



# Live Well, Work Well

Employee Health Benefits Bulletin February 2019  
Burlington Township School District

## Plan News to Use

Timely heart health tip: If you or someone you know experiences one or more of these signs of a heart attack, call 911 immediately: chest or other upper body discomfort (arms, back, neck, jaw, or stomach), lightheadedness, shortness of breath, nausea, or a cold sweat.

Brought to you by  
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**ID Card Reminder** Aetna sent new ID cards to most SHIF medical members for January 1, 2019. There is NO CHANGE to your benefits or ID number—this was for administrative purposes only. Be sure to use your new card when accessing services.

**Heart Health** The American Heart Association (AHA) recognizes each February as *American Heart Month* to raise awareness about the disease. Learn how to keep your heart healthy: Aetna's [Health Guide](#) offers helpful info; plus, check out this short [video](#).

**Annual Plan Benefits** Your Aetna plan provides benefits for specified covered services related to Preventive Care, such as lab work, screenings, and routine physicals—many are covered annually. With the start of each new year, you can

access these services in-network at no charge. *Reminder: any deductibles that apply to your plans renewed on January 1; see plan overviews for details.*



**BeneCard Clinical Review Update** If your prescribed drug

needs clinical review prior to dispensing, sign up online to receive real-time status alerts via email or text. See the attached instructions!

**New for 2019! Guardian Nurses Program** Aetna and AmeriHealth SHIF medical plan members now have access to dedicated nurse advocates who can help coordinate care and navigate challenges you may face when ill. Contact a coordinator at (609) 472-3273 or (609) 472-1797; see the attached flyer for details.

## Doctor's Orders

Do you know exactly what constitutes “clear liquids”? What is a sitz bath? You may not know what these and other common medical directives are but your doctor probably assumes you do:

**Baking Soda Bath** These baths can help relieve the discomfort of certain skin problems. Fill a tub of warm, distilled water with ½ cup of baking soda.

**Bland Diet** This is usually recommended to help alleviate stomach problems such as ulcers, nausea, vomiting, diarrhea, or gas. A bland diet includes foods that are soft, lightly seasoned, and low in fiber:

- » Clear liquids (distilled water, clear fruit juices, broth, or tea)
- » Low-fiber cereals, potatoes, or rice
- » Bananas; cooked and mashed vegetables without stems and seeds
- » No dairy products, alcohol, caffeine, and spicy or fried foods

**Honey-Lemon Cough Mixture** This can help soothe a sore throat and act as an expectorant. To prepare, mix two-parts honey to one-part lemon juice.

**Hot Packs** Can relieve chills, sooth a headache, and more. To prepare, wrap a filled hot water bottle in a towel soaked in warm water (and wrung out). Cover in plastic and apply to affected area for 20 minutes; remove for 20 minutes; repeat.

**Sitz Bath** Helps ease pain from hemorrhoids, abdominal cramps, and bladder or yeast infections by soaking the hips and buttocks in warm, distilled water or a warm salt water solution.



## Healthy Recipe

### Curried Potatoes

#### Ingredients

- » ¼ cup butter
- » 1 onion (finely chopped)
- » 3 cups potatoes (cubed)
- » ¾ cup chicken broth
- » ½ Tbsp. curry powder
- » ½ Tbsp. lemon juice

#### Instructions

- 1) Boil the potatoes in a medium saucepan until fork-tender. Drain off the hot water. Transfer to a bowl of ice water.
- 2) Melt the butter in a frying pan or skillet over medium heat.
- 3) Sautee the onion in the butter until it turns yellow.
- 4) Drain the water from the potatoes and add to the frying pan. Stir and cook until the potatoes absorb the butter.
- 5) Add the broth, curry powder, and lemon juice.
- 6) Cook until potatoes have absorbed the broth. *Enjoy!*

## National Health Observances

### February

#### American Heart Month

American Heart Association  
[heart.org](http://heart.org)

#### National Children's Dental Health Month

American Dental Association  
[ada.org](http://ada.org)

### March

#### Bleeding Disorders Awareness Month

National Birth Defects Prevention Month  
[hemophilia.org](http://hemophilia.org)

#### National Kidney Month

National Kidney Foundation  
[kidney.org](http://kidney.org)

#### National Nutrition Month

Academy of Nutrition and Dietetics  
[eatright.org](http://eatright.org)

### Empowering Members with Real-Time Tracking Access for Clinical Review Status

BeneCard PBF believes that the use of technology better enhances our clients' and members' service experience in all aspects of your prescription benefit program. That's why we now provide real-time tracking alerts through email and text messaging for those whose medication(s) require a clinical review.

#### **What is a clinical review?**

BeneCard PBF pharmacists perform clinical reviews to evaluate the safety and appropriateness of a medication based on FDA guidelines and the pharmaceutical company's packaging label. A clinical review can apply to programs such as drug utilization review (DUR), prior authorization, step therapy, quantity limits, and specialty medication protocols.

#### **Why provide real-time electronic clinical review updates?**

Clinical review updates delivered in real-time through email and text message alerts provide us with a much more efficient way to communicate to you the status of any of your medications that may require a clinical review. Rather than waiting for a letter delivered through a parcel service, you can now quickly receive up-to-date information during the review process --- after receiving a message alert, you can check the status of the given medication's clinical review at any time and from anywhere, whether on your computer or your mobile device.

#### **How do clinical review alerts enhance the review process?**

Providing you with access to see the current stage of your clinical review gives you the ability to play an active role in the process. For example, if you see that we have requested additional information from your doctor, you can reach out to them directly to confirm the request is being addressed, or that information has been sent. This can open a dialogue between you and your doctor in case there are any additional steps you may need to take (such as getting new blood work done), this in turn may assist in speeding up the entire process.

The hope is also that the clinical review alerts will allow you to gain a better understanding of the clinical review process. You can track each step from start to finish, taking the mystery out of clinical reviews and easing your concerns about your medication's clinical review status.

#### **How can members track the clinical review process?**

You can access clinical review updates for your medications via our online member portal at [www.benecardpbf.com](http://www.benecardpbf.com).

After registering at [www.benecardpbf.com](http://www.benecardpbf.com) and logging into the member portal, you can select what types of notifications you wish to receive by clicking on the "My Account" tab and then selecting "My Account Settings". From here, you will have to enter your email and mobile phone information to activate clinical review notifications for emails and/or text messages. Once you activate either or both notifications, you will receive an email and/or text each time the status of a clinical review for your medication is updated. These notifications contain no personally identifiable health information and will direct you to log on to the member portal for more details.

Please refer to the reverse side of this document for our member web registration tutorial. You can refer to this tutorial to help guide you through registering for the member web portal at [www.benecardpbf.com](http://www.benecardpbf.com) and setting up your email and text message alert notifications.

# Stay Connected.

Register at [www.benecardpbf.com](http://www.benecardpbf.com)

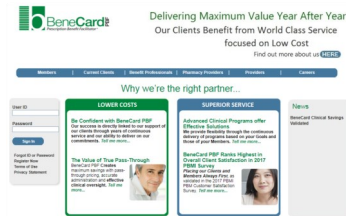
Fast. Easy. Secure. Create your online member account to access helpful tools:

- Find a pharmacy.
- See savings opportunities.
- Check copay and coverage details.
- Review your prescription history.
- Manage mail order refills.
- Set up electronic notifications.

## Get started with three simple steps.

- 1) Visit [benecardpbf.com](http://benecardpbf.com) and click on “Register Now” under the user login fields.
- 2) Under “I want to register as a” select “Member.” Be sure to have your member ID card ready.
- 3) Complete all required fields and click “Submit.”

I have read and agree to the [Benecard Terms of Use](#) and the [Benecard Privacy Statement](#).



User ID

Password

[Forgot ID or Password](#)  
[Register Now](#)  
[Terms of Use](#)  
[Privacy Statement](#)

I want to register as a:

First Name:

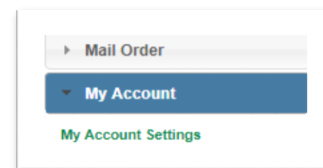
Last Name:

**Once you've submitted your information, you'll be asked to activate your account. Do not skip this step. It's necessary to keep your information secure.**

- 1) Check your email for a message from BeneCard PBF.
- 2) Open the message and click the activation link.
- 3) Verify your account by entering your password and answering your security question. Then click “Submit.”

**Now that your account is active, you can turn on refill reminders and mail order shipping notifications, plus clinical review email and text notifications.**

- 1) Go to “My Account” and click “My Account Settings.”
- 2) Select the notifications you'd like to receive.
- 3) Click “Submit.”



Refill Reminders:

Shipping Notifications:

Clinical Review Message Notifications:

For help with your BeneCard PBF account, contact member services 24 hours a day, 7 days a week, 365 days a year, using the number on the back of your member ID card. We look forward to serving you.

# Struggling with a healthcare issue?



## For Your Benefit ...

Our Mobile Care Coordinator RNs, backed by a team of registered nurses, are ready to respond whenever you are struggling with a healthcare issue. They can:

- **VISIT YOU AT HOME** or in the hospital to assess your care needs.
- **BE YOUR GUIDE**, coach and advocate for any healthcare issue.
- **MAKE APPOINTMENTS** so you can be seen as quickly as possible.
- **GO WITH YOU** to see doctors, to ask questions and to get answers.
- **IDENTIFY PROVIDERS** for all care needs and second opinions.
- **GET THINGS YOU NEED** such as healthcare equipment.
- **PROVIDE DECISION SUPPORT** when you are thinking about treatments or surgery.
- **EXPLAIN A NEW DIAGNOSIS** to help you make informed decisions.

**Who is eligible:** The services of our Mobile Care Coordinator Nurses are available to members of the Schools Health Insurance Fund and their covered dependents. **All services are free and confidential.**



Schools Health Insurance Fund

**Mobile Care  
Coordinator**<sup>®</sup>

Powered by Guardian Nurses  
Healthcare Advocates

**SCHOOLS  
HEALTH**  
INSURANCE FUND 



To request help from our  
Mobile Care Coordinators or the team at  
Guardian Nurses, call 609.472.3273 or 609.472.1797.