

NAF HBP Benefits Information

Published by the NAF Personnel Policy Division

Issue 55 June 2013

- ◆ **Informed Health Line (IHL)**
- ◆ **Healthy Tips Awareness**
- ◆ **One Smoker at a Time**

Informed Health Line



One of Aetna's best resources to promote member health and informed decision-making is the Informed Health Line (IHL). Members call this phone line to speak with a nurse who can provide them with a video link to help promote further education/support of the health topic they discussed. The nurse selects the appropriate video from over 400 choices, with more videos added throughout the year. Each video is about 2-3 minutes long. This video library replaces the audio library that was used in the past. Members can visit the link and watch the video as often as they want, free of charge. Research shows that well-designed videos are more effective in delivering instructions. Additional information on this great tool can be found at: <http://www.mycsaetnabenefits.com/programs/informed/>.

Healthy Tips Awareness



The American Cancer Society's awareness campaign for skin cancer prevention promotes the slogan "Slip! Slop! Slap! and Wrap," which is a catch phrase that reminds people of the 4 key ways they can protect themselves from UV radiation:

- Slip on a shirt
- Slop on sunscreen
- Slap on a hat
- Wrap on sunglasses to protect your eyes and sensitive skin around them.

You can find more tips on sun safety at: <http://www.cancer.org/healthy/besafeinthesun/index>.

One Smoker at a Time



Support can make a world of difference! Smokers who get help are more likely to quit for good. If you are still smoking, use the interactive tool to measure your readiness to quit at: <https://www.healthwise.net/aetna/Content/StdDocument.aspx?DOCHWID=aa153040>. The answers you provide identify the stage you are in and assist you with more extensive information on quitting tobacco use. The approach suggests that to make positive changes, people must go through distinct stages ranging from not thinking about quitting to actually quitting.

◆ National Medical Excellence Program (NME)

National Medical Excellence Program (NME)



The National Medical Excellence Program has five segments to assist you in receiving care from nationally recognized doctors and facilities experienced in performing organ transplants, bone marrow transplants, and other complicated procedures. These segments include:

- National Transplant Program - Coordinates care and provides access to covered treatment through the Institutes of Excellence Transplant Network.
- National Special Case Program - Assists members who need emergency inpatient medical care while temporarily traveling outside the United States.
- Out-of-Country Care Program - Supports members who need emergency inpatient medical care while temporarily traveling outside the United States
- Aetna International Domestic Case Program - Provides case management for Aetna International members who need care in the United States.
- National Hemophilia Case Management Program - Helps members maximize benefits for acquisition of blood clotting factor and access a hemophilia treatment center.

If you need a transplant, you or your physician should contact Aetna's National Medical Excellence Program® at 1-877-212-8811 for preauthorization. When NME arranges for treatment at a facility more than 100 miles from your home, the Plan provides travel and lodging allowances for you and one companion, including round trip (air, train or bus) transportation costs (coach class only) or mileage, parking, and tolls if traveling by auto. Benefits for travel and lodging expenses are subject to a maximum of \$10,000 per transplant or procedure. Lodging expenses are subject to a \$50 per night maximum per person, or \$100 per night total.

The Plan will pay for travel and lodging expenses beginning on the day you become a participant in the National Medical Excellence Program. Coverage ends either:

- One year after the day a covered procedure was performed; or
- On the date you cease to receive any services from the program provider in connection with the covered procedure; or
- On the date your coverage terminates under the Plan.

The Plan covers only those services, supplies, and treatment considered necessary for your medical condition. The Plan does not cover treatment considered experimental or investigational (as determined by Aetna).