

Focus on safety

One of the primary responsibilities of any employer is to protect the safety and health of employees in the workplace.

The best way to protect against accidents in the workplace is to institute a safety plan that identifies hazards and the steps necessary to address them.

Regular inspections are an essential part of any workplace safety plan. Inspections may include the identification and evaluation of workplace hazards and patterns of work-related injury and illness, as well as training and assistance designed to prevent work-related injury and illness.

Regular inspections underline a business's commitment to safety and health and can help create a culture of safety among employees. But policies, procedures, and inspections can only go so far. A company and its leaders need to visibly demonstrate support for workplace safety.

One way is to make safety a topic at management meetings. Another is to connect the evaluation of managers to the safety record of their departments. Companies should include safety training

in all new hire orientation sessions and set aside specific training time for hazardous work environments.

Workplace safety is something that companies can measure and manage. Safety is not an “add-on” — it should be incorporated into a company's standard operating procedures. It's simple, but true: There's only one way to do business and that's the right and safe way to do business.

Plus, workplace safety is good for business. According to the Occupational Safety and Health Administration's (OSHA) Office of Regulatory Affairs, businesses can see a savings of \$4 to \$6 for every \$1 invested in safety. A poll of executives taken by Liberty Mutual showed that for every \$1 spent on workplace safety, they saw a savings of at least \$3.

The leading causes of serious work-related injuries are:

- Overexertion
- Falls on the same level
- Falls to a lower level
- Being struck by an object

What should workers do if they discover a potential hazard?

1. Make everyone in the workplace aware of the situation and its seriousness.
2. Immediately notify their supervisor.
3. Complete a report about the situation.
4. Follow up their report to see what action was taken.

What safety tips should you give employees whose jobs require lifting?

1. Plan the lift.
2. Wear nonskid shoes and make sure you have firm footing.
3. Bend your knees, tighten your stomach muscles, and keep your back straight.
4. Be sure to have a firm grip on the item being lifted.
5. Lift smoothly, avoid twisting your body, and push rather than pull.

Source: OSHA

UPMC Work Partners — which is part of the UPMC Insurance Services Division — provides business organizations and government agencies with a full range of services, from claims/case management and occupational health services to workers' compensation and disability management services.

To learn more about the services of Work Partners, contact your UPMC HEALTH PLAN account manager. ♦

New Member Advocate Program

When you have an advocate, you've got someone on your side — someone who can offer you support and assistance. As members of UPMC HEALTH PLAN, your employees now have a Member Advocate — a personal contact they can call when they need help understanding their coverage.

The UPMC HEALTH PLAN Member Advocate Program is free to all members. Health Plan Member Advocates are advisors who can help your employees when they need to make important decisions about their medical, vision, dental, or pharmacy

benefits. These personal advocates also serve as links to other UPMC HEALTH PLAN staff, such as health coaches and care managers.

A Member Advocate will contact members by phone to welcome them to the program. The advocate will also call them from time to time to let them know about benefit enhancements and to provide preventive care reminders.

Members can also call and speak to their Member Advocate about any topic relating to their coverage. To contact a Member

Advocate or learn more about our Member Advocate Program, your employees can call Member Services at 1-888-876-2756.



MedExpress Urgent Care clinics now in UPMC Health Plan network



Now that MedExpress Urgent Care clinics are part of the UPMC Health Plan network, your employees won't have to wait for care if they're feeling sick and their doctor's office is closed.

MedExpress Urgent Care is a full-service medical clinic offering professional treatment for injury and illness to all age groups. These clinics provide walk-in services for a defined range of health-related issues, including treatment of minor ailments, health screenings, and some vaccinations. However, MedExpress Urgent Care centers are not designed to replace primary care physicians.

By including MedExpress Urgent Care clinics in the network, the Health Plan provides access to medical treatment at hours when a physician is not available. The convenience of these clinics may enable your employees to avoid an emergency room visit and may reduce some of their health care costs.

No appointment or referral is needed to visit a MedExpress Urgent Care clinic. Members will be required to pay a copayment at the time of the visit. The amount will be the same as the plan's copayment for a specialist visit.

Here are a few of the instances in which a MedExpress Urgent Care clinic can help:

Illness

- Colds, flu, and other viral illness
- Bronchitis, pneumonia, and asthma attacks
- Ear, throat, and sinus infections
- Rashes, poison ivy, and allergic reactions
- Nausea, vomiting, diarrhea, and dehydration

Injury

- Fractures, sprains, strains, and dislocations
- Minor surgical procedures
- Wound repair, mole removal, and abscess drainage
- Lacerations (cuts), abrasions (scrapes), and splinters

Other needs

- Immunizations and vaccinations
- Flu and allergy shots
- X-rays, lab tests, EKGs, and IV fluids on-site

Locations:

There are ten MedExpress locations. All are open from 9 a.m. to 9 p.m., seven days a week.

Greensburg — Eastgate Plaza
5126 Route 30, Suite 300
Greensburg, PA 15601
724-836-3027

Mars — Near the Springfield Grille
6998 Crider Road
Mars, PA 16046
724-778-DOCS (3627)

Monroeville — Penn Center
Penn Center East
3433 Wm. Penn Highway
Pittsburgh, PA 15235
412-825-DOCS (3627)

Morgantown
215 Don Knotts Blvd.
Morgantown, WV 26501
304-291-DOCS (3627)

O'Hara — Near the Highland Park Bridge
50 Freeport Road, Ste. 500
Pittsburgh, PA 15215
412-782-3278

Parkersburg — Next to Lowe's
1500 Grand Central Ave.
Vienna, WV 26105
304-485-DOCS (3627)

Pleasant Hills — Next to Southland Shopping Center
695 Clairton Blvd.
Pleasant Hills, PA 15236
412-653-5556

Scott — Marshall's Plaza
1984 Greentree Road
Pittsburgh, PA 15220
412-343-3627

Upper St. Clair — At Boyce Road
2600 Old Washington Road
Upper St. Clair, PA 15241
412-854-3627

Washington — Gabriel's Plaza
460 Washington Road, Suite 7
Washington, PA 15301
724-225-DOCS (3627)

Create a wellness program with our Employer Health Promotion Kit

Building a healthy workplace is good business. UPMC HEALTH PLAN'S MyHealth Program will help you invest in your most valuable resource — your employees. Our self-guided online Employer Health Promotion Kit gives you the resources you need to begin generating awareness among your employees about the importance of living a healthy lifestyle.

Whether you have two employees or two thousand, UPMC HEALTH PLAN gives you the tools you need to create an effective wellness program. You can download and print out the items you need. The Employer Health Promotion Kit includes:

- **Posters.** Specially designed posters that promote smoking cessation, weight management, weekly walking programs, and health screenings.
- **E-mail templates.** Prepared messages that you can easily tailor to fit your company's needs.

- **Communications strategy.** A plan and timeline that will allow you to run an effective wellness campaign. Also available are tips for building health awareness in the workforce and developing materials that encourage healthy lifestyles.
- **Additional content.** Healthy recipes, activity logs, health surveys, and newsletter stories.

The tools are simple. The tactics are effective. Everything is available online to engage your employees and let them know you are committed to their health.

If you are interested in accessing the Employer Health Promotion Kit through Employer OnLine, contact your account manager. ♦



Good ergonomics

You may not be familiar with the word “ergonomics,” but an understanding of its basic concepts can be positive not only for your employees, but for your business and your bottom line. By adapting ergonomically sound principles, you can improve safety, efficiency, and productivity in the workplace.

Ergonomic principles mean that job tasks, workstations, tools, and equipment fit the physical capabilities of employees. Basically, ergonomics is fitting the job to the employee.

Good ergonomics focuses on the basic relationship between the worker and the job. A safe, comfortable workstation can decrease the risk of injury, improve morale, and increase productivity.

According to the National Institute of Occupational Safety & Health (NIOSH), a comprehensive ergonomic analysis of employee computer workstations includes an analysis of individual workstation components, work process flow, and workstation environmental conditions. Other factors that need to be considered are the effects of task duration and frequency, exposure to ergonomic stressors such as force and repetition, and awkward postures.

Here are simple steps that workers (including you) can take to improve office workstation ergonomics:

1. Tilt or swivel your monitor screen to eliminate reflection on the screen, or add an anti-glare filter.
2. Place the monitor directly in front of you while at the keyboard. The top of the monitor screen should be at or below eye level and roughly an arm's length away.
3. Adjust the height of your chair to achieve proper posture. Adjust the keyboard or chair height to keep your forearms, wrists, and hands in a straight line while using the keyboard.
4. Sit with your head and neck in an upright position, even while on the telephone. Keep your shoulders relaxed and elbows close to the body.
5. Stand at least once per hour to stimulate circulation and take brief exercise breaks to relieve muscle tension and fatigue. ♦

Safety and cents of generic drugs

The rising cost of health care continues to affect the American economy. It is estimated that 10 to 15 percent of all health care costs paid by consumers are directly related to prescription drug spending. In fact, members use their pharmacy benefit most frequently — 15 to 18 times annually.

At a time when employers are looking for ways to reduce health care costs, promoting generic drugs is one of the most effective ways to save money. Perhaps the most important step you can take to increase generic utilization within your workforce is to increase the awareness of generics and educate employees on their benefits.

What are generic drugs?

Generic drugs are cost-effective alternatives that offer the same level of safety and quality as their brand-name equivalents. Generic drugs have the same active ingredients as brand-name medications. However, the inactive ingredients, such as dyes used to color generic medications or powders used to shape the tablets, can vary.

These differences do not affect how generic medications work in the body. Generics have the same active ingredients, but they cost significantly less — typically 60 to 90 percent less than brand-name drugs.

How are generic drugs approved?

The Food and Drug Administration (FDA) regulates generic drug manufacturers just as it regulates the makers of brand-name medications.

To gain FDA approval, the maker of a generic drug must adhere to strict criteria, including proving that the generic drug's active ingredients, drug strength, and dosage form are the same as those of the corresponding brand-name drug and that it delivers the same amount of active ingredients in the same time frame. The manufacturer of the generic drug must also prove that its product is produced under the same strict guidelines as the brand-name drug.

After approval, the FDA continues to regularly inspect all manufacturing facilities

of both brand and generic products to ensure that only high-quality medications are sold in the United States.

Why should you encourage your employees to use generics?

Every year, generic drugs save consumers billions of dollars. By choosing a generic medication, your employees:

- Often save on their prescription copayment
- Get the same quality and effectiveness as the brand-name drug
- Help keep medical care more affordable

If you want to educate your employees about generic drugs but are not sure what to do, UPMC HEALTH PLAN clinical pharmacists can provide on-site educational sessions. They can help your employees understand their pharmacy benefit, including the advantages of generic drugs, and answer employees' questions. If you are interested in scheduling an on-site visit with one of our pharmacists, please contact your account manager. ♦

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Focus on Women

Many employers recognize the importance of taking proactive steps to keep their employees well. UPMC HEALTH PLAN's recent initiative, Focus on Women, promotes women's health and complements employers' efforts.

Focus on Women raises awareness of the importance of women's health concerns, including breast cancer screening, healthy pregnancy, stress management, and the need for preventive care. By encouraging healthy lifestyles and preventive screenings, Focus on Women aims to decrease a woman's chances of acquiring a serious disease or a chronic condition.

Encourage your employees to visit the Focus on Women website, where they can find vital information in a user-friendly format, including:

- Tips on getting a mammogram
- Mammography centers
- Customizable preventive guideline tools
- Link to the Focus on Women eNewsletter

By highlighting topics that can make a difference, the Focus on Women webpage is a catalyst for hope and prevention.

To access the website, select the Health and Wellness tab from the UPMC HEALTH PLAN website, and then select "Preventive Care" from the drop-down menu. You'll find the Focus on Women Mammography link on the top half of the page. ♦

Here are some common brand-name medications and their generic equivalents.

Brand	Generic	Brand	Generic
Allegra	fexofenadine	Norvasc	amlodipine besylate
Amaryl	glimepiride	Omnicef	cefdinir
Ambien	zolpidem tartrate	Paxil	paroxetine
Celexa	citalopram	Pravachol	pravastatin
Claritin OTC	loratadine OTC	Prozac	fluoxetine
Coreg	carvedilol	Toprol XL	metoprolol SR
Flonase (nasal spray)	fluticasone	Zithromax	azithromycin
Effexor	venlafaxine	Zocor	simvastatin
Lamisil	terbinafine	Zofran	ondansetron
Lotrel	amlodipine besylate/benazepril	Zoloft	sertraline

Online pharmacy features empower employees

Your employees have 24/7 access to enhanced online pharmacy features through *MyHealth OnLine*, the secure member portal available through our website at upmchealthplan.com.

Here they can:

- Refill mail-order prescriptions.
- Verify copayment levels.
- Calculate copayments for each medication to assist with budgeting.
- Use a prescription comparison tool to

review various medical conditions.

- Review formulary information.
- Access an extensive drug library.
- Search for participating pharmacies.
- Search a database of medications, including generic alternatives.
- Check potential drug interactions.

Encourage your employees to take an active role in the management of their pharmacy benefit. ♦

UPMC HEALTH PLAN

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Women's Center & Shelter Spring Clothes Out

No one should be the victim of domestic violence. Unfortunately, it happens every day to women, children, and men at the hands of a spouse, partner, or parent. About one in three women in America have been abused by a husband, boyfriend, or partner at some point in their life. Abuse can be physical, sexual, emotional, financial, or psychological — often leaving scars that take years to heal.

The Women's Center & Shelter (WC&S) is making a difference in the fight against domestic violence in our area. Every year WC&S provides help and hope to thousands of victims in the Pittsburgh area who have been affected by domestic violence.

UPMC HEALTH PLAN is proud to be the lead sponsor of the WC&S Spring Clothes Out event on May 7. Diane P. Holder, president and CEO of UPMC HEALTH PLAN, is the first-ever honorary chair of this event.

"UPMC HEALTH PLAN is proud to contribute to the efforts of this wonderful organization, and we offer our congratulations to this year's event honoree, the Allegheny County District Attorney's Domestic Violence Unit," said Ms. Holder.

For more information about WC&S, visit their website at www.wcpittsburgh.org. ♦

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Stay on track in 2008: Tools for a healthy year



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No doubt your employees have made New Year's resolutions. But are they still sticking to them a few months later?

UPMC HEALTH PLAN makes it easy for members to stay committed to the health improvement goals they've set for themselves. *MyHealth*, the Health Plan's wellness program, offers a comprehensive suite of tools and resources that can help members track their health status, set goals, and get personalized assistance through phone-based health coaching.

Here is a sample of what's available through the *MyHealth* program:

MyHealth OnLine
MyHealth OnLine, an easy-to-use Internet-based service center, gives our members many ways to access health resources.

By logging in to *MyHealth OnLine*, members can investigate health conditions and read the latest news in an extensive library of health-oriented information. Interactive features help them build personal action plans for getting in shape, eating better, losing weight, or quitting tobacco. Web-based health trackers are available for them to log their daily food intake, activity level, and weight.

MyHealth Record
MyHealth Record is a confidential personal health record (PHR) that helps members keep their health information current. Every claim submitted in a member's name for tests, procedures, office visits, prescriptions, and other covered benefits is automatically incorporated into the member's *MyHealth Record*. Members can fill in their family health history, new

symptoms, over-the-counter medications, and other health-related information that may not be captured in our claims database. Members are also encouraged to print their record to share with their doctor.

Tobacco Cessation Health Coaching
The *MyHealth Ready to Quit Line* is available at no cost to all members. Highly trained tobacco cessation specialists are ready to answer questions, offer support, and guide members through the quitting process. A tobacco treatment specialist works collaboratively with the member to develop a personalized quit plan.

These are just some of the ways that UPMC HEALTH PLAN can help your employees stay committed to their health improvement goals. ♦

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Member Services:
1-888-876-2756

TTY Users:
1-800-361-2629