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APWU Health Plan
800-222-2798
www.apwuhp.com



The Health Connection

Shape Up

WHAT IF WE TOLD YOU THAT YOU COULD feel better, look better, ward off chronic health conditions, improve your mood, and you didn't need to take a pill or spend a lot of money to do it?



Ready to sign up? Physical exercise can do all that. This month is National Physical Fitness and Sports Month, so we're bringing you some ideas on shaping up.

Everyone can benefit from regular physical exercise. Participating in moderate-intensity physical activity is an important part of a healthy lifestyle for people of all ages and wide range of abilities. It doesn't need to be hard or challenging. And, it can be fun.

The Centers for Disease Control and Prevention (CDC) recommends an exercise program that includes both cardio/aerobic activities; and resistance, strength-building, and weight bearing activities.

Cardio or aerobic activities

Most days of the week, work in a minimum of 30 minutes of moderate-intensity aerobic physical activity a day. There are lots of ways to add aerobic activities into your day:

- Walking at a brisk pace—one of the best ways to get moving
- Dancing
- Riding a bike

- Actively playing with children
- Mowing the lawn
- Playing golf
- Downhill skiing
- Playing basketball
- Water aerobics

Resistance, strength-building, and weight bearing activities

Two days a week, incorporate strength training into your routine. To become stronger, muscles need to push against some sort of resistance. Strength training activities maintain and increase muscle strength and endurance.

You're likely to see quick results, and then the changes seem to slow down after several weeks. But keep at it. Both men and women will increase muscle strength by 20-40 percent with several months of resistance training, according to the American Council on Exercise. Examples of strength-building activities include:

- Free weights
- Weight machines
- Water exercises

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Kaczor's Korner

We've highlighted the excellent results of our recent Prescription Drug Program member satisfaction survey in this issue. We're pleased that members gave the overall program a ninety-seven percent satisfaction rating. Your feedback supports our goal of bringing you a prescription drug program that saves you considerable money, is easy to use, and convenient too.

You get the deepest prescription drug discounts by using the Mail Order Pharmacy. Cost savings are considerable, and it's convenient because your prescriptions are delivered right to your door by the United States Postal Service, so you are also supporting our postal workers. And, with the cost of gas continuing to soar, every trip you don't have to make to your local pharmacy saves you money as well.

There is no drug deductible with the Prescription Drug Program. The Mail Order Pharmacy is a great savings for drugs taken on a long-term basis, for example drugs to lower blood pressure. You pay only \$15 for up to a ninety-day supply of generic medications; or 25 percent for brand name drugs (minimum \$12).

If you do need a short-term prescription, for example for antibiotics to treat an infection, using our Network Retail Pharmacy will also result in savings. You pay \$8 for generic drugs; or 25 percent for brand name drugs (minimum \$8). Short-term prescriptions provide up to a 30-day supply and one 30-day refill.



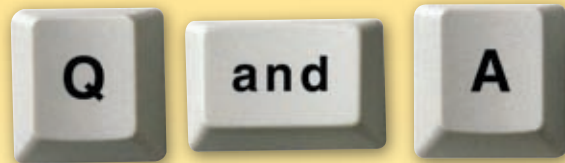
William J. Kaczor, Jr.

Shape Up

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- Housework or gardening where you lift or dig
- Pushing a lawn mower
- Resistance tubing (Therabands)
- Rowing machines

Exercise doesn't have to be a chore. The goal of working 30 minutes of exercise into most days can be broken down into 10 minute intervals. There are many ways to get exercise that are fun and include the whole family. The idea is to find something you enjoy, and get physical!



Go Online with eHealthRecord

eHealthRecord is a fast and easy way to find claim information and health records online, 24/7. High Option members, their spouses, and dependents can all access eHealthRecord and view their own health information in a safe and secure environment.

Following are questions and answers about how members, spouses and dependents access eHealthRecord for the first time:

Q: Where do I find eHealthRecord?

A: eHealthRecord is on the Health Plan's home page at www.apwuhp.com by clicking on the second bullet on the left

Q: If I'm a spouse or dependent, what do I do if someone in the family has already created an account?

A: The first time a spouse or dependent logs on, on the first page of eHealthRecord, click "Members" and then "New User? Click here to register with eHealthRecord"

Q: What information do I enter on the New Member Registration page?

A: Fill in your name, and the Member ID Number from your Member ID Card. All family members initially use the number from the Member ID Card. Enter your date of birth, mailing address, zip code, and email address. Once you click "Accept" for the "Terms and Conditions of Access", you will be given your own unique User ID Number

That's it. You'll receive an email confirming your log-in and providing your new User ID Number that you'll use every time you log in.

For help in using eHealthRecord, contact us at techsupport@apwuhp.com

Learning the Ropes at a Hospital



GOING TO THE HOSPITAL CAN SEEM LIKE TRAVELING to a foreign country. Everyone there seems to speak the same language, know the routines, and know the geography—except you. If you are a new hospital patient, learning what to expect can alleviate some of the anxiety of the unknown and help you better negotiate a hospital visit.

Before you go to the hospital, check the APWU Health Plan Federal Brochure (on our website at www.apwuhp.com, or call us at 800/222-2798), so that you know what your coverage will be and what precertification requirements will be involved. Elective in-patient hospital stays need to be precertified by your physician or hospital at least forty-eight hours prior to admission. Ask them if they have contacted us and for the precertification number for your records.

If your visit is a non-emergency, your first stop at the hospital is the admitting office. You will need to present your health insurance Identification Card. You will be asked to sign forms that allow the hospital staff to treat you and to release medical information about you to your insurance company. You'll be asked about any advance directives, which are the medical treatments in the hospital you want or don't want in case you can't make the decisions for yourself.

There are many areas in a hospital. The intensive care unit (ICU) has special equipment and staff when you are very ill. Coronary care units (CCUs) give intensive care if you have severe heart disease. Surgery is done in the operating room (OR). If you are having surgery, talk to the anesthesiologist before your surgery about any past reactions to anesthesia you or family members may have had. It is helpful to have a list of the medications you take and dosages, along with any medication you are allergic to. Show this list during admitting and when you speak to the anesthesiologist. After surgery, you will spend time in the recovery room before going back to your own room.

Before you go home, a discharge order will be written, and you will need a release from the hospital business office. The discharge planner will help plan for your needs at home, for example arrangements for a visiting nurse, durable medical equipment (such as wheelchairs), or other services. If needed, they know about rehabilitation centers, nursing homes and other long-term-care services.

The discharge planner needs to notify us for prior approval if you need home health care; physical, occupational or speech therapy; pulmonary rehabilitation; or durable medical equipment. Ask the discharge planner if they have contacted us.

What's New

Members Rate Prescription Drug Program Tops

In a 2007 member survey of the APWU Health Plan Prescription Drug program, Health Plan members gave the overall program a ninety-seven percent satisfaction rating. Other results are:

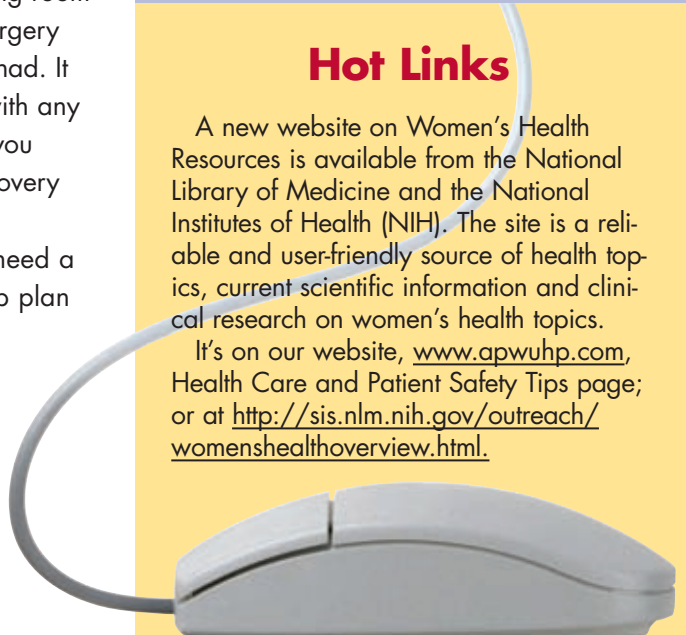
	Percent Satisfied
Overall Satisfaction	96.7%
Member Services	95.3%
Mail Order Program	97.2%
Retail Pharmacy Program	98.2%

We're constantly working to bring excellence in healthcare to our members. We'll be working to ensure quality this year and in years to come because your satisfaction is our number one priority.

Hot Links

A new website on Women's Health Resources is available from the National Library of Medicine and the National Institutes of Health (NIH). The site is a reliable and user-friendly source of health topics, current scientific information and clinical research on women's health topics.

It's on our website, www.apwuhp.com, Health Care and Patient Safety Tips page; or at <http://sis.nlm.nih.gov/outreach/womenshealthoverview.html>.





Help Your Children Become More Active

Children who are active perform better at school, improve their ability to concentrate, develop good social skills, manage stress, and set the pattern for a healthy adulthood. Here are some tips:

- Set family limits on watching TV, playing video games, and using the computer
- Encourage your children to get one hour of physical activity every day
- Ask your children what they like to do and would like to try, for example Little League baseball or swim team
- Create family activities that involve physical activity, such as hiking, walking or playing ball
- Help your children eat right
- Don't watch TV while you eat
- Give your kids healthy snacks. Examples include fruits, vegetables and whole-grain crackers
- Limit trips to fast-food restaurants
- Involve the whole family in healthy eating. Don't single out your children by their weight



Patients Get a Voice

APWU HEALTH PLAN HAS LONG CHAMPIONED MAKING HOSPITAL QUALITY information available to members. Our online Hospital Quality Ratings Guide helps you see how hospitals in your area compare in a number of important categories (www.apwuhp.com).

Now, a new survey of patients who have recently been in the hospital is available. The survey was developed by the Agency for Healthcare Research and Quality (AHRQ) and is available on Medicare's Hospital Compare website.

Patient survey information from 2,500 hospitals across the country is currently available. Information on most hospitals in the country will be available by the end of the year.

You can find Hospital Compare on our website (www.apwuhp.com) on the Health Care and Patient Safety Tips page, click the Hospital Compare link at the bottom of the page; or at www.hospitalcompare.hhs.gov.

Patients' answers to over two dozen questions are reported, for example:

- How often did doctors listen carefully to you?
- How often did nurses explain things in a way you could understand?
- Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- How often did the hospital staff tell you what a medicine was for?

Hospital patients now have a voice and are adding public information that hospitals, doctors and other medical professionals can use to improve hospital quality.

Only rely on APWU Health Plan's Brochure (RI 71-004) as the official statement of benefits, limitations and exclusions.

The
HealthConnection

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