Connections℠ and your patients

Patients who are AmeriHealth members and are eligible for Connections℠ can benefit from this innovative program. Consider using it for AmeriHealth members who:

- need to make important health decisions about screening or treatment for conditions like:
  - Back pain
  - BPH or prostate cancer
  - Coronary artery disease
  - Colon cancer screening
  - Uterine fibroids or abnormal uterine bleeding
  - Breast cancer
  - Osteoarthritis
  - Weight loss surgery
  - End-of-life care
- have been diagnosed with one or more chronic conditions (e.g., diabetes, asthma, COPD, CAD, CHF) and need education and support
- are at a high risk for hospital admission or readmission
- may benefit from support on a case-by-case basis (e.g., end-of-life decisions)

For more information call the Connections℠ Program Provider Support Line at (866) 866-4694

Connections℠ HEALTH MANAGEMENT PROGRAM

AmeriHealth

AmeriHealth HMO Inc. • AmeriHealth Insurance Company of New Jersey • QCC Insurance Company d/b/aAmeriHealth Insurance Company

Shared Decision-Making® is a registered trademark of the Foundation for Informed Medical Decision Making. Used with permission.

MDSDM-BRO-AMH-0605

© Health Dialog 2006

Shared Decision-Making® Program

BETTER RELATIONSHIPS
BETTER DECISIONS
BETTER CARE

Connections℠ HEALTH MANAGEMENT PROGRAM

AmeriHealth

Helping you help your patients

Uncertainty. It's an often-neglected symptom for patients facing important health decisions. The best way to treat it? Keep your patients informed and involved through the Connections℠ Health Management Program. With the Connections℠ Shared Decision-Making® approach, you have the resources you need to better engage your patients in their own care.

Benefits of the Shared Decision-Making® approach

- **Enhanced patient decision-making skills**
- **More productive doctor/patient dialogues**
- **Well-informed patients**
- **Better patient understanding of condition and treatment**
- **Better clinical decisions**

Specially trained Health Coaches

Trained and certified in the Shared Decision-Making® program, Connections℠ Health Coaches provide personal support and education to your patients who are facing important health decisions. Health Coaches are specially trained health care professionals, such as nurses, dietitians and respiratory therapists, who are available by telephone 24 hours a day, 7 days a week. In addition to support, Health Coaches provide evidence-based information and can send your patients print materials and videotapes.

There are decisions for which scientific research supports more than one treatment option (e.g., lumpectomy or mastectomy to treat early localized breast cancer) or there is scientific uncertainty about the choices (e.g., benefits of surgery for patients with low back pain). These treatment choices are best made by informed patients working with their physicians to make decisions based on the best clinical evidence and their own preferences. Health Coaches support members facing these types of decisions by helping them consider the risks and benefits of various treatment options and supporting them as they work with their physician to make the decision that is right for them.

Shared Decision-Making® videos

A wide range of informational videos is available to provide your patients with engaging, unbiased and evidence-based learning tools so they can understand their diagnosis and make a more informed decision. The videos cover a broad spectrum of topics, including prostate cancer screening, treatment choices for coronary artery disease and back pain, end-of-life decisions and more. Videos are developed in partnership with the Foundation for Informed Medical Decision Making.

Shared Decision-Making® Video Series

Your patients have access to more sources of health care information than ever. How can you help ensure that the information they are relying on is based on sound evidence?

The Shared Decision-Making® Video Series was created to provide patients with the perspectives and evidence-based information they need when they face decisions about medical testing and treatment, and to encourage patients to work with their doctors to make decisions.

The Shared Decision-Making® videotapes:

- present the latest clinical evidence about the risks and benefits of treatment options in ways patients can understand.
- explain why there is sometimes a lack of evidence to support one treatment option over another, for example, for patients with herniated disc disease or early, localized breast cancer.
- include interviews with patients who have undergone treatments and experienced various outcomes or side effects, illustrating the variety of patient perspectives and concerns.
- focus on helping patients engage in high-quality decision-making with their doctors.
- support patients in carrying out their choices with confidence and competence.

Patients can obtain videotapes by calling the Connections℠ Health Management Program.

Herniated Disc: Treating Low Back and Leg Pain
For patients with low back and leg pain and herniated disc diagnosis

Spinal Stenosis: Treating Low Back and Leg Symptoms
For patients with low back pain and spinal stenosis diagnosis

Chronic Low Back Pain: Managing Your Pain and Your Life*
For patients with low back pain not attributed to herniated disc, spinal stenosis or spondylolisthesis

Acute Low Back Pain: Managing Your Pain Through Self-Care
For patients who have had low back pain (including buttock and upper leg pain) for up to four weeks

Treatment Choices for Knee Osteoarthritis*
For patients considering knee replacement surgery

Treatment Choices for Hip Osteoarthritis*
For patients considering hip replacement surgery

Colon Cancer Screening: Deciding What's Right for You
For men and women age 50 to 80 who are at average risk for colon cancer and are considering screening for colon cancer

Is a PSA Test Right for You?*
For men considering a prostate-specific antigen (PSA) test

Treatment Choices for Prostate Cancer
For men with early stage prostate cancer

*AWARD-WINNING VIDEO

Treatment Choices for Benign Prostatic Hyperplasia*
For men, typically 50 or older, with BPH symptoms

Treatment Choices for Coronary Artery Disease
For patients with stable angina

Living with Coronary Artery Disease: Doing Your Part*
For patients with coronary artery disease

Treatment Choices for Abnormal Uterine Bleeding
For women considering hysterectomy for treatment of uterine bleeding

Treatment Choices for Uterine Fibroids
For women considering fibroid treatment options

DCIS: Choosing Your Treatment*
For women with ductal carcinoma in situ

Early Stage Breast Cancer: Choosing Your Surgery
For women with early stage, invasive breast cancer

Early Breast Cancer — Hormone Therapy and Chemotherapy: Are They Right for You?*
For women considering additional treatment after surgery

Living with Metastatic Breast Cancer: Making the Journey Your Own
For women with metastatic, or Stage IV, breast cancer

Breast Reconstruction: Is It Right for You?*
For women considering breast reconstruction

Ovarian Cancer: Reducing Your Risks
For women who want to reduce their risk of ovarian cancer

Coping With Symptoms of Depression
For patients who are wondering if they have depression or who have been diagnosed with depression and are considering treatment options

Weight Loss Surgery: Is it right for you?
For morbidly obese adults who are medically eligible for weight loss surgery

Peace of Mind: Personal Stories about Advance Directives
For patients and families facing end-of-life decisions

The Informed Health Care Consumer
For patients interested in participating in decision-making with their doctors

How to refer your AmeriHealth patients to the Connections℠ Health Management Program

Complete a **Connections℠ Fax Referral Form** and fax to (800) 276-3075.

Or

Give your patient a **Connections℠ Referral Slip**, encouraging them to call a Health Coach directly.

If you have any questions, please call the Connections℠ Program Provider Support Line at (866) 866-4694.