

# New Ventures

*A newsletter for YHP Medicare Participants*

Volume 1, Issue 1

Fall 2000

## Medicare/Retiree Coordinator's Role

The Medicare/Retiree Coordinator serves as a resource to retirees who continue to receive primary care services at Yale Health Plan. She conducts orientations for new retirees and Medicare participants and provides updates on relevant health care issues, benefits and Medicare. She can also offer assistance with matters such as meals on wheels, visiting nurse and home health care, hospice, transportation issues, and many other issues related to elder care.

## Internal Medicine News

A new phone system in Internal Medicine provides members with quicker and more convenient phone access. Please note that the only number to be used to contact Internal Medicine is **203-432-0038**. If you hear a recorded greeting when calling during normal clinic hours, don't hang up! During extremely busy times, your call may be taken by the answering service that will immediately forward your call to the appropriate person. The least busy times are mid and late afternoons; try to schedule calls for routine matters during those times.

## A Word about Referrals

Your YHP clinician may refer you for specialty services outside of YHP. Once you have established an ongoing relationship with a specialist, it is not necessary to obtain additional referrals from Yale Health Plan.

When you present the referral form to the Claims Department on the 4th floor, the claims representative will indicate on the form that charges are to be billed to Medicare.



Your copy of the referral form must be presented when you arrive for your appointment at the specialist's office. You must also present your Medicare and ITT Hartford or other secondary insurance cards at this time. Medicare and your supplemental insurance plans are responsible for payment of these services.

## New Phone System for YHP Pharmacy

The latest enhancement to service at the YHP Pharmacy is the IVR (interactive voice recording) system using the same Pharmacy phone number (203-432-0033). This new system, available 24 hours a day, will make using the Pharmacy easier and more convenient; just listen to the prompts for instructions on accessing Pharmacy services.

When you order refills, the system will tell you when the prescription will be available for pickup and ask you, if the prescription is not refillable, whether you want the Pharmacy to contact your clinician.

When ordering prescription refills, to use the automated refill function, you will need both your prescription number and patient identification number. Both numbers are printed on your prescription label. If you do not have either or both of these numbers, the system will direct you to leave a specific message.

## Interesting Web Sites

[www.medicare.gov](http://www.medicare.gov)

[www.sss.gov](http://www.sss.gov)

[www.aarp.org](http://www.aarp.org)

[www.aoa.dhhs.gov](http://www.aoa.dhhs.gov)

[www.seniors.gov](http://www.seniors.gov)

## YHP October Breast Cancer Awareness Programs

Yale Health Plan and the YHP Ob/Gyn Department will offer two daytime programs for the Yale community. Both events are at Yale Health Plan, 17 Hillhouse Avenue from 12:00 pm to 2:00 pm in the cafeteria (LL).

“Breast Imaging Modalities: Mammography and Beyond” - Dr. Liane Philpotts

“Breast Cancer Prevention, Primary and Secondary - Dr. Andrea Silber

Lunch will be provided following the programs. The events are free, but RSVPs are requested so that the department can know how many are planning to attend. To RSVP, please call 432-1826.

### Information for Mammography Screening Patients

Yale-New Haven Hospital has opened a satellite radiology office at 150 Sargent Drive in New Haven. The radiology office affords easy access from the turnpike (I-95), and provides free parking in addition to convenient hours:

Monday through Thursday  
8:00 am - 8:00 pm

Fridays  
8:00 am - 5:30 pm

Saturdays  
8:00 am - 4:30 pm

Telephone number - 781-4212

In addition to mammography, they provide general x-ray, CT scan services, and complete ultrasound service.

### Bills for Laboratory Tests

Medicare pays for diagnostic tests ordered by a physician to evaluate signs or symptoms of a specific problem or when treatment of a disease or injury is being monitored. However, most tests ordered for routine screening purposes are not covered by Medicare and you will be billed directly. If this causes you hardship, please discuss it with your physician when the tests are ordered. You do have the option to refuse to have the tests done but do so only after discussion with your physician. Routine laboratory tests and chest x-rays performed prior to surgery are also considered routine screenings and you are responsible for payment.

### Screenings and Vaccinations covered by Medicare

- Fecal occult blood test - one per year
- Flexible sigmoidoscopy - one per four years
- Colonoscopy - one per two years (high risk for colon cancer)
- Barium enema - (substitute for sigmoidoscopy or colonoscopy)
- Mammogram Screening - one per year
- Pap smear - one per three years
- Prostate cancer screening - digital rectal exam - one per year
- Prostate Specific Antigen (PSA) test - one per year
- .....
- Flu shot - one per year
- Pneumovax vaccine (pneumonia) - when recommended
- Hepatitis B vaccine - medium to high risk for hepatitis

### Important Phone Numbers

Medicare/Retiree Coordinator	203-432-8134
Member Services	203-432-0246
Internal Medicine	203-432-0038
Pharmacy	203-432-0033
Yale Benefits Office	203-432-5550
Social Security	1-800-772-1213
Medicare-(enrollment/replace card)	1-800-772-1213
ITT Hartford (Billing/Claims issues*)	1-800-368-3653 option 2 and option 2 again.
American Financial Services*	203-949-1738 (to replace ITT Hartford cards)

\*Identify yourself as a Yale Retiree, group AGP-1816

### Cataract Glasses

Following Cataract surgery, Medicare will pay for your first pair of glasses. Please ask your optician if the claim will be submitted directly to Medicare. If not, you can contact the Medicare/Retiree Coordinator (432-8134) for assistance.