to support the Georgia Chapter of the Juvenile Diabetes Research Foundation (JDRF) in the annual Walk to Cure Diabetes on October 16th. Congratulations Jeff Kriner and Belinda Atkins who were randomly selected from all Atlanta Care Management associates to each win a pair of Atlanta Falcons tickets. The Galleria Team also sponsored a chili cook-off and a jewelry sale which raised \$150 for JDRF and deemed Deloris Rose's chili as the best chili in ATL.

## Congratulations

Eloise Sandifer was promoted to Senior Nurse Case Manager Lead for My Health Coach and Condition Care Programs.

Marcy McGinnis began her career with Anthem Care Management on February 1, 2008 and recently transitioned from ConditionCare to the Quality team. On a personal "note", Marcy can play nearly every instrument.

Michelle Vaeth also transitioned to the Quality team. She began her career with Anthem Care Management July 17, 2006 as a ConditionCare nurse. She then worked for almost 4 years with Learning and Development, supporting all programs, but worked most closely with ConditionCare. The Condition Care leadership team thanks Michelle for her dedication to coaching and supporting Associates in developing knowledge and understanding of policies and protocols.

## Recent ConditionCare Milestones

### 2 years:

Michael McVay  
Caryn Nurse  
Dawn Tripp

### 3 years:

Marlene Watson  
Paula Hand  
MaryLide Chapman  
Rhonda Edwards Fulwood

### 6 years:

Lucas Freeman

### 17 years:

Deloris Rose

## Demonstrating Our Value

Corrinne Crockett Cooper and Deloris Rose presented the ConditionCare cases during the Bayer clinical client audit in Indianapolis. Kudos to this dedicated team!

Kudos also to the Atlanta MVT Nurse Team for completing the initial testing phase of the QualPro Member Engagement Project: Natoya Bender, Shamiko Brown, Tasha Boyd, Jamison Cole, Deborah Cyprian, Chrissy Floyd, Eileen Gossett, Kellea Paload, Dawn Tripp, Myrlene Pamphile, and Claudine Tewari.

## Welcome Aboard New Associates

ConditionCare welcomes Kelley Clarke and Lisa Taylor. Kelley and Lisa will be working part-time evenings.

MyHealth Coach welcomes Yolanda Major, Janine Reece, Neha Beharry, Ava Hollingshed, and Mary Webber.

# Denver

## New Hires!

Welcome to our new ConditionCare nurses Terry Smith, Claudia Kinder, Linda Hudson, Ellen Rochelle, and Mary Thompson! We are so happy to have you here. Our new nurses began working the phone by themselves on October 12.

A big thanks to our great mentors: Irene Bindrich, Suzy Stamm, Cyndie Ragan, Deb Zar, Jim Perry, Barb Sturgis, and Laura Dechant. Thanks for helping make our new nurses the best!



## QualPro

A special welcome and thank you to Kathleen Ursich who jumped in to fill a spot on the Qual Pro team. Thank you Kathleen for all of your hard work and positive attitude!

## Staying Focused on Engagements

We continue to work on best practices for reducing After Call Work (ACW). We have been able to reduce and sustain our ACW to around 15%, and we're feeling good! This month's team meetings focused on quality expectations and how to document with ease while on a call. Thanks to everyone for your continued work on ACW reduction and engaging our members!

# Richmond

**No Updates At This Time**

# St. Louis

## MyHealth Coach

The MyHealth Coach team is currently on the progressive dialer, and had approximately 6,000 nurse calls weekly between STL and ATL! This is in addition to the preview dialer.

## Medicare

Medicare is looking forward to new television ad campaigns for the open enrollment season, and the addition of the NY and CT business. Also, the Medicare team had three nurses participate in the CDE prep course: Abbie Luegger, Steve Potje and Missy Helm.

## Anniversaries

The following individuals have been with the company for three years! Thanks for your dedication and effort!

Cynthia Johnson	Peggy Lennemann
Gisele Jones	Yolanda Morris
Chris Joshi	Regina Oliver
Judy Kirk	Julie Varady
Sue Kohlhagen	Virginia Wolf

## New Associates

We are excited to welcome the following four new associates in our center!

Condition Care: Heather Dodson and Rachel Duff

My Health Coach: Doreen Kozeny

Registered Dietician: Paul Ott

## TS-MVT

The recipes are all starting to come together and the MVT team is getting ready to be able to serve their recipes. Excitement is building with regards to their recipes and hearing about which ones will be accepted for refinement. The following cooks have engaged all enrolled members assigned to them; Sue Conley, Gisele Jones, and Peggy Bienefeld.

# NurseLine

## NurseLine Welcomes a New Manager

Please welcome Melissa Munoz to the NurseLine management team in Richmond. Melissa is NurseLine's new weekend manager, and will support the NurseLine team Friday, Saturday, and Sunday from 7pm – 7am. Melissa previously held a manager's position on the legacy HMC Disease Management team. Welcome aboard, Melissa.

## NurseLine Work@Home Team Continues to Grow

We are very excited to announce that three additional NurseLine associates will join the Work@Home team in October. Please congratulate the newest members of the NurseLine Work@Home team:

- Alicia Bagby
- Jennifer Davenport
- Sheila Mason



# Future Moms /Maternity Mangement

## Welcome Aboard!

Welcome to our new Future Moms' associate in Albany, Lorraine Gallo. We are happy to have another Certified Lactation Consultant to add to our diverse team. Welcome Lorraine!

## Fall Mailers

We are gearing up for fall population mailers here in Future Moms (FM). We look forward to more new members in FM!



## Nurse Progression

Nurse Progression is in progress again! Stay tuned for announcements regarding FM nurses who have achieved progression.

## Connecting...

Kudos to the FM team for submitting many wonderful member success stories to the Connect for Better Health site. These are a great testimony to the benefits of our FM program and our team! Way to go!

# Behavioral Health

## Prevent Holiday Stress

The Holiday Season is on its way and it's a hectic and stressful time of year. Look at it as a marathon, not a sprint, so pace yourself; it's a long haul from Halloween to New Year's. It's all about managing your time, to prevent stress; make a list of things you need to do, seeing it on paper will allow you to make a game plan. Also, you don't have to say yes to every invitation or volunteer activity, your number one priority is to take care of yourself, so that you can do for others during this time of giving, and sometimes that means setting healthy limits.

Holiday food is everywhere and there are a lot of treats that we don't see any other time of year. Allow yourself a few of your favorites, in moderation, without guilt (which translates into stress). Don't, however, sample everything and then feel bad for your lack of restraint (again, translation – stress). Be realistic and place your focus on maintaining your current weight.

The key to avoid gaining weight and allowing yourself to indulge is, of course, exercise. It's harder to do if you live in a place that's cold right now and a lot of extra time is spent on running around instead of running at the gym. Build in more movement into those errands. Take advantage of the full parking lots and park out a distance and add more steps, and take the stairs instead of the elevator or escalator. Those are small ways to stay more active and can have a significant positive impact on your physical health.

Another important factor in helping you to enjoy the holidays is to manage your expectations. Real life rarely looks like a Norman Rockwell picture; it's more like a Looney Tunes cartoon! No family is perfect, try to look at yours with a sense of humor, laughing allows you to see a challenging situation in a better light, and is great way to relieve stress.

Here are some ways to beat stress this Holiday Season:

- Ask for help – Don't be afraid to delegate some of your responsibilities, allow others to pitch in.
- Breathe – When we feel tense, our breathing gets shallow, take a few deep breaths.
- Take a break – Give yourself a time out and take a hot bath, read a book, take a walk, listen to music, or just sit in silence for a few minutes away from all the chaos.

As the New Year approaches, resolve to make 2011 a HEALTHIER year!

## Emails From Clinicians

When making referrals to the Behavioral Health Programs, you will see emails come back from the clinicians with the subject line listed as "Secure – BH Update". This way you'll know that the email pertains to the member that was sent our way.

Also, please feel free to take advantage of the contact information from the clinicians and call or email if you have questions, concerns or want to consult on the case. We love the exchange of information and it can be especially helpful with those tough and complex cases!



# MyHealth Coach

**No Updates at this Time**

# MyHealth Advantage

**No Updates at this Time**