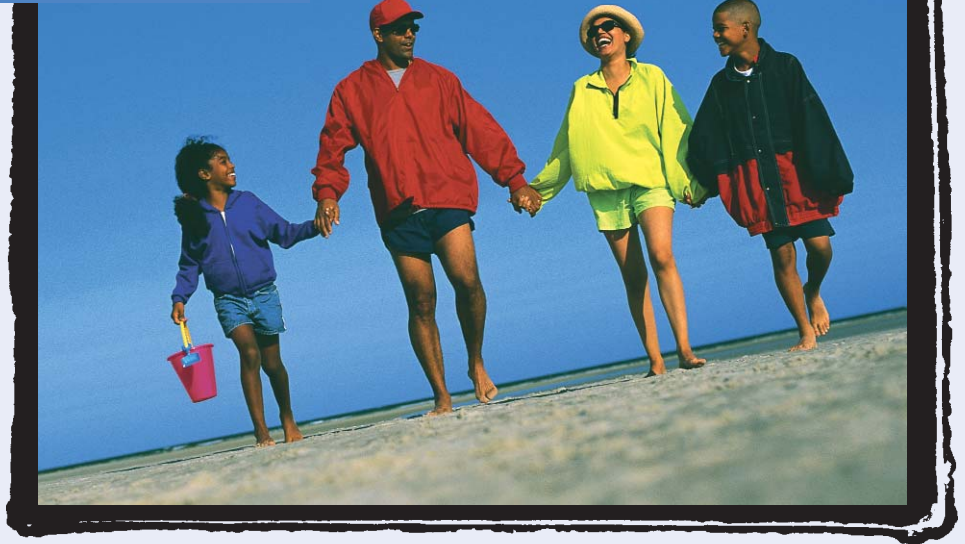




Health Dialog Program Overview



“Did you
know?”

Health First Health Plans is proud to announce the new Health Dialog program that offers health information and supports you in feeling your best and making medical decisions that are right for you. It is available at no charge for all members of our commercial group and Medicare plans.*

Health Coaching

Health Dialog’s Health Coaches are specially trained healthcare professionals such as nurses, respiratory therapists, and dietitians. They are available by phone 24 hours a day, 7 days a week. Health Coaches can help you understand your health condition, provide reliable information about treatment options, support you in managing an ongoing health condition, and help you think through decisions about your health. Health Coaches do not take the place of your doctor, but they can support your relationship with your doctor and prepare you to have more productive discussions with him or her.

Call a Health Coach at 1-800-308-5848 when you need:

- Caring support from someone who has the time to listen to you and answer your questions.
- Support and information on managing chronic illnesses such as diabetes, asthma, and heart failure.

Health First Health Plans

**Health
First**

1-800-308-5848

www.healthfirsthealthplans.org



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- Information about a medical test, procedure, or surgery. When appropriate, Health Coaches can send you information and educational videos about conditions such as back pain, heart disease, prostate cancer, enlarged prostate, uterine fibroids, breast cancer, and osteoarthritis, to name a few.
- General health information or information about a specific symptom.
- In-depth information on treatment options for complex medical issues.
- Help in making the most of your healthcare provider visits.

Health Dialog also works with Health First Health Plans to identify members who can benefit from participation in our services. Health Dialog may contact you by phone or mail to offer support and information. Of course, your participation in the program is voluntary, but we encourage you to take advantage of this complimentary service.

Health Dialog Web tools

Visit www.healthfirsthealthplans.org, click on the Health Dialog link and log in for access to our online services. The Dialog CenterSM Web site includes a wide variety of health information and tools:

- *Health assessment:* Take our online health assessment to help you learn more about ways you can improve your health and lower your risks.
- *Healthwise[®] Knowledgebase:* 27,000 pages of up-to-date, easy to understand, in-depth information on more than 1,900 health topics including medical tests and medications.
- *Health CrossroadsSM Web modules:* Online decision support, featuring reliable information about treatment and screening options and their pros and cons. Includes information on conditions such as benign prostatic hyperplasia, uterine fibroids, breast cancer, coronary artery disease, prostate cancer, back pain, and osteoarthritis.

* May not be available to groups where Health First Health Plans provides administrative services only.

Health Dialog's services are available to you and your eligible family members through Health First Health Plans. These services are voluntary and provided at no cost to you. Information you provide to Health Dialog is treated as protected health information and may only be disclosed as required or permitted by law. Health Dialog[®] is a registered trademark of Health Dialog Services Corporation. Dialog CenterSM is a service mark of Health Dialog Services Corporation. Used with permission. Healthwise[®] is a registered trademark of Healthwise, Inc. Used with permission. Health CrossroadsSM is a service mark of Health Dialog Services Corporation. Used with permission.