

# New Ventures

*A newsletter for YHP Medicare Participants*

Winter 2004

## Arrive earlier for appointments at YUHS

### Traffic on Hillhouse Avenue . . .

To facilitate access to the construction site across from the Yale Health Services Building, the City of New Haven has implemented some changes in traffic and parking patterns on Hillhouse Avenue.

- A small portion of the street is now two-way.
- A barrier has been erected to allow easier truck access.
- Several parking spaces have been eliminated.
- A traffic light has been installed at the corner of Hillhouse and Trumbull.

These changes have meant traffic backups on Hillhouse at certain times of the day — particularly the later mornings — making it difficult to get in to the YUHS parking lot. If you do need to travel by car, please allow yourself extra time to find parking.

While the construction is underway, you can avoid delays by:

- Using parking lot #37 on Trumbull Street, completely avoiding Hillhouse
- Taking the Yale shuttle if you are traveling from a campus location. Schedules and information are available at <http://www.yale.edu/work/departments.html>.
- Walking, if possible.

### YUHS Pharmacy Hours

Monday - 8:00 am to 6:30 pm  
Tuesday - 8:00 am to 6:45 pm  
Wednesday - 8:00 am to 6:45 pm  
Thursday - 8:30 am to 6:30 pm  
Friday - 8:00 am to 6:30 pm  
Saturday - 8:30 am to 3:30 pm

## Other transportation options

### *Why drive when you can enjoy the ride?*

There are many alternative options for transportation? Consider one of the following:

- Department of Transportation CT Transit Bus - half-fare - ID required **1-800-525-9181**
- Medicaid transport - for those enrolled in the CT Medicaid Program - **1-888-248-9895**
- Community Action Agency - medical transport within the Greater New Haven area - **1-203-387-7700 ext. 265**
- Greater New Haven Transit “My Ride” - transport to New Haven, East Haven, Hamden, North Haven, Orange, West Haven and Woodbridge - **1-203-288-6282**
- Hamden - medical transport within Hamden and to New Haven - **1-203-288-2885**

### YUHS Member Advisory Committee seeks retiree representative

Please read the enclosed letter and submit the name of an individual who is interested in serving the Yale retiree community for a two year period.

## South Central Connecticut Area Agency on Aging

1-203-785-8533

1-800-994-9422

The agency can provide an in-house assessment and advise you on available options and services from which you might benefit that are located throughout their service area.

## Save time . . . drop us a line

The Office of the Medicare/Retiree Coordinator is a resource for complicated billing issues; not a claims processing center. Due to the high volume of telephone and walk-in requests for assistance related to billing issues, we ask that you send your requests for assistance with billing issues to: Office of the Medicare/Retiree Coordinator, P.O. Box 208237, New Haven, CT 06520-8237. Reducing phone call volume will result in resolving issues in a more efficient and timely manner.

You can also drop off billing materials for which you need assistance either with the receptionist on the first floor of YHP, or with the Member Services Department on the fourth floor. You will not receive a phone call about the bills you drop off unless there are questions or more material that we will need from you. A written response will be sent to you within 10 days advising you what steps were taken to resolve the issue.

General questions or suggestions can be sent to:  
[margaret.hionis@yale.edu](mailto:margaret.hionis@yale.edu)

## CPTV Senior Series

A CPTV Original Series, "Seniors - Living a Quality Life," will be airing at **9:00 pm** on the **fourth Thursday of each month** from March through October 2004. From sharing the secrets of longevity and exploring ways to stay in your home longer to elder law and prescription drug issues, this monthly series addresses the concerns and interests of seniors and their families.

- **Elder Financial Abuse** - March 25
- **Preventing Falls** - April 22
- **Preventing Falls** - April 22
- **Senior Housing Options** - May 27
- **Nutrition and Meal Options** - July 22
- **Elder Law** - August 26
- **Prescription Drug Issues** - September 23
- **Transportation Options** - October 28

## Senior Health Fairs

The YUHS health fairs for Yale retirees held in Orange, Hamden and Branford in October 2003 were very well attended. Many thanks to the YUHS Departments of Health Promotion and Education and Member Services and to all of the vendors who participated and helped to make the senior health fairs so successful. Over 500 retirees received a flu and/or a pneumovax shot. Many area health providers/associations participated and offered information on how to improve daily living activities, safety issues, health assessments, hospice services, nutritional needs, medication counseling and diabetic foot care. YUHS also provided a healthy lunch, raffle prizes and entertainment (flower arranging, relaxation techniques, History of Radio). Those who attended the health fairs were delighted with the broad range of information and services offered. The health fairs will continue to be offered on an annual basis for Yale retirees.

## Important phone numbers

Medicare/Retiree Coordinator	203-432-8134
University Retiree Prescription	
Claims Processing Center	203-432-7513
YUHS Toll-Free Number (U.S./Canada)	1-877-947-2273
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
American Financial Services* (to replace ITT Hartford cards)	203-949-1738



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

## New Ventures

*published by Yale Health Plan*

EDITORIAL STAFF

**Margaret Hionis**

Medicare/Retiree Coordinator

**Noreen Slater**

Communications Coordinator