



# My Health Advisor

a Program to Benefit Members

MY HEALTH ADVISOR is a unique program to improve service and reduce the long term costs of certain diseases faced by members.

**What is it?** My Health Advisors program will assist members with diseases related to Heart, Kidney and Diabetes towards improving treatment results and reducing complications.

**Why is this important?** In many cases members with complicated diseases on treatment programs make little or no progress towards health improvement. Frequently, the lack of success is related to misunderstandings, unaffordable medications or barriers to access.

**Who qualifies for this help?** All members of Western Grocers Trust who have complicated diabetes (poorly controlled or diabetes with hypertension and dyslipidemia), coronary artery disease, or chronic renal disease are candidates for the program.

**How does it work?** Members who qualify will typically be contacted directly by the Trust. Or, if they think they qualify, they can contact the Trust to discuss their personal situation. Once enrolled, MY HEALTH ADVISORS' job is to bridge the gap between a provider's plan and the actual therapy - to be an advocate for health improvement by addressing these issues. And to make sure the patient is educated and aware of all the benefits and resources available.

**What will it cost members?** Nothing – it will actually save participating members money. The Trust will waive the co-pay requirements for outpatient visits (excluding ER), generic prescription medications, and durable medical equipment related to the disease treatment. All of which are intended to remove treatment barriers and encourage full commitment to a treatment plan.

**What is required of members who participate?** It's simple; in order to be enrolled in the program and participate in the incentives, members agree to comply with the following:

- Provide full access to medical information about their condition
- Follow 100% of attending Physician's Treatment Plan (PTP)
- Attend all appointments
- Communicate with MY HEALTH ADVISOR as requested
- Provide self-treatment information and results
- Not make false statements

Additional information about this program is published in our quarterly newsletter. Please feel free to contact the Trust if you would like any more information.