



# National Elevator Industry Health Benefit Plan

## FAQ VER. 1.0



### Who is Carewise Health?

National Elevator Industry Health Benefit Plan partners with Carewise Health to offer you and your family the Healthy Lift Personal Health Management program. Carewise Health provides specialized healthcare advice and counseling to health plan members so that they can feel their best. Participation in all of the Healthy Lift programs is kept confidential in compliance with federal privacy laws.

### What is the relationship between Carewise Health and NEI Health Benefit Plan?

Carewise Health is a fully-accredited, independent, health and wellness organization who specializes in making its members feel better. NEI Health Benefit Plan has hired Carewise Health to offer its programs as a free health benefit to union members.

### What is the Healthy Lift program?

Healthy Lift is the brand name for the free, confidential programs promoted by Carewise Health to all NEI Health Benefit Plan members and their eligible dependents, including retirees and Medicare primary members. Members have direct access to Carewise Health's team of personal health coaches and health educators; these are specially trained healthcare experts who work with members to create and follow a personal plan toward better health.

### What kind of services do I receive from the Healthy Lift program?

**The Healthy Lift Personal Health Management program consists of the following:**

**Disease Management** – This program offers the opportunity to work one-on-one with a specially trained health coach (a registered nurse) to improve the health and quality of life for you and your family members living with a chronic condition(s). You or a family member may qualify or be invited to participate if you're currently living with, or are at-risk for, one of the following conditions:

- Asthma
- Atrial Fibrillation
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure
- Coronary Artery Disease
- Diabetes
- High blood pressure
- High cholesterol
- Low back pain
- Stroke

**Case Management** – When an accident happens or a sudden illness arises, this program offers a specially trained health coach (a registered nurse), backed by a team of board-certified doctors, to help you or your family member navigate the healthcare system and manage your care. This allows you to recuperate and better focus on achieving the best possible health outcome.

**Carewise Best Practices** – Personal health coaches work with you to make sure you get the best care — at the right cost— based on your health coverage. Coaches provide prompt, impartial evaluations on planned treatments covered under your benefits plan and have expertise in managing hospital and other facilities’ length-of-stay guidelines and out-of-network care. They can also refer you to Healthy Lift personal health management programs if the need arises.

### How do I enroll?

Call 1-800-634-4832 to speak with a Carewise Health enrollment specialist who can help you get started.

### What should I do if I get a call from Carewise Health?

Be sure to take the call! NEI Health Benefit Plan has partnered with Carewise Health because their programs have proven successful in providing education and support to members who make an effort to manage their health.

### How was I selected to participate in this program?

You or your family member(s) are invited to participate in Healthy Lift based on your medical and/or prescription claims history, including recent hospital admissions or emergency room visits. For example, you may be asked to participate if NEI Health Benefit Plan paid a claim for a doctor’s office visit or prescription for diabetes. You may also be selected if you have a health condition and Carewise Health identifies areas for improvement in following your doctor’s recommended treatment plan, such as taking prescriptions as directed and being tested regularly.

### How will Healthy Lift help me?

In today’s complex healthcare environment, it’s hard to know what the right decisions are sometimes — not only for yourself but for your family members as well. Healthy Lift gives you direct access to specially trained personal health coaches. The coaches are registered nurses backed by a team of board-certified doctors who provide you with in-depth, up-to-date medical information you can use to make decisions about your health. These same seasoned health professionals can also provide personalized support so you don’t have to work your way through the healthcare system alone.

### Does this program replace my doctor’s care?

No! Healthy Lift supports — but does not replace — your doctor’s care. For diagnosis and treatment, always consult your healthcare provider.

### Does any personal information I provide to Healthy Lift stay confidential?

Carewise Health uses medical and prescription claims information as permitted by federal HIPAA privacy laws in an effort to improve you or your family member’s health and wellness. Carewise Health is a fully-accredited, health and wellness organization, yet its programs act as an extension of your NEI Health Benefit Plan benefits. NEI Health Benefit Plan will not be aware of your discussions with Carewise Health or be informed about anything related to your condition.

### Will I be charged for Healthy Lift services? Is there a copayment?

No. There is no charge or copayment for participating in the Healthy Lift program; the cost is covered in full by NEI Health Benefit Plan.

### If I participate in Healthy Lift, how much time will it take to complete it?

Your Healthy Lift program is customized, and since each person is different, the length of participation will vary. Your experience may be different from another individual or family member, even if you're enrolled in the same program. During the initial counseling call, you and your personal health coach will work together to set goals, and you will work toward meeting those goals during the program. Once the goals are met, you will complete the program.

### Is there a penalty for not participating in Healthy Lift?

You will not be penalized for refusing to participate in any of the Healthy Lift programs. However, you will be missing an opportunity to become more successful in improving and managing your health.

### What are the qualifications of the people who are helping me?

Carewise Health employs enrollment specialists for reaching members. They will also schedule your first call with a health coach at a time that is convenient for you.

Once you are enrolled in Healthy Lift, your Carewise Health personal health coach has clinical experience and is backed by a team of board-certified doctors. All coaches are registered nurses who have extensive experience with your health condition and are qualified to develop a personalized plan that focuses on practical changes you can make to improve your health and gain confidence in managing your condition.

### I'm already managing my health issues, why do I need this program?

Carewise Health reviews your medical and prescription claims history to identify any areas for improvement in following your doctor's recommended treatment plan. If you continue to have areas for improvement 90 days or more after completing a program you may be invited to participate in the program again.

## Get a *Healthy Lift* and enroll today!

### *Call us.*

Call **1-800-634-4832** to speak with a Carewise Health enrollment specialist who can help you get started.

### *Email us.*

Email your request to our secure email box at **[NEIRequests@carewisehealth.com](mailto:NEIRequests@carewisehealth.com)**

