



A COMMUNICATIONS TOOL FOR HEALTHSPAN MEMBERS

March 2008 Volume 3

HealthSpan *matters!*

Lynne McCabe receives the HealthSpan President's Award

HealthSpan is pleased to announce that Lynne McCabe RN, BSN and Certified Case Manager, is the recipient of its first President's award. As the Manager of HealthSpan's Care Management area, Ms. McCabe is being recognized for consistently going "above and beyond" job expectations; for her unique ability to engage customers, and for setting a standard of excellence by obtaining quality outcomes on behalf of plan members and their families.

HealthSpan's President's award will be given to an employee annually and was established as a legacy for HealthSpan's recently retired President & CEO, Robert A. Campbell.

New! Coming Soon in May 2008!

Offered in partnership with Hummingbird Coaching services, HealthSpan will introduce **HealthSpan E-Coach** as a part of its Complete Care Management continuum of services in May 2008.

HealthSpan E-coach will allow members to work with a personal nurse health coach on-line or by phone to identify appropriate health goals and to access helpful resources including tracking mechanisms, articles, and daily messages. All interactions are completely confidential, and members enjoy the benefit of communicating at times that are most convenient for them. All HealthSpan health coaches are nurses who also serve as the Certified Case Manager for the member's medical plan. Members may engage by self enrolling or as a result of nurse outreach.

HealthSpan E-Coach is one of a variety of tools offered to Complete Care Management members to help them improve their health status. HealthSpan's Complete Care Management program integrates traditional Utilization Management, Case Management and Disease Management with Wellness and Predictive Modeling.

For more information, please contact your Sales Manager:

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or

Chris Crapsey at (513) 551-1472 and
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HealthSpan Holiday Hours

HealthSpan will be closing at 3pm EDT on Friday, March 21st in observance of Good Friday.