

Subject: Member Education (Page 1 of 3)

Objective:

- I. To provide Health Share of Oregon/Tuality Health Alliance (THA) members with THA plan and benefit information according to Department of Medical Assistance Programs (DMAP) criteria.
- II. To provide members with general health and wellness education, as well as condition-specific health education.

Policy:

- I. THA Plan and Benefit Education

THA provides plan and benefit information through a variety of resources, including the Health Share Member Handbook, THA Provider Directory, THA Website, Health Share website, and DMAP required mailings. All print resources are available in English and Spanish.

Alternate language and material formats (e.g. large print) are available to members upon request. Members may ask for additional copies of resources at any time.

They may have resources mailed or emailed to them.

- a. Health Share Member Handbook

The Health Share Member Handbook is a complete plan and benefit reference tool. The member handbook is available on the THA and Health share website and can be mailed at the member's request. THA is part of the Health Share Coordinated Care Organization and all maintenance and distribution of the member handbook is managed by Health Share.

- b. THA Provider Directory

The THA Provider Directory is a comprehensive list of THA-contracted providers. It is available on the THA website and can be mailed to the member at their request. The directory is revised monthly so that additions and edits are timely and new members receive the most up-to-date information regarding THA providers.

The Provider Directory contains the full name, title, clinic location, and telephone number of each THA-contracted provider. Listed providers are categorized within the following sections:

1. Primary Care Providers (herein, whether or not a provider

Subject: Member Education (Page 2 of 3)

is accepting new members is also indicated)

2. Specialists
3. Hospitals
4. Ancillary Facilities and Providers
5. Pharmacies
6. DME Providers

c. THA New Member Letters

THA New Member Letters contain THA plan and benefit information including coverage; customer service information, primary care provider selection assistance, addresses and locations of emergent and urgent care providers, etc.

These letters go out to any new member on the THA. These members are pulled from our new member database and sent out on a weekly basis.

d. THA Website

The THA Website, www.tualityhealthalliance.org, offers a variety of plan and benefit information under the Oregon Health Plan tab, in the Member Resources & Forms section. THA Website resources are edited and uploaded at least monthly. These resources include the following:

1. THA Member Handbook packet
2. THA Provider Directory
3. THA appeal and DMAP Administrative Hearing documents

4. Community health education class flyers

e. Plan and Benefit Updates via Mail

THA will mail any additional plan and benefit updates to members as per DMAP requirements.

f. Health Education

Health education is provided to members through, Performance Improvement Project mailings and pamphlets, THA Website materials, counseling from THA

Subject: Member Education (Page 3 of 3)

Case Managers, counseling from THA providers, and Tuality Health Education Center classes.

1. THA Member Communications Information

a. THA Members receive educational information that cover topics such as preventive care, allergies, healthy eating, exercise, etc.

b. Counseling from THA Case Managers

Care counseling is provided to members as necessary. Members may be identified for educational counseling based on their utilization or non-compliance. A THA Case Manager will call to counsel a member when it is apparent that the member may benefit from education outside of the clinic setting.

c. Counseling from THA Providers

THA will assist in educating members in regards to but not limited to disease and accident prevention, self-management of chronic conditions, and promotion and maintenance of optimal health. Providers may furnish handouts and other health information materials. All education efforts shall be documented in the member chart. At the member's next encounter, compliance with the educational process will be queried and documented.

d. Tuality Health Education Center Classes

THA members are encouraged to attend community health classes and support groups at the Tuality Health Education Center (THEC). THEC classes are covered benefits. Classes may include chronic disease seminars, pregnancy support groups, healthy cooking demonstrations, etc. Class details may be obtained by calling THEC directly at 503-681-1700.

References: 2012 OHA Coordinated Care Organization Contract #139071
42 CFR 438.100
OAR 410-141-0300

Formulated:	October 1994
Reviewed:	October 1995 May 2010
Revised	September 1998 October 1999 April 2002 December 2005 May 2008 November 2012 February 2015 July 2017