



# Administrative Manual

## HealthLink Network Programs & Services

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### Chapter 3

HealthLink®



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## HealthLink Network Programs and Services

### HealthLink Network Programs and Services Overview

HealthLink Program	Network included in HealthLink Program			
	HMO	PPO	Workers' Compensation	Out-of-Network*
PPO		◆		◆
Workers' Compensation			◆	
Open Access I (OA I)	◆			
Open Access II (OA II)	◆			◆
Open Access III (OA III)	◆	◆		◆

\* Please note Out-of-Network coverage is provided in accordance with the Payor's Health Plan.

### HealthLink PPO Network Program

HealthLink provides network access to approximately 200 payors who administer benefits on behalf of contracted HealthLink clients. These clients include:

- Contracted Insurance Carriers
- Self-Funded, Self-Administered Clients
- Third Party Administrators

HealthLink PPO is a non-gatekeeper plan, and certain employer groups may require precertification (please refer to the enrollee's ID card). HealthLink prices PPO claims per the contract and sends the claim along with the pricing to the specified claims administrator for claim adjudication benefit determination and payment for covered services. To verify eligibility, benefit or claims payment information, please contact the health plan benefit administrator identified on the enrollee's ID card.

### HealthLink Open Access Network Programs

HealthLink Open Access is a non-gatekeeper plan, and certain employer groups may require precertification (please refer to the enrollee's ID card). Enrollees may self-refer to physicians, hospitals and other health care professionals.

**Open Access I (OAI) is a single-tier program:** This program has one level of benefit. Enrollees may only self-refer to HealthLink HMO physicians, hospitals or other health care professionals. There are no PPO or out-of-network benefits.

**Open Access II (OAI) is a two-tier program:** This program has two levels of benefits. The highest level of benefit is available to enrollees who self-refer to HealthLink HMO participating physicians, hospitals and other health care professionals. A second, lower level of benefit is available to enrollees who self-refer to out-of-network physicians, hospitals and other health care professionals.

**Open Access III (OAll) is a three-tier program:** This program has three levels of benefits. The highest level of benefit is available to enrollees who self-refer to HealthLink HMO participating physicians, hospitals and other health care professionals. A second, lower level of benefit is available to enrollees who self-refer to HealthLink PPO participating physicians, hospitals and other health care professionals. The third level of benefit is available to enrollees who self-refer to out-of-network physicians, hospitals and other health care professionals.

### **HealthLink AWC<sup>+</sup> Network Program**

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AWC<sup>+</sup> is a certified Workers' Compensation PPO network program, licensed or registered in the states in which it conducts business. More than two million employees are enrolled in Workers' Compensation plans that access the AWC<sup>+</sup> networks. The AWC<sup>+</sup> service area includes portions of Missouri, Illinois, Arkansas, Iowa and Indiana. AWC's<sup>+</sup> objective is to assist employers in managing the financial risk associated with work-related illness and injury by providing access to participating health care professionals, physicians and facilities.

### **HealthLink's Health Care Management**

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HealthLink's Health Care Management Program is an extensive suite of health promotion and wellness information, case management and care coordination services to help physicians assist their patients achieve optimal health outcomes. The program includes three levels of services: HealthLink Signature; HealthLink Wellness Plus; and HealthLink Personal Care Resources.

#### **HealthLink's Signature Services**

- **Medical Management**

HealthLink Medical Management is comprised of two components: Utilization Management and Case Management.

- The URAC-accredited Utilization Management program provides clinical review of the medical necessity for medical care.
- HealthLink's Case Management program is a collaborative process among HealthLink and other health care professionals who manage the resources necessary to support individuals with catastrophic and chronic medical conditions.

- **Condition Management Programs**

HealthLink's Condition Management programs take an individual-centered approach to supporting people with greater health needs. Fully licensed health professionals coach individuals to better understand their conditions and develop self-management skills.

- **MaterniCall™ Maternity Management Program**

MaterniCall™ encourages participants to be proactive in health-related decisions during and after pregnancy.

- **MedCall® 24/7 Nurse Hotline**  
MedCall® offers 24-hour access to nurse counselors and audio-taped messages via a health information phone line.
- **WellPoint NextRx**  
Aggressive pharmacy benefit manager targets costs and includes a national retail network, mail order and specialty prescription programs.

### HealthLink's Wellness Plus

- **SpecialOffers On-line Discount Program**  
Helps promote health and well being. More than 20 vendors provide discounts on services related to family and home, fitness, and health and vision/hearing/dental treatment.
- **Worksite Wellness**  
Health educators and registered dietitians visit the member's workplace to share knowledge on a variety of health and lifestyle topics.
- **Lifestyle Management**  
Engaging online programs and inspiring coaches use proactive outreach activities and support strategies to help employees in the areas of: tobacco cessation, weight management, stress management, physical activity and diet/nutrition.

### HealthLink's Personal Care Resources

The following value-added electronic member resources are available at no cost.

- **Living Web Site**  
Members can access health and wellness tips and tools online 24/7.
- **eHouseCall**  
A monthly wellness newsletter sent to members.
- **Women's Health eNewsletter**  
A monthly publication available through the Healthy Living web site, published by WebMD.
- **Preventive Health Guidelines**  
As recommended by the U.S. Preventative Services Task Force and other health-related agencies.
- **Health Habits for Healthy Kids**  
Nutrition and activity guide from the American Dietetic Association.
- **Enrollee Rights and Responsibilities**  
General guidelines for health care consumers.

### Other HealthLink Programs

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HealthLink once offered an HMO and POS (Point of Service) product portfolio. These programs have ultimately migrated to Open Access product portfolio and will no longer be actively marketed. The identification card presented by members will include the specific plan descriptions. For more information, please contact your Network Consultant.