

Message from the Board

Facing the ongoing crisis in the healthcare system, the Board has formed a vision of a new state of health for PEBB members statewide. Making this vision a reality may require changes to the healthcare benefits and delivery system available to members starting in January 2006. Over the coming months, PEBB will be outlining these changes in this newsletter and on the Web at oregon.gov/DAS/PEBB. These resources can also help you get the best possible value from the healthcare system

As you learn about the Board's plans, please feel free to share feedback. Send e-mail to inquiries.pebb@state.or.us. Or write to PEBB at 775 Court St. NE, Salem, OR 97301-3802.

Public Meetings

The Benefit Board and its subcommittees usually meet monthly. Times and locations are subject to change. For schedules, please check the Meetings section of the PEBB Web site: oregon.gov/DAS/PEBB/meetings.shtml.
(Please follow agency policy on use of the Internet at work.)

Market Responds to PEBB Request

In November, the Board issued a request for information (RFI) to major players in the healthcare marketplace. The RFI was based, in

part, on stakeholder input gathered throughout the summer and fall.

The RFI asked how the healthcare industry could respond to elements of the Board's vision – a new state of health for members. PEBB heard from state and national insurance companies, physician groups, prescription drug benefit managers and others. Many of them discussed innovations they are planning or already have in place to improve healthcare quality.

The Board is using this positive response to help design a request for proposals (RFP). The RFP will seek competitive bids related to the vision that could go into effect beginning January 2006.

The Board plans to release the RFP in January. PEBB will use this newsletter, its Web site and e-mails to keep members informed of the process.

The PEBB Vision

We envision a new state of health for PEBB members. We support:

- An innovative delivery system in communities statewide that provides evidence-based medicine to maximize members' health and use dollars wisely
- A focus on improving quality and outcomes, not just providing healthcare
- The promotion of consumer incentives that encourage the right care at the right time
- System-wide transparency through explicit, available and understandable reports about costs, outcomes and other useful data
- Benefits that are affordable to the state and employees.

Learn more about this vision of a new state of health for PEBB members at oregon.gov/DAS/PEBB/visionfaq.shtml.

Inside this issue

It's Time To Be Free.....	2
PEBB Resources	2
Talking With Your Doctor	3
Health Center	4

Tobacco User? **It's Time to be Free & Clear**



You know tobacco is bad for you; you've heard why a hundred times. And deep down, you know all the benefits of quitting. Yet, no matter how hard you try, you can't seem to quit for good. It's hard to escape such a powerful addiction.

You can break free. Just because you've tried before and didn't quit for good doesn't mean you can't. Every time you try to quit you learn something new. And if you have quit for a long period before, you've probably already felt it: the wonderful freedom of not being addicted to tobacco.

Statistics show that more than 30 million American adults want to quit smoking. With the Free & Clear® Tobacco Treatment Program, PEBB's new tobacco cessation benefit, PEBB members who use tobacco can be part of the best statistic of all – those who succeed in breaking free from tobacco for life.

Free & Clear offers one of the most successful tobacco quit programs available today. Why? Because their expert Tobacco Treatment Specialists help you quit your way — they find out what has worked for you in the past and what hasn't. Then they create a quit plan just for you that includes:

- One-on-one phone-based treatment sessions scheduled at your convenience
- Unlimited toll-free telephone access to Tobacco Treatment

Help Your Loved Ones Break Free

Without help, it's really hard to quit tobacco. If your dependents need help quitting, they too are eligible for the Free & Clear program. Give your loved ones a happy and healthy New Year by helping them quit tobacco.

Specialists for the duration of the program

- A Quit Kit of materials designed to help participants quit tobacco through active self-management
- Recommendations on and direct fulfillment of nicotine replacement therapy (such as patch or gum), if appropriate
- Information and decision support for bupropion, if appropriate.

The Benefit Board anticipates this new benefit will be available beginning sometime in January. So go ahead; take your first step towards freedom, and plan to quit for your 2005 New Year's resolution.

English: (877) 270-7867
Spanish: (877) 266-3863
TTY: (877) 777-6534



PEBB Resources

PEBB

Phone: (503) 373-1102, (800) 788-0520
Fax: (503) 373-1654
Web site: oregon.gov/DAS/PEBB
E-mail: inquiries.pebb@state.or.us

PEBB Health Center

Phone: (503) 362-1111, (800) 701-1333
Web: www.pebbhealth.org

BestChoice Administrators (BCA)

(Healthcare and Dependent Care FSAs)
Phone: (503) 219-3679, (888) 398-8057
(Retiree, Self-pay, Semi-independent, COBRA)
Phone: (503) 219-3679, (800) 556-2230
Web site: www.bestchoiceadmin.com

Kaiser Permanente

(HMO & Dental Plans)
Phone: (503) 813-2000, (800) 813-2000
Web site: my.kp.org/nw/pebb

The ODS Companies

(Dental Plans)
Phone: (800) 452-1058
Web site: www.odscompanies.com/pebb

Regence BlueCross BlueShield of Oregon

(PPO Plans)
Phone: (800) 826-9813 (outside Portland); (503) 220-3849 (Portland)
Web site: www.or.regence.com/pebb

The Standard Insurance Co.

(Life and Disability Plans)
Phone: (800) 842-1707;
Disability (800) 242-1888
Web site: www.standard.com

UnumProvident

(Long-Term Care Plan)
Phone: (800) 227-4165
Web site: www.unumprovident.com/enroll/pebb

VSP

(Vision Service Plan)
Phone: (800) 877-7195
Web site: www.vsp.com

Willamette Dental Insurance

(Dental Plan)
Phone: (800) 460-7644
Web site: www.willamettedental.com



Talking with your healthcare provider: *A prescription for good health*

can help you get the most of the time you have with your provider.

Be prepared.

- Bring a list of your current symptoms and related questions.
- Also bring a list of all the medications and supplements you take.

Participate.

- Take notes and ask questions. If you don't understand an answer, ask again until you do.
- Ask your doctor to write down instructions or to give you printed material.

Get support.

- Bring a family member with you to help with questions and remembering details.
- If you still have questions at the end of the visit, ask to speak with a nurse. Or schedule another visit to get your questions answered.
- If you're getting medication, ask the pharmacist how you should take it and possible side-effects.
- Ask your doctor if you can follow up with questions via phone or e-mail.

Take Charge.

- If you're not happy with how your doctor relates with you, say so. Even a busy doctor should listen with respect, clearly

explain things, encourage you to ask questions and treat you as a partner in your care.

- Many health plans don't pay doctors for the time they spend answering patient e-mails. Ask your plan if they do or if they would consider doing so.
- "E-prescribing" can save time and make care safer. Ask your doctor about this technology.

Did You Know?

Did you know that most people get just 13 minutes to talk with their doctor during a routine visit? Can you get all your questions answered in 13 minutes?

In the days of Marcus Welby, healthcare was simpler. Today, new technologies, innovative care models and cutting-edge research have created a more sophisticated and complex healthcare system. These days, you can't simply leave your healthcare decisions to your doctor. Nor can you depend on short doctor visits to learn everything you need to know about your health.

You need to educate yourself and become an active partner with your doctor. And you need to demand changes in the healthcare system that would make getting information – from doctors and others – simpler.

What can you do?

Take action to make the most of your doctor visit. A little planning

I wish I had more time with my patients, but given the realities of my practice, I don't often have the time I want. I ask my patients to be prepared for our appointments. I invite them to bring me a list of symptoms and a set of questions that we can go through together. I encourage them to tell me when they don't understand what I'm saying or if they feel too rushed. And I often follow up with an e-mail summarizing our discussion and just stay in touch. We work together to help them get the best care and learn to take care of themselves as much as possible."

Chuck Kilo, M.D.

Get more info on the PEBB Web site: Oregon.gov/DAS/PEBB/didyouknow.shtml.

PEBB Health Center Update

775 Court St. NE • Salem, OR 97301

(800) 701-1333 • www.pebbhealth.org • (503) 362-1111 • pebbhealth@oregonwellness.com

Programs at the PEBB Health Center

Registration required. Handouts may be available if you are unable to attend. Check the Health Center website at www.pebbhealth.org for updates. (*Please follow agency rules on use of the Internet at work.*) Feel free to bring lunch or snacks to any of these noon classes.

Preparing for Pregnancy

Presenter: Liz Marik, FNP
Date: Tues., Dec. 7
Time: Noon-1 p.m.

How to get ready for pregnancy with proper nutrition and lifestyle changes. Dads-to-be welcome.

Planning Ahead

Presenter: Liz Marik, FNP
Date: Wed., Dec. 8
Time: Noon-1 p.m.

Relapsing into unhealthy habits? How to plan ahead for difficult situations and avoid relapse.

Stress Management

Presenter: Katherine Masis, MSW
Date: Tues., Dec. 14
Time: Noon-1 p.m.

Tips to reduce stress and avoid its physical, emotional and productivity tolls.

Balanced Workout

Presenter: Jennifer Truax, PT, ATC-R
Date: Wed., Dec. 15
Time: Noon-1 p.m.

How to create a balanced workout with stretching, strengthening and cardio conditioning.

Meditation: The Art of Relaxing

Presenter: Byron LaChance
Date: Tues. & Thurs., Jan. 4 – Feb. 10. (Join Jan. 4, attend 1 or 2 sessions/week.)
Time: Noon-1 p.m.

Learn to relax into the present and allow yourself to be where you are.

911 Flu

Presenter: Liz Marik, FNP
Date: Wed., January 5
Time: Noon-1 p.m.

How to take care of yourself and your family if you catch a cold or the flu.

Walking Fitness

Presenters: Liz Marik, FNP & Jeanine Olson, ANP
Date: Fri., Jan. 7
Time: Noon-1pm

Walk for winter fitness with stretching, strengthening and fun.

Cultivating Health

Presenters: Liz Marik, FNP; Jeanine Olson, ANP; Carolyn Buel, ANP; Carole Kment, Health Educator
Date: Tuesdays, Jan. 11 – Feb. 8
Fee: \$15 for materials and workbooks
Time: 5:30-7 p.m.

A fitness and weight management class. Assess your readiness to change your lifestyle, learn tools to make changes, and gain resources to go in the right direction!

Depression

Presenter: EAP
Date: Wed., Jan. 12
Time: Noon-1 p.m.

Learn how to get help for yourself or others with this common, highly treatable, medical condition.

Call the Health Center if you are outside the Salem area and see a class your agency is interested in hosting or if your agency would like to schedule an on-site health screening.

Smoking Cessation: Starting to Stop

Presenter: Carolyn Buel, FNP
Date: Thurs., January 20
Time: Noon-1 p.m. or 5:30-6:30 p.m.

It's time to quit. Learn about a new smoking cessation benefit available to you as a PEBB member and how to get ready to quit.

Body Composition Analysis

Presenter: Franciel Wyatt, RN
Date: Wed., Jan. 26
Time: Measurement 9-11:30 a.m. (by appointment); class noon-1 p.m.
Fee: \$10

Your body composition tells how fit you are. Have yours measured in the morning; at noon learn what the results mean to you.



The PEBB Health Center's lending library has materials related to these topics and more. Call or e-mail for a library card so you can take advantage of the resources available to all PEBB members.

PEBB Mission

To provide a high quality plan of health and other benefits that are affordable to both the employee and the state.