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## CONTACT INFORMATION

Customer Service  
 410-424-4450  
 800-261-2393  
[www.ehp.org](http://www.ehp.org)

Mental Health &  
 Substance Abuse  
 410-424-4476  
 800-261-2429

Dental - United Concordia  
 866-851-7576

Care Management  
 410-424-4480  
 800-261-2421

Corporate Compliance  
 410-424-4996  
[compliance@jhhc.com](mailto:compliance@jhhc.com)

## SUBURBAN HOSPITAL

Customer Service  
 866-276-7889

## STUDENT HEALTH PROGRAM

Customer Service  
 410-424-4485  
 888-400-0091  
[www.hopkinsmedicine.org/uhs](http://www.hopkinsmedicine.org/uhs)

Mental Health &  
 Substance Abuse  
 410-424-4476  
 800-261-2429

Care Management  
 410-424-4480  
 800-261-2421

## Health Tips for Flu Season



Monica Thompson, program promotions coordinator, Johns Hopkins HealthCare, winces in anticipation of getting the flu shot administered by registered nurse, Marjorie Zepko, October 1.

According to the Centers for Disease Control and Prevention, the single best way to prevent seasonal flu is to get vaccinated each year. Good health habits like covering your mouth when coughing and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There are also flu antiviral drugs that can be used to treat and prevent the flu.

### Avoid close contact.

Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

### Stay home when you are sick.

If possible, stay home from work, school, and

## Cold Versus Flu

### *What is the difference between a cold and the flu?*

The common cold and the flu are both respiratory illnesses, but they are caused by different viruses. Because these two illnesses have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone.

In general, colds are usually milder than the flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations. The flu, however, is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense.

### *How can you tell the difference between a cold and the flu?*

Since the cold and flu share many symptoms, it can be difficult (or even impossible) to tell the difference between them based on symptoms alone. However, your provider can order tests that can determine if you have a cold or the flu.

errands when you are sick. You will help prevent others from catching your illness.

### Cover your mouth and nose.

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.

### Clean your hands.

Washing your hands often will help protect you from germs.

### Avoid touching your eyes, nose or mouth.

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

### Practice other good health habits.

Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

### Complications of the Flu

Complications of flu can include bacterial pneumonia, ear infections, sinus infections, dehydration, and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes.

# What's It Mean?

## Care Management

Individuals with chronic illnesses who understand their condition, follow their treatment plans, and control their symptoms have fewer complications and live healthier lives. Recognizing this, we have established a program that provides health education and one-on-one assistance for members

with asthma, diabetes, cardiovascular disease, and chronic obstructive pulmonary disease (COPD).

Members with low intensity conditions receive annual educational mailings; those with moderate and high intensity are contacted twice a year and offered the opportunity to work individually with an EHP care

manager. The member and care manager in collaboration with the member's doctor develop a treatment plan. To encourage members to utilize this service, EHP is offering a \$200 incentive for working with a care manager in developing and adhering to an agreed upon plan. To find out if you're eligible, call 800-557-6916.

## My EHP Story

Suzanne M. Cowpertwaite, assistant director of nursing, Department of Oncology, Johns Hopkins Hospital, has reinvented herself. She has a twinkle in her eye, pep in her step and new-found confidence. Her transformation began when she decided to change her mind-set and the way she looked at life.

"I've learned that I've always taken care of everybody around me, but I didn't take care of myself," said Suzanne, who donated a kidney to her sister nine years ago. "I rarely got sick, but I never went to the doctor, not even for screenings."

About eight months ago Suzanne reluctantly signed up for a health coach at a benefits fair through Employer Health Programs (EHP). The mother of four remained skeptical, especially since she didn't have any physical ailments that bothered her.

"I talked with the health coach for about an hour the first time she called. We talked about what motivates me, what doesn't motivate me and long-term goals. I was amazed with the process because I was finally going to be held accountable for my own health," said Suzanne.

With guidance and a soft push, Suzanne set out to challenge herself. "Exercise was the biggest struggle for me. I needed to find something that fit into my schedule and something I liked." Suzanne did just that.



Three times a week Suzanne tests her mind and body while paddling to the beat of a drum. She is part of a dragon boat team that can be found slicing through the waters of Baltimore's Inner Harbor. "The team effort is amazing. The key to this sport is staying in perfect time to the beat of the drum. And the workout is incredible."

Suzanne's success also includes her new internist. She has completed all her annual screenings. She said that most of her EHP services have been preventative, so she is grateful for that and for the pep in her step.

## Urgent Care Centers

Urgent Care Centers are facilities licensed to provide medical services for unexpected illnesses or injuries that require prompt medical attention, but are not life or limb-threatening. The cost is lower than an emergency room (ER) visit for both you and your employer, and you may avoid long wait times than in an ER.

For your convenience, we have included a list of our participating Urgent Care Centers in this newsletter. Please review and note those that are close to your home or work, and hours of operation. A list may also be accessed via [www.ehp.org](http://www.ehp.org) or by calling customer service at 410-424-4450. If you feel you have a true emergency, call 911 or go to the ER.

## Pharmacy Update

YES! You can receive a flu shot at a pharmacy near you. EHP members age 18 or older can receive a flu shot for no cost at select community pharmacies this fall. This convenient option lets you get a flu shot even if you can't make it to your provider's office. And best of all, it's free. Check the list of participating pharmacies on the EHP website at [www.ehp.org](http://www.ehp.org) to find a pharmacy near you.



# What If...

## *I want a second opinion?*

Our members are encouraged to seek a second opinion for those conditions where there may be multiple options for care or to verify that a recommended treatment or procedure is the right choice for them. Your providers may also recommend that you seek a second opinion. Coverage for a second opinion is part of your medical benefit and follows the same benefit plan guidelines as other medical services. If you are covered under a plan that requires a referral from your Primary Care Physician (PCP) for care, then you must still coordinate and obtain a referral from your PCP for a second opinion.

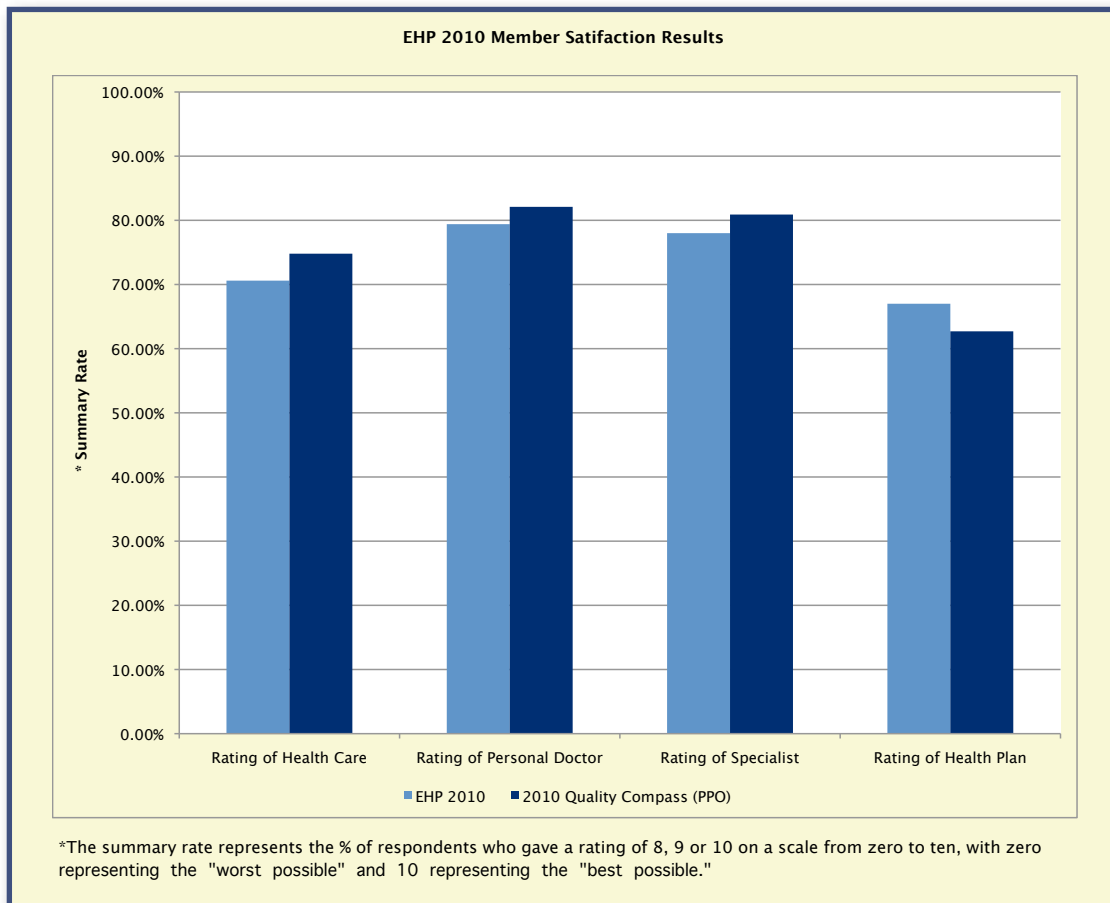


# Satisfaction With Plan is Growing

In the spring of 2010, the Myers Group conducted their annual EHP Member Satisfaction Survey. The survey assesses member satisfaction with the health plan and health care received. A random sample of EHP members were asked to rate their satisfaction with their providers, timeliness and quality of services, and with the health plan overall. This year EHP members rated the health plan at 67% which exceeded the 2010 Quality Compass rate that directly compares health plan's quality and customer service scores to those of other health plans. Although there were no other significant changes in the rates compared to 2009,

the survey indicated that several areas offered opportunities for improvement. The information from the survey will be incorporated into EHP's continuous quality improvement process as we monitor and refine all aspects of the program so that we can best meet your health care needs.

JHHC Member Satisfaction Surveys will be conducted again in the spring of 2011. In the meantime, please fill out the enclosed survey and give us your feedback on EHP and our services, or visit our website at [www.ehp.org](http://www.ehp.org) to complete the survey on-line.



# Healthwise for Life

We all have bad days - days when it feels like everybody and everything is against us. Most of the time we go to sleep at night, only to wake the next morning and discover that our 'mountains' are really 'molehills.' However, if you've been experiencing a low mood, sadness, tearfulness, or irritability for more than a couple of weeks in a row, you may be clinically depressed.

There are many things that you can do to address mild to moderate depression:

- Talk with trusted friends or family members.
- Keep regular sleep hours and aim for seven to eight hours each night.
- Go for a walk. Fresh air, sunshine, and cardiovascular activity for 45 minutes to an hour everyday is extremely therapeutic.
- Eat three meals each day and include plenty of fruits and vegetables.

If you would like to talk to a professional, contact the EHP Behavioral Health Department and request assistance in finding a therapist and/or psychiatrist in your area. Call 800-261-2429 and a Behavioral Health staff member will share provider information with you and may suggest having a conference call with you to set up the initial appointment.



**Connections** newsletter is published quarterly for Johns Hopkins EHP members by Johns Hopkins HealthCare LLC, External Affairs and Communications Department. **JHHC President** – Patricia M.C. Brown; **Chief Operating Officer** – Jeffrey Joy; **Chief Financial Officer** – Michael Larson; **Vice President, EHP** – Keith Vander Kolk; **Senior Director, EHP** – Michelle Ross-Gavin; **Senior Director, Marketing and Communications** – Victoria K. Fretwell; **Communications Manager/Editor** – Donna L. Chase. To submit information or articles, e-mail [dchase@jhhc.com](mailto:dchase@jhhc.com).

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# Quality Matters

Johns Hopkins HealthCare  
[www.jhhc.com](http://www.jhhc.com)

Employer Health Programs (EHP)  
[www.ehp.org](http://www.ehp.org)

## SPECIAL INSERT

### *Quality Improvement*

The Johns Hopkins HealthCare (JHHC) Quality Improvement program focuses on improving the quality of care and services delivered to our members, network providers and purchasers. You can obtain more information about the program or our progress on meeting our improvement goals by calling 410-762-5325 or by accessing that information on the two websites at the above listed addresses. Watch the websites and the newsletter throughout the year for updates on various measures, such as member satisfaction surveys and monitoring the quality of care you receive.

### *Care Management Programs: How To Self-Refer*

JHHC's Care Management team offers a variety of population health programs to help members manage chronic health conditions, recover from serious illness and make healthy lifestyle changes. Our Care Management services are voluntary and are provided at no cost to the member. Members identified with certain needs may be automatically enrolled, but are under no obligation to participate in these programs. Details regarding the programs are located on each of our websites.

If you have questions about the programs or believe you or a loved one would benefit from these services, call 410-762-5206 or 800-557-6916. We are available Monday through Friday from 8:30 a.m. to 5 p.m. Any voicemail messages received after normal business hours will be addressed the following business day. We can also be contacted via e-mail at [populationhealth@jhhc.com](mailto:populationhealth@jhhc.com).

### *Utilization Management*

The aim of the JHHC Utilization Management Program is to ensure that members receive the right care at the right time in the right setting. JHHC's utilization management decisions are based on appropriate care and existence of coverage. JHHC does not have financial incentives for staff that reward denials or promote under-utilization of services. If you would like to reach a utilization management representative, please call 410-424-4480 or 800-261-2461 with your request.

### *Respecting Your Private Health Information*

JHHC wants you to know how we maintain the privacy of your private health information (PHI). We outline how we do that in a document called the Notice of Privacy Practices, which can be accessed on the EHP website under the member section. If you would like a paper copy, call EHP Customer Service at 410-424-4450 or 800-261-2393.

## *Handbook Information*

A wealth of information about how to use your health benefit plan can be found in your member handbook, which is mailed to new members after their initial enrollment. If you've misplaced your handbook, the same information can be located on the EHP website under the member section. It includes:

- How to access care and obtain primary care services
- Benefits and services included and excluded from your coverage
- Information about your financial responsibilities for health care services
- Information about coverage when you are out of the service area
- Prescription plan and pharmacy information
- How to submit a claim if you receive a bill you don't think you have to pay
- Your rights and responsibilities as a health plan member
- Information about our network providers, including their qualifications
- How to obtain care after normal office hours
- How to obtain care from a specialist, mental health and substance abuse providers or hospitals
- How to pay us a compliment, or submit a complaint, or request a review of an adverse decision
- What to do if you think the situation is a medical emergency
- How to obtain assistance if your primary language is not English
- How you can express your wishes in an Advance Directive
- How JHHC evaluates new medical treatments to determine whether or not they should be covered

The member handbook has a fresh new look and is packed with vital information. To view the handbook, just log onto the website, and click on the member tab. If you would like a paper copy of the handbook, call Customer Service at 410-424-4450 or 800-261-2393.

## *Chat*

Nurse Chat is a benefit that is provided at no additional cost to you. It provides real time access to a registered nurse who can give you medical information – and it's only a phone call or keystroke away. EHP members can call and be connected directly.

Nurse Chat went live on January 1, 2010 and is available 24 hours a day, every day. To reach Nurse Chat, call 866-796-1855. Use PIN Number 380. You can also go to [www.nurselinechat.com/jhhcehp](http://www.nurselinechat.com/jhhcehp) to connect to Live Nurse Chat for additional information, or to link to the Health Information Library or other health resources such as Symptom Checker. You can also link to Nurse Chat from the EHP website at [www.ehp.org](http://www.ehp.org).

COUNTY	CENTER NAME	LOCATION ADDRESS	TELEPHONE
<b>ALLEGANY</b>	Frostburg Health Center	10701 New George's Creek Rd. SW, Frostburg, MD 21532	301-689-3229
	Hunt Club Medical Center	12500 Willowbrook Rd., Cumberland, MD 21502	240-964-8564
<b>ANNE ARUNDEL</b>	Concentra Urgent Care PA	811 Cromwell Park Dr., #104-105 Glen Burnie, MD 21061	866-944-6046
	Immediate Care Medical Center-Glen	7010 Ritchie Hwy., Glen Burnie, MD 21061	410-760-4500
	Minute Clinic Inc	2003 Davidsonville Rd., Crofton, MD 21114	866-389-2727
	Minute Clinic Inc	2601 Riva Rd., Annapolis, MD 21401	866-389-2727
	Minute Clinic Inc	7095 Baltimore-Annapolis Blvd., Glen Burnie, MD 21061	866-389-2727
	Minute Clinic Inc	8124 Veterans Hwy., Millersville, MD 21108	866-389-2727
	Nighttime Pediatrics at Waugh Chapel	2401 Brandermill Blvd. #100, Gambrills, MD 21054	410-721-6483
	Nighttime Pediatrics North and Adult	8125 Ritchie Hwy. #H, Pasadena, MD 21122	443-332-4265
	Patient First	3357 B Corridor Marketplace, Laurel, MD 20724	301-497-1820
	Patient First	7116 Ritchie Hwy., Glen Burnie, MD 21061	443-577-0277
	Patient First	8105 Ritchie Hwy., Pasadena, MD 21122	443-573-0564
Righttime Medical Care	2114 Generals Hwy., Annapolis, MD 21401	410-224-6483	
Righttime Medical Care	2225 D Defense Hwy., Crofton, MD 21114	410-721-0311	
<b>BALTIMORE</b>	Concentra Urgent Care PA	1840 York Rd., #E Timonium, MD 21093	866-944-6046
	Concentra Urgent Care PA	8101 Pulaski Hwy., #H Baltimore, MD 21237	866-944-6046
	ExpressCare of Padonia	9832 F York Rd., Cockeysville, MD 21030	410-628-1861
	ExpressCare of White Marsh	4952 Mercantile Rd., White Marsh, MD 21236	410-933-7204
	Immediate Care Medical Center-Reisterstown	11722 Reisterstown Rd., Reisterstown, MD 21136	410-833-5000
	Minute Clinic Inc	1001 York Rd., Towson, MD 21204	866-389-2727
	Minute Clinic Inc	500 Eastern Avenue, Essex, MD 21221	866-389-2727
	Patient First	10210 Reisterstown Rd., Owings Mills, MD 21117	410-902-6776
	Patient First	10755 Falls Rd. Ste 160, Lutherville, MD 21093	410-583-2777
	Patient First	4924 Campbell Blvd., Baltimore, MD 21236	443-461-1997
	Patient First	8830 Belair Rd., Baltimore, MD 21236	410-529-9200
<b>BALTIMORE CITY</b>	Care Plus Center	1000 E. Eager St., Baltimore, MD 21202	410-522-9800
	Concentra Urgent Care PA	100 S Charles St., #150 Baltimore, MD 21201	866-944-6046
	Concentra Urgent Care PA	1419 Knecht Ave., Baltimore, MD 21227	866-944-6046
	Concentra Urgent Care PA	1833 Portal St., Baltimore, MD 21224	866-944-6046
	Life Care Plus	5051 Greenspring Ave. #100, Baltimore, MD 21209	410-542-1725
	Minute Clinic Inc	630 Exeter St., Baltimore, MD 21202	866-389-2727
	Patient First	5100 Eastern Ave., Baltimore, MD 21224	410-814-4500
<b>CALVERT</b>	Dunkirk Urgent Care	10845 Town Center Blvd. #108, Dunkirk, MD 20754	410-286-7911
	Minute Clinic Inc	10095 Ward Rd., Dunkirk Marketplace, Dunkirk, MD 20754	866-389-2727
	Solomons Urgent Care	14090 Solomons Island Rd. #1300, Solomons, MD 20688	410-394-2800
<b>CARROLL</b>	ExpressCare of Westminster	1011 Baltimore Blvd., Westminster, MD 21157	410-848-3990
	UNI Urgent Care Center	826 Washington Rd. #110 A, Westminster, MD 21157	410-751-7480
<b>CHARLES</b>	Patient First	2855 Crain Hwy., Waldorf, MD 20601	240-427-1926
<b>FREDERICK</b>	Clarksburg Medical Center	186 Thomas Johnson Dr., #105 Frederick, MD 21702	301-662-0967
	Mt. Airy Health Services (Immediate Care)	1502 South Main St., Mt. Airy, MD 21771	301-829-5800
	Immediate Care at Oak Street	850 Oak St., Frederick, MD 21701	301-698-8374
<b>HARFORD</b>	ExpressCare at the Festival	5 Belair South Pkwy. #1535, Belair, MD 21015	410-569-0044
	ExpressCare of Bel Air	1505 Churchville Rd., Bel Air, MD 21015	410-420-6970
	Minute Clinic Inc	1221 Churchville Rd., Bel Air, MD 21015	866-389-2727
	Patient First	560 W. MacPhail Rd., Bel Air, MD 21014	410-638-6480
	Patient First	995 Hospitality Way, Aberdeen, MD 21001	410-306-7880
<b>HOWARD</b>	Concentra Urgent Care PA	6656 Dobbins Rd., Columbia, MD 21045	866-944-6046
	Concentra Urgent Care PA	7377 Washington Blvd., #101 Elkridge, MD 21075	866-944-6046
	Minute Clinic Inc	3300 Centennial Lane, Ellicott City, MD 21042	866-389-2727
	Minute Clinic Inc	6480 Old Waterloo Rd., Elkridge, MD 21075	866-389-2727
	Nighttime Medical Care	6334 Cedar Lane, Columbia, MD 21044	301-596-6483
<b>MONTGOMERY</b>	All Day Medical Care Clinic LLC	8945 N. Westland Dr. #200, Gaithersburg, MD 20877	301-330-0006
	Clarksburg Medical Center	23208 Brewers Tavern Way, Clarksburg, MD 20871	301-515-3333
	Minute Clinic Inc	12359 Georgia Ave., Wheaton, MD 20906	866-389-2727
	Minute Clinic Inc	546 N. Frederick Ave., Gaithersburg, MD 20877	866-389-2727
	Minute Clinic Inc	6700 Wisconsin Ave., Bethesda, MD 20815	866-389-2727
	Minute Clinic Inc	7809 Wisconsin Ave., Bethesda, MD 20814	866-389-2727
	Minute Clinic Inc	7955 Tuckerman Lane, Rockville, MD 20854	866-389-2727
	Minute Clinic Inc	799 Rockville Pike, Rockville, MD 20852	866-389-2727
	Righttime Medical Care	12220 Rockville Pike, Rockville, MD 20852	301-468-6483
	Righttime Medical Care	882 Muddy Branch Rd., Gaithersburg, MD 20858	410-721-0311
<b>PRINCE GEORGE'S</b>	Concentra Urgent Care PA	4451 G Parliament Place, Lanham, MD 20706	866-944-6046
	Concentra Urgent Care PA	8700 Central Ave., Landover, MD 20785	866-944-6046
	Greenbelt Medical LLC	7225 Hanover Parkway, # A Greenbelt, MD 20770	301-220-0039
	Minute Clinic Inc	11729 Beltsville Rd., Beltsville, MD 20705	866-389-2727
	Minute Clinic Inc	5870 Silver Hill Rd., District Heights, MD 20747	866-389-2727
	Minute Clinic Inc	8201 Annapolis Rd., New Carrollton, MD 20784	866-389-2727
	Minute Clinic Inc	8859 Branch Ave., Clinton, MD 20735	866-389-2727
<b>QUEEN ANNE'S</b>	JHCP at Kent Island	1630 Main St., Chester, MD 21619	866-580-1630
<b>ST. MARY'S</b>	St. Mary's Hospital Express Care	25500 Point Lookout Rd., Leonardtown, MD 20650	301-475-8981
<b>TALBOT</b>	Your Doc's in/Chesapeake Medical Solutions	8163 Ocean Gateway, Easton, MD 21601	410-822-0200
<b>WASHINGTON</b>	Urgent Care at Robinwood	11110 Medical Campus Rd. #245, Hagerstown, MD 21742	240-313-9600
	Urgent Care Pennsylvania Ave	13424 Pennsylvania Ave. #104, Hagerstown, MD 21742	240-313-3100
<b>WICOMICO</b>	Your Doc's in/Chesapeake Medical Solutions	2425 North Salisbury Blvd., Salisbury, MD 21801	410-334-6351
<b>WORCESTER</b>	Your Doc's in/Chesapeake Medical Solutions	103 120th Sreet, Ste H, Ocean City, MD 21842	410-520-0582
<b>YORK</b>	Wellspan ReadyCare	1101 S Edgar St. Ste E, York, PA 17403	717-851-1566
	Wellspan ReadyCare	2250 E. Market St., York, PA 17402	717-812-3940