

Committed.

We are committed to meeting the needs of our members and their employers. You can use our Web site anytime — or call one of our knowledgeable customer service representatives 8:30 a.m. to 5 p.m. (Eastern Time) to ask:

- Is my physician in the HealthSpan Network?
- Who is a specialist near my home?
- Where is the nearest hospital?
- Who can provide a healthcare service (for example, lab services or physical therapy)?
- Other questions you may have.

www.HealthSpanNetwork.com

513/551-1400

888/914-7726 (toll free)

For claims related inquiries, please contact your third party administrator as identified on your ID card.



Strong. Stable. Proven.

HEALTHSPAN™

HealthSpan, Inc.

Pictoria Tower 1

225 Pictoria Drive, Suite 320

Cincinnati, Ohio 45246

513/551-1400

888/914-7726

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The TriState's largest provider-sponsored PPO network

HEALTHSPAN™

Excellent provider relationships.

Excellent savings.

Responsive and knowledgeable service.

Cincinnati's HealthSpan offers employers and members:

- Proven competitive discounts
- A local customer service team offering responsive and knowledgeable assistance
- Provider owned
- Hospital reimbursement is based upon DRGs and Case Rates providing cost predictability
- A proven, stable network of quality physicians
- Excellent access to care
- A user-friendly Web site:
www.HealthSpanNetwork.com
- Online Coaching Program:
www.HealthSpanE-Coach.com
- Experienced Care Management with an on-site Medical Director

HealthSpan maintains excellent relationships with providers to get quality care with fair pricing. The substantial discounts and negotiated fees are completely passed on to HealthSpan's self-funded clients.

Our network providers are carefully screened and monitored to ensure their clinical skills and patient focus are of the highest standard. All HealthSpan service and administrative areas participate in an overall quality program that monitors and resolves quality of care indicators, complaints, and Key Performance Indicators.

HealthSpan is fully compliant with ERISA and HIPAA regulations. HealthSpan is accredited for Case Management and as a Health Network with credentialing by URAC.

Where we serve:

Greater Cincinnati

Northern Kentucky

Southeastern, Southern and East Central Indiana

Greater Dayton, Springfield and Lima

HealthSpan's Products and Services

Our Network

Started in 1991, HealthSpan is now the leading provider-owned and independent network of hospitals, physicians, and ancillary services in the TriState region. The network includes 100% of area hospitals and 98% of area physicians.

Serving employer groups which are either self-funded or fully-insured, HealthSpan continues to set itself a part in its network stability. Employers have benefited from offering employee plan members minimal to no disruption in service since the network's inception.

In addition, we negotiate competitive hospital discounts and can offer price predictability. In the Greater Cincinnati area, HealthSpan Preferred hospital reimbursement is based upon DRGs and Case Rates.

HealthSpan continues to grow locally, regionally and nationally through various strategic partnerships and its wellness and Complete Care programs.

HealthSpan Complete Care

HealthSpan's Complete Care team offers a fully integrated approach to health and wellness management. Utilizing all opportunities for early identification and intervention, we are able to have the greatest impact on the cost of your plan as well as your members' management of their health. Complete Care services include precertification, utilization review, case management, disease self-management programs and personalized follow-up on comprehensive health screenings.

HealthSpan E-Coach

HealthSpan E-Coach is a unique personalized tool to assist you in achieving your specific health and lifestyle goals. By working with a personal coach on-line, members are able to identify the goals appropriate for them and access resources including tracking mechanisms, articles and daily messages. The HealthSpan E-Coach approach is to partner with members as they embark upon their journey to achieve their goals and improve their health.

Wellness & On-Site Health Screenings

Our wellness, health and productivity management tool yields measurable results and improves outcomes for both the member's health and the employer's bottom line. The current health status of each member is evaluated by administering comprehensive clinical lab testing that goes beyond the typical cholesterol or diabetes screenings. Tests are administered conveniently at your worksite. After results are compiled, members are given a complete health status report and the employers are given an aggregate report of the general health of the employee population as a whole. All tests and reports are HIPAA compliant. In addition, nursing intervention is seamlessly integrated through the HealthSpan Complete Care program and through interactive phone and web-based disease self-management programs.

Life Management Systems

Licensed EAP professionals provide assessment, brief counseling and referral assistance to employees and their household members regarding all types of personal and emotional health concerns. Life Management Systems is an affordable means of maximizing productivity and reducing costly mental health claims.



Individual plans may or may not include all of these features.