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# New Ventures

*A newsletter for YHP Medicare Participants*

Fall 2004

## Senior Health Fairs

The YUHS Senior Health Fairs are designed to provide Yale Health Plan patients with health information, educational opportunities and special vaccination clinics for influenza (flu) and pneumococcal disease.

Join us again this year to receive a flu or pneumovax immunization. **PLEASE REMEMBER TO WEAR SHORT SLEEVED CLOTHING!** Information will be available on health services and resources in your community, nutritional needs, medication counseling, diabetic counseling and more. Healthy snacks and raffle prizes will also be offered. Come and chat with old friends and enjoy the many offerings at the fairs.

**The fairs will be held from 9:00 am to 1:30 pm at the following locations:**

**October 14, 2004** - Branford Evangelical Free Church, 231 Leetes Island Road, Branford

**October 19, 2004** - New Haven Unitarian Society  
700 Hartford Turnpike, Hamden

**October 21, 2004** - High Plains Community Center  
Orange Center Road, Orange

**Note:** We strongly encourage you to obtain your immunizations at one of the health fairs listed above. A major construction project across from YUHS is causing traffic backups on Hillhouse Avenue making it difficult to access the YUHS parking lots.

If the above health fair dates are not convenient for you, immunization clinics at YUHS (1st floor) for seniors will be held on Wednesday, October 27 and Thursday, October 28 from 8:30 am to 4:00 pm. Immunization clinics will also be held on Wednesdays and Thursdays from 8:30 am to 4:00 pm during November and December (except for Thanksgiving week).

Questions or concerns . . . call the Office of Health Promotion and Education at 203-432-4094.

## YUHS Member Advisory Committee New Retiree Representative

Robert H. Gifford, MD has been elected to serve the Yale retiree community on the YUHS Member Advisory Committee for a two year period.

Dr. Gifford is a Professor Emeritus of Internal Medicine, former Deputy Dean at the Yale School of Medicine and a former member of the Board of University Health. He will bring to this committee his immense professional talent; his widely-admired dedication to patient care and his commitment to Yale and its Health Plan.

Email address: [robert.gifford@yale.edu](mailto:robert.gifford@yale.edu)  
Telephone: 776-0922

## New Internal Medicine Telephone System

Internal Medicine has implemented a new phone system. Please continue to use 203-432-0038 to contact the department. A phone tree with menu options will assist in directing patient calls to appropriate areas and provide better and improved access.

## Requesting Medical Records

The Medical Records Department is located on the lower level of YUHS. If you need copies of your medical record forwarded to an outside provider or facility, call 203-432-0062. You can also download a request form from our web site at [www.yale.edu/uhs](http://www.yale.edu/uhs).

## Moving and Updating Information

If you are changing your address, you must notify:

YUHS - **203-432-0246**

Yale Benefits Office - **203-432-5550**

Medicare/Social Security - **1-800-772-1213**

American Financial Services - **203-949-1738**  
(Identify yourself as a Yale Retiree)

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## Medicare/Retiree Coordinator

### Moving to a New Location

The Member Services Department has been relocated to the opposite side of the 4th floor. The Medicare/Retiree Coordinator will be moving to a new office.

The Member Services Department's new design will allow its reception staff to greet all visitors, accept correspondence and offer assistance to Medicare participants who have billing or membership issues. If after review more information is required, you will be contacted. 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, call 203-432-8134 to discuss the matter and if necessary, an appointment will be scheduled.

## Holiday Recess Hours

**December 23rd - 8:30 am to 12:30 pm**

**December 24th -closed**

**December 27th - 8:30 am to 5:00 pm**

**December 28th - 8:30 am to 5:00 pm**

**December 29th - 8:30 am to 5:00 pm**

**December 30th - 8:30 am to 12:30 pm**

**December 31st -closed**

## Referrals for Medicare Participants

Your YUHS clinician may refer you to a physician or facility outside of our building. Many Medicare participants have expressed concerns because the referral form after it is processed indicates “**Deny/Bill Medicare**”. This is the correct message for those patients who are Medicare participants.

The “**Deny/Bill Medicare**” message is noted on the referral so that the billing department of the outside physician or facility where you will be receiving services is aware that charges should not be billed to YUHS. It is important that you give your insurance information to the billing department. By providing correct insurance information at the time of the visit you will avoid future billing problems.

## 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

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