A Plan for Life:
Core Benefits
2013

CDPHP®

A plan for life.

Programs for Every Stage and Age

CDPHP® continues to lead the way in encouraging healthy behaviors in an effort to prevent unnecessary medical costs and enable employees to achieve their best possible state of wellness.

SINGLE-SOURCE REFERRAL LINE POINTS MEMBERS IN THE RIGHT DIRECTION

1-888-94-CDPHP

The CDPHP single-source referral line guides employees to help them make the most of the extensive array of programs. This line is appropriate whether the caller needs assistance in dealing with a serious medical issue or is simply looking for ways to improve his or her health.

TOOLS TO EDUCATE EMPLOYEES

To complement your worksite program, CDPHP offers many health and wellness resources for employees to take advantage of on their own time. These value-added services let employees choose what works best for them, whether online or in person. It's important to educate employees about the vast array of programs available.

Visit the Wellness Resources section on the employer page at www.cdphp.com for support materials such as flyers, brochures, posters, and sample emails.

Here is an overview of our value-added health promotion and wellness programs:

PERSONAL HEALTH ASSESSMENT GETS MEMBERS STARTED

The Personal Health Assessment (PHA) is an online survey designed to help members assess their current health status, well-being, and risk factors for disease. They receive a personalized report detailing their health risks and lifestyle behaviors with recommended actions for health improvement. It helps them understand what they are doing well and areas they might consider improving. The PHA uses interactive tools to help them set realistic targets and create an action plan.

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HEALTH COACH CONNECTION℠ DELIVERS DISEASE MANAGEMENT AND SELF-CARE SUPPORT

1-800-365-4180

Health Coach Connection℠ gives members no-cost telephone access to a personal Health Coach 24 hours a day, seven days a week. Health Coaches are specially trained health care professionals who provide personalized information and support on complex health issues such as heart disease, pulmonary disease, and diabetes. CDPHP also has programs that help members with COPD and asthma.

For members who are ready to take steps toward a healthier lifestyle there is an online Dialog Center℠ that includes a variety of support tools, including interactive "Healthy Conversations" programs such as *Quitting Smoking, Sleeping Well,* and *Dealing with Low Back Pain.*

1-888-94-CDPHP (23747)
The CDPHP referral line helps members make the most of their benefits and find the right program to help them improve their health.

A MULTIMEDIA APPROACH

www.myonlinewellness.com

My Online Wellness℠ is a user-friendly web feature for busy members. It is updated daily with videos, podcasts, health news, quizzes, and fun facts. A variety of customized online support programs also guide members in their efforts to lose weight, eat right, quit smoking, and manage chronic conditions.

inmotion.cdphp.com

CDPHP InMotion℠ is a powerful tool that allows members to track their fitness activities and helps them achieve their health and fitness goals. InMotion has a mobile app that uses the built-in GPS technology of a smartphone to record essential metrics, like duration, distance, pace, speed, and elevation. What's more, InMotion can be used to establish a daily calorie and nutrition plan, find friends, and post results to social networking sites.

www.cafewell.com

CafeWell™ is a Social Health Management® site that CDPHP offers to help promote the health and wellness of our members and their communities. It provides a safe, secure environment for participating in discussions, joining groups, and getting expert information.

COMMUNITY WELLNESS CLASSES ADDRESS COMMON HEALTH ISSUES

CDPHP releases a quarterly schedule of free classes for members. Members are notified via newsletters, and can view details and enroll online. Classes are offered in schools, senior and community centers, churches, hospitals, and fitness facilities. While many of the offerings are entry-level workshops, others are more in-depth and involve a series of classes, with topics aimed at varying ages and education levels.

OPTIONS FOR MEMBER COUNSELING

BEHAVIORAL HEALTH ACCESS CENTER - 1-888-320-9584

As a physician-guided plan, CDPHP encourages a close working relationship between medical professionals and behavioral health clinicians. The CDPHP Behavioral Health Access Center helps increase the synergy between these areas of medicine. Staffed by an experienced team of mental health and substance abuse treatment professionals, the Behavioral Health Access Center can refer members to appropriate mental health and substance abuse services.

CONTACT LIFELINE

CDPHP members have after-hours access to the CONTACT Lifeline, a telephone crisis hotline staffed by Family & Children's Service of the Capital Region. The lifeline can be reached by calling the Behavioral Health number on the member ID card or directly at 1-855-293-0785.

CASE MANAGEMENT PROMOTES QUALITY CARE

The CDPHP case management program serves high-risk members, improving coordination of service across the continuum of care and addressing the needs of "the whole person." Case management improves early identification of problems and facilitates effective communication among all members of the health care team—including the member and his or her caregivers. Examples of diagnoses that are appropriate for this program include: high-risk maternity, organ transplants, and multiple sclerosis. It is designed to help members maximize their access to health care services and empower them to take responsibility for their own care as appropriate.

MY HEALTHSOURCE

My HealthSource is a member portal that provides members with the ability to manage their health information in one secure place. Members can access the community wellness calendar to register for classes, take a personal health assessment, link to Life Points to track healthy behaviors, submit a self-referral to a CDPHP care manager, view health measurements like blood pressure or cholesterol levels, learn about their health through a searchable health database, and complete and print an individualized health record to take to their medical appointments. Members may also receive messages and articles from CDPHP care management programs with information specific to their unique health needs.

HEALTHIER GENERATION BENEFIT

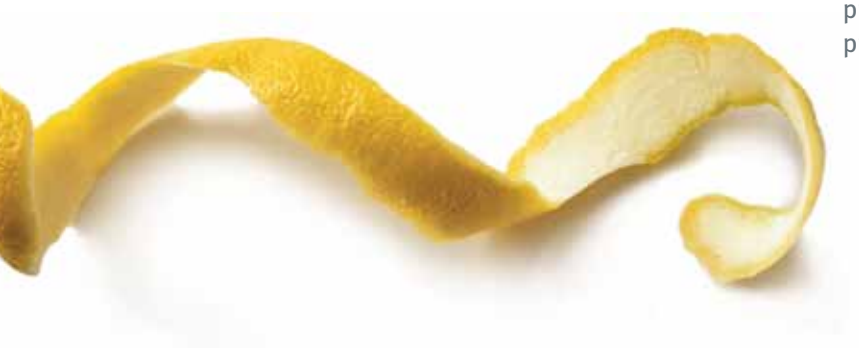
CDPHP collaborates with the Alliance for a Healthier Generation's Healthier Generation Benefit to assess and treat childhood obesity. Eligible members aged 3 to 18 are entitled to four office visits with their primary care provider for weight counseling and four visits with a registered dietitian for nutrition counseling per year. These services are subject to applicable deductibles, copayments, coinsurances, and/or group-specific contract limitations, if any.

CDPHP® HEALTH ALLY℠ AFFORDS AN EXTRA MEASURE OF SUPPORT

CDPHP Medicare Choices members and their caregivers appreciate the guidance provided by this program. A health professional calls each new Medicare Choices enrollee to assess their health and determine how CDPHP can help. The goal is to steer the member to the best CDPHP and community programs to meet their individual needs.

MEDICATION THERAPY MANAGEMENT HELPS MEMBERS AVOID DRUG INTERACTIONS

The CDPHP Medication Therapy Management (MTM) program is designed to improve the safety of prescription use and the management of chronic disease. Medication problems (such as the effects of using multiple drugs concurrently, drug interactions, dosing issues, and noncompliance) are identified and resolved through interventions with members, physicians, and pharmacists.



30% DISCOUNTS ON "WHOLE" HEALTH

CDPHP knows that many people seek healing treatments that are not part of traditional medicine—such as acupuncture, massage therapy, and chiropractic services. That's why we offer a Complementary and Alternative Medicine (CAM) program. This web-based service provides a wealth of helpful information, recipes, and discounts on massage therapy, stress management sessions, gym memberships, vitamins, and much more.

CVS EXTRACARE® CARD

CDPHP members receive a 20 percent discount off the regular price of CVS-brand health-related items when they present their ExtraCare card at any of the 7,200 CVS stores nationwide.

Rx FOR LESS

With Rx for Less, members with prescription drug benefits can get deep discounts on specified generic drugs at any CVS, Walmart, or Price Chopper. Many drugs are available for a penny a pill. There's no sign-up process or registration fee – members simply present their CDPHP ID card when purchasing their prescription to receive their discount.

Contact your broker or call your CDPHP account executive at 1-800-993-7299.

A plan for life.

Capital District Physicians' Health Plan, Inc.
Capital District Physicians' Healthcare Network, Inc.
CDPHP Universal Benefits,® Inc.

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