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 www.ehp.org

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 800-261-2429

Dental - United Concordia
 866-851-7576

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

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SUBURBAN HOSPITAL

Customer Service
 866-276-7889

STUDENT HEALTH PROGRAM

Customer Service
 410-424-4485
 888-400-0091
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Mental Health & Substance Abuse
 410-424-4476
 800-261-2429

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

Revitalize your Spirit This Spring



Spring is the perfect time to renew your spirit with exercise. Whether you choose to work out in an indoor gym or hike through nature's splendor, decide on a plan of action that will get your body moving.

Spring is a wonderful time for renewing and refreshing the spirit. As we "spring clean" our homes, why not "spring clean" our minds and bodies too? If you can shed excess winter weight

by exercising and eating healthier foods, both will help energize and revitalize your system.

However, it's not always easy to make changes, even with the onset of spring. Change is hard, and it begins when we can make a commitment to modify our behavior and thinking, which is where most of us get stuck. If you're stuck, enlist help from family members, friends, or health professionals.

Once you've overcome that hurdle, decide on a plan of action that will get your body moving. Whether you join a gym, hire a personal trainer or decide to walk the neighborhood every day, keep in mind that any type of exercise can help reduce your waist line and your stress level. Improved health can also lead to a lower likelihood of developing heart disease, hypertension, diabetes or a stroke.

You can renew other aspects of your life as well. Take a break from the television and the couch. Listen to music. Go through your piles of papers, clothes, and nooks and crannies in rooms that haven't seen light for years. Give things away, have a garage sale, or recycle old or unused items. And yes, enjoy the wonders of spring!

Behavioral Health Services are Offered

If a member from Johns Hopkins HealthCare's (JHHC) Employer Health Programs (EHP) requires assistance with mental health or substance abuse, JHHC's Behavioral Health Department steps in to help arrange care.

The Behavioral Health Department consists of Specialty Care Coordinators (SCC), Intake Coordinators and Treatment Coaches. SCCs authorize inpatient and outpatient care. Intake Coordinators respond to inquiries, forwarding them to the appropriate parties. Treatment Coaches, who specialize in knowing the provider network, direct members to the appropriate provider in their area.

"Being a part of the solution for these folks has always been gratifying. There is still a certain stigma connected with mental health and addicted persons," said Tom Taylor, SSC. "I feel privileged to be a person who can help break down the barriers so that hurting folks can get the correct help."

For any questions about the services provided, call 410-424-4476, or 800-267-2429.

What's It Mean?

Health Coach

Coaching, as defined by W. Timothy Gallwey, is “the art of creating an environment, through conversation and a way of being, that facilitates the process by which a person can move toward desired goals in a fulfilling manner.”

Three years ago Johns Hopkins HealthCare (JHHC) began offering health coach services to its Employer Health Programs (EHP) members. The Health Coach Program focuses on prevention of health-related risks and improving overall wellness. Making simple lifestyle changes decreases your risk of developing chronic conditions and improves your quality of life.

Our certified health coaches work one-on-one with you to develop a plan of action that will help you reach your wellness goals. The top five areas members are working on include quitting smoking, reducing stress, losing



Health Coaches are waiting to work with you. Pictured left to right are: Jennifer Thrift, Nancy Cardinal, Aliah Wood, Deborah Linehan and Wendy Bowen.

weight, eating healthier and increasing physical activity. Many members are already taking advantage of this free benefit and making healthy changes. For more information or to see if you qualify to work with a coach, contact us at 800-957-9760 or email us at healthcoach@jhhc.com.

Services for You

Omega Life

The Omega Life program is a member-centered, palliative care case management program for members and families coping with a cancer diagnosis. The program is designed to enroll members at the beginning of the diagnosis or anywhere in the continuum of the cancer care journey.

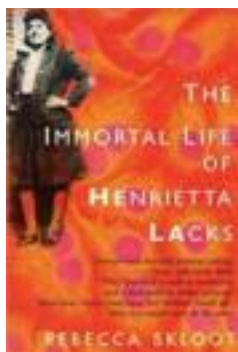
Omega Life case management is designed to be additional support to the role of the Primary Care Provider (PCP) and/or specialist.

Omega Life case managers function as educators, health care navigators, communicators, resource locator/coordinators, according to the assessed and expressed member needs and goals. The case manager will assess the member's goals and needs in the areas of pain and symptom management, psychosocial, spiritual needs and the potential for growth and development in the end of life. Palliative care case managers follow members through to either discharge from the program when they are cancer free for a few years or through and into hospice, if that's what they choose. For additional information please call 800-557-6916.

The Bookshelf

The Immortal Life of Henrietta Lacks

by Rebecca Skloot documents the story of how scientists took cells from an unsuspecting descendant of freed slaves and created a human cell line that has been kept alive indefinitely, enabling discoveries in such areas as cancer research, in vitro fertilization, and gene mapping.



“Fascinating book. From the irony of the seemingly immortal cells which took the life of Henrietta Lacks to the family's struggle to understand the disease and

scientific discovery process, there are elements sure to interest almost any reader.”

-- **Keith Vander Kolk**, Vice President, Client Relations, Johns Hopkins HealthCare

“I was immediately captivated by the story of Henrietta Lacks and couldn't put the book down. I was amazed by the many medical milestones that occurred because of the research conducted on HeLa cells. What an awesome history lesson!”



-- **Stacy Hill**, Program Coordinator II, Johns Hopkins US Family Health Plan, Johns Hopkins HealthCare



My EHP Story



Blair Arnold, a NICU nurse at Johns Hopkins Hospital, worked with a health coach to learn how to make her busy lifestyle a healthier one.

Blair Arnold, a Neonatal Intensive Care Unit (NICU) nurse, Johns Hopkins Hospital, provides care to newborn babies delivered pre-term or at-term that experience complications at birth. Blair enjoys her work, but with a rotating work schedule, staying fit became a challenge.

As an Employer Health Programs (EHP) member, Blair took advantage of the health coach program benefit and is now back into her workout routine despite working six weeks on the day shift and then six weeks on the night shift.

Blair considers exercising one of her hobbies, but acknowledges it was a challenge to make time for it due to her work schedule. Her health coach helped her learn how to manage her time better, and she is pleased with her current schedule. She is undaunted by having to work overnight. When she gets off, Blair goes home, goes to sleep, and is able to fit in a workout before returning to work.

“I was used to exercising five or six times a week through college. Now, you have to make that time when you are working a full-time job, especially after working 12 hours,” Blair said. “I’ve been able to maintain a normal gym schedule, but it was really hard when I first started working.”

Blair’s schedule also affected her diet.

“It was hard to work a swing-shift schedule and eat healthy. It was tough trying to eat healthy at 2 a.m.,” stated Blair.

Since working with her health coach, Blair has changed her habits by packing her lunch daily. She no longer buys food while at work and is back to being a fixture at the gym.

<p>Can I take these two medications together?</p>			<h2>24 Hour Nurse Chat</h2> <p><i>Talk to a real nurse, in real time</i></p> <p>Do you have an urgent question you need answered?</p> <p>Program these in your phone for easy access: 1-866-796-1855 pin # 380 www.nurselinechat.com/jhhcehp</p>
	<p>What specialist should I see for my back pain?</p>		
<p>I've been trying to quit smoking, can you help me find the best option?</p>		<p>How much pain reliever can I give my child?</p>	
<p>My son was playing outside, fell and twisted his ankle, I'm not sure if he needs an X-Ray?</p>			



EHP Good News

Focus Groups

EHP members had the chance to voice their opinions and preferences at focus groups conducted February 15 and 16. Approximately 40 members participated in the focus groups, which were hosted and conducted by a third party vendor in Towson, Maryland. We were able to get a better sense of what works and what doesn't work for our EHP Member. The focus group discussions included member satisfaction, including benefits and coverage, health programs, explanation of benefits, and member communication preferences. Stay tuned – we'll have the results for you in the next publication of *Connections*.

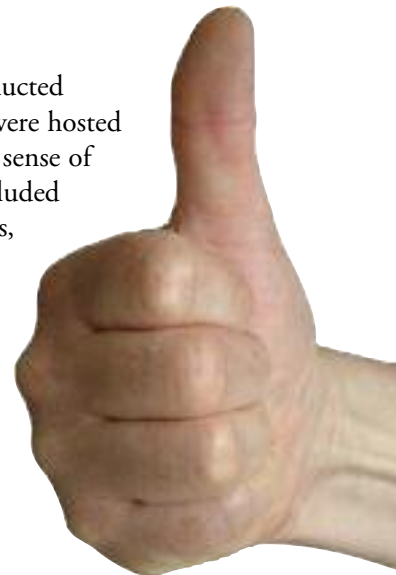
Survey

According to the results from the survey conducted in the Fall edition of *Connections*, EHP members gave us high marks on the following:

- EHP Network of 15,000 doctors in Maryland
- Ease of getting an appointment for routine care (within 30 days)
- Ease of getting tests or screening from laboratory or radiology facilities

Membership

EHP's membership continues to grow. We have 53,000 members to date. We have more than 15,000 providers in the EHP network. With the implementation of the Multiplan PHCS Healthy Directions network, EHP members have access to in-network care nationwide.



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If you have questions regarding fraud or suspected fraudulent activities involving an EHP member, provider or employee, please contact the Corporate Compliance Department at 410-424-4996 or by email at compliance@jhhc.com.

burn a hole in your pocket. Ask your doctor to check the EHP formulary for lower cost prescription options to help soothe your physical and financial discomfort. Learn more at www.ehp.org

DON'T LET
BRAND-NAME PRESCRIPTIONS

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