



# NEW VENTURES

A newsletter for YHP Medicare Participants

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## YUHS Receives JCAHO Accreditation

Yale University Health Services underwent its first survey by the Joint Commission on Accreditation of Health-care Organizations (JCAHO) on February 7-9, 2005. I am delighted to report that effective February 10th, YUHS was formally accredited as an ambulatory care facility, skilled nursing care facility and behavioral health facility. This was the culmination of four years of intensive planning, work process re-design and culture change.

Our success . . . provides affirmation of YUHS's clinical excellence and dedication to performance improvement. It is also a tribute to the exceptional team spirit of our large and diverse staff.

Paul Genecin, MD  
Director, YUHS

## Hospital Care

Two years ago YUHS changed the process of taking care of patients in the hospital. Dr. Brian Beaulieu, a full-time internist, was appointed to make visits daily to our patients on the medical service at Yale New Haven Hospital (YNHH) and to consult with many of our surgical patients at the hospital.

With Dr. Beaulieu's appointment, YUHS has joined a fast growing trend in healthcare nationwide. All across the country physicians and hospitals have found it more effective and efficient to utilize dedicated physicians who are experts in providing medical care to patients in an inpatient hospital setting.

Healthcare diagnostic testing, surgical procedures, and other treatments have become more technical and complex, and the pace of innovation has accelerated. It has become more difficult for the office-based physician to keep up with the changes and respond to the needs of their sicker patients. Many healthcare organizations have found that "hospitalists" provide high quality specialized medical care that enables patients go home sooner.

The success of this approach requires excellent communication between a patient's clinician and the hospital team. This is more easily accomplished at YUHS because our medical staff shares the same space at 17 Hillhouse Avenue. The excellent coordination provided by Doris Foell, our Manager of Care Management, and by Jeanette Ryan, our Care Coordination Nurse also contribute to its success.

Regularly monitoring our patients' care at YNHH has increased patient satisfaction.

## Senior Health Fairs

Three Senior Health Fairs sponsored by Yale University Health Services will be held again this year during the month of October. These health fairs are designed to provide services in convenient locations for Yale Medicare participants including educational opportunities and special vaccination clinics for influenza (flu) and pneumococcal disease. We will also provide information on health services and resources available in your community, nutritional needs, medication counseling, diabetic counseling and more. There will be healthy snacks and raffle prizes. Come and chat with old friends and enjoy the many offerings at the fairs to be held at the following locations:

### Thursday, October 6, 2005

High Plains Community Center  
Orange Center Road  
Orange, CT  
9:00 am to 1:00 pm

### Tuesday, October 11, 2005

New Haven Unitarian Society  
700 Hartford Turnpike  
Hamden, CT  
9:00 am to 2:00 pm

### Thursday, October 13, 2005

Branford Evangelical Free Church  
231 Leetes Island Road  
Branford, CT  
9:00 am to 1:00 pm

## Advance Directives

What would happen if you experienced a serious medical problem and could not speak for yourself to make your wishes known about your medical care, life support and similar measures? Who would you want to make medical decisions on your behalf? Would that person be considered your decision-maker according to Connecticut law?

An Advance Directive guides your doctors and health-care team to know what your wishes are. Advance Directives are legal documents that you may complete to ensure that your wishes are carried out when you are unable to speak for yourself. Such a document can save your family a lot of anguish because they wouldn't need to second-guess your wishes.

Questions or additional information? . . . call the YUHS Retiree/Medicare Coordinator at 203-432-8134.

## New PA in Internal Medicine

Patricia Loving, PA-C, joined the YUHS Internal Medicine staff in November 2004. A graduate of Brandeis University where she majored in psychology, Loving received her MSW from the University of Michigan and her physician associate training from the Yale University School of Medicine.

Prior to coming to YUHS, she worked with the inpatient hospitalist service at Yale-New Haven Hospital and has been a primary care clinician at Community Health Care Plan, Hill Health Center and in a private practice in Hamden. In her earlier life Loving was a teacher in a cooperative daycare center, an emergency service medical technician and a psychiatric social worker.

## Reimbursement for Surgical Stockings

Claims for the reimbursement of surgical stockings (2 pair per year) must be sent to the Yale University Retiree Processing Center, P.O. Box 208357, New Haven, CT 06520-8357 and must include a claim form and receipt. Forms are available in the Yale Health Plan lobby opposite the elevators. If you would like to have a claim form mailed to you, please call the 203-432-7513. Forms are also available at Yale Benefits Office or on the web at [www.yale.edu/uhs](http://www.yale.edu/uhs).

## Claims for Prescription Costs after a Hospital Stay or One Day Surgery

MEDCO now administers the Prescription Benefit for eligible Yale Retirees. However, the Yale University Retiree Processing Center will continue to process claims for prescription medication following a hospital admission or one day surgery. Up to \$500 in actual prescription costs (not co-payment amounts) are covered at 100% following a hospital admission or one day surgery or for prescription costs for up to six months, whichever comes first. Medication refills that are not related to the specific hospital stay or one day procedure may also be claimed.

Retiree Major Medical claim forms are available in the YUHS lobby or you can call 203-432-7513 to have one mailed to you. Forms are also available at Yale Benefits Office (203-432-5550) or on our web site ([www.yale.edu/uhs](http://www.yale.edu/uhs)). Complete a Yale University Retirees Major Medical Claim Form and send it with your receipts and the documentation listed below to the YUHS Retiree Processing Center.

- original prescription receipts indicating patient name, date filled, medication name and cost. Register receipts or copies of charge card receipts are not acceptable.
- Discharge Summary (admission/one day surgery) or Medicare Summary Notice or a copy of the hospital bill.

### Claims office address . . .

YUHS Business Office  
Retiree Processing Center  
P.O. Box 208357  
55 Whitney Avenue (2nd floor)  
New Haven, CT 06520-8357.

Please wait about three weeks from the date of mailing before calling about the status of your claim. If you have questions about this process please call 203-432-7513.

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### Medicare/Retiree Coordinator

The Medicare/Retiree Coordinator is located in the Member Services Department on the 4th floor of YUHS. The department's design allows the reception staff to greet all visitors, accept correspondence and offer assistance to Medicare participants with billing or membership issues. All correspondence or bills which are left for review will be responded to in writing within 14 business days. If you have an issue that requires a consultation with the Medicare/Retiree Coordinator, you can call and speak to the Medicare/Retiree Coordinator at 203-432-8134. If necessary, an appointment will be scheduled.

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## Medical treatment outside the USA

Expenses incurred for medical care outside of the United States are not covered by Medicare but can be submitted to the Hartford Insurance (1-800-368-3653) for consideration. Please refer to your Hartford Life Certificate of Insurance (**page 9**) to review the guidelines for this benefit.

Send claims to the address listed below with documentation including your name, ID number as shown on your Hartford Card, original receipts (keep copies for your records) and any medical notes provided by the provider or facility where you were treated. Wait 4 weeks after submission before checking on the claim status.

**The Hartford**  
**Senior Medical Claims**  
**Administered by Benefit Planner**  
**P.O. Box 690450**  
**San Antonio, Texas 78269**

## Changes in Internal Medicine

Internal Medicine has improved its service by adding new staff, a new phone system and early morning and evening appointments.

Equally important is the new system for making appointments. The department can now book appointments three months in advance or more. However, holding open appointment slots can sometimes increase the wait for routine, non urgent appointments. With your help, we can minimize this problem by reducing "no shows."

Please let us know as early as possible if you cannot keep an appointment. We've made the process easy through our new phone system. Just dial 203-432-0038 and press 5 to speak to a receptionist. Yale Health Online users can e-mail a request for cancellation. Please let us know if we should contact you to schedule a new appointment.

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## New Ventures

Yale Health Plan  
Member Services  
17 Hillhouse Avenue  
P.O. Box 208237  
New Haven, CT 06520-8237

NON-PROFIT  
U.S. Postage  
PAID  
New Haven, CT  
Permit No. 526

*Please remember that free parking is available both in the lot right next to 17 Hillhouse Avenue and in the parking lot 37, just across Trumbull Street.*

