


# Unitynews

A NEWSLETTER FOR UNITY MEMBERS  
ISSUE 1/2008



Give your body the  
best fuel to make  
your heart's  
job easier

See page 4

The  
health care  
and benefit  
info you need  
is online!

page 2



Just thirty minutes  
of exercise a day can  
put you closer to your  
goal weight.

page 5

Are you are at risk  
for diabetes?  
Take the Diabetes  
Risk Test and find out!

page 6

Utilization  
Management  
(and who to  
contact with  
questions.)

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### Unity Customer Service

840 Carolina Street  
Sauk City, WI 53583

**1-800-362-3310**

Please have your member ID card available when you call.

### Customer Service Hours

7 a.m.–5 p.m. Monday–Friday

### Email:

Customer Service via our web site –  
unityhealth.com

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UnityNews is a quarterly publication used to inform Unity members about policy and benefit news and to provide members with information on current health matters.

*Articles in this newsletter are edited and reviewed by experienced health professionals. They are not intended to replace professional medical advice, and opinions expressed are not necessarily those of Unity. Judgements regarding individual health problems should be discussed with your Unity physician.*

## Benefits Assistant

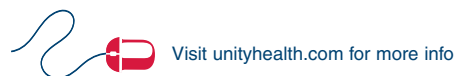
*Benefits Assistant*, Unity's secure online tool, allows you to access your benefit and claims information, 24 hours a day, 7 days a week. Just visit [unityhealth.com](http://unityhealth.com), click on *Benefits Assistant* and enter your user ID and password.



Within *Benefits Assistant*, you can:

- Review your benefit information including your Schedule of Benefits, Certificate of Coverage and any applicable riders
- Create customized provider directories
- Access claim information and authorizations for yourself and your dependents
- Request ID cards
- Change your PCP selection
- Update your contact information
- Email Unity Customer Service

If you have any questions about using *Benefits Assistant*, please contact Unity Customer Service at 1-800-362-3310.



## Benefit Information Available Online

Looking for information about your Unity health plan? Everything you need to know is available at [unityhealth.com](http://unityhealth.com). Here you can find the information you need to help you understand your benefits and access care:

- **Certificate of Coverage**—This document provides information such as covered and excluded benefits and services, any restrictions on services outside of Unity's service area and how to submit a claim. (Members covered under the State of Wisconsin health insurance program are directed to their *It's Your Choice* booklet.) Log into *Benefits Assistant* for more information.
- **Three-Tier Prescription Drug Brochure and Formulary**—Learn more about what drugs are covered as well as how to receive them, if applicable. View these materials by clicking on *Pharmacy Information*. (Members covered under the State of

Wisconsin health insurance program should contact Navitus Health Solutions at [navitus.com](http://navitus.com) to learn about their prescription drug benefits. BadgerCare Plus members should contact the State Medicaid program at 1-800-362-3002.)

- **Schedule of Benefits**—Review your benefits to understand what copayments and other charges you may be responsible for when seeking care. To view your benefits, log into *Benefits Assistant*.
- **Find A Doctor**—Use the look-up feature as well as the guide to help you find participating practitioners.
- **Member Guide**—This reference tool helps you understand how to obtain primary, specialty and emergency care and other health plan information. Read this guide by clicking on *Members*.

If you have any questions or would like a printed copy of any of these materials, please call Unity Customer Service at 1-800-362-3310.

## PHARMACY

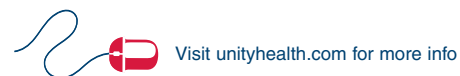
### How to Refill a Prescription Outside of Unity's Service Area

If you are traveling outside of Wisconsin and are in need of a prescription, you can have it filled at over 43,000 participating pharmacies including national chains such as CVS, Kmart, Kroger, Longs, Medicine Shoppe, Osco, Publix, Rite Aid, SafeMart, Shopko, Target, Walgreens and Wal-Mart.

To locate a participating pharmacy, visit [unityhealth.com](http://unityhealth.com) and click on *Pharmacy Information* and *Find A Pharmacy*. This newly revised feature allows you to locate a pharmacy within Unity's network of

pharmacies in any city, county or state. It even provides directions to the specific pharmacy location.

Stay tuned for more exciting changes coming soon at [unityhealth.com](http://unityhealth.com).



*Please note: This information is not applicable to members covered under the State of Wisconsin health insurance program or the BadgerCare Plus program. State of Wisconsin members should contact Navitus Health Solutions at [www.navitus.com](http://www.navitus.com) and BadgerCare Plus members should call the State Medicaid program at 1-800-362-3002.*

## Delta Dental Administers Dental Benefits for Unity

Unity is excited to announce that effective January 1, 2008 Delta Dental now administers dental benefits for members who have dental coverage through their Unity health insurance plan. Those affected by this change received a Delta Dental ID card, a Summary Plan Description document and information about network dentists.

If you have any questions about this transition, please contact Unity Customer Service at 1-800-362-3310.

# Using Your Unity Identification Card

When you join Unity or your employer makes changes to your current Unity benefits, you receive Unity identification cards. These ID cards contain important information about everyone in your family who is covered under your policy.

When you receive your ID cards, it is important to verify the information right away. If any information is incorrect, please visit the *Self-Help Forms* under *Members* at [unityhealth.com](http://unityhealth.com) or contact Unity Customer Service at 1-800-362-3310.

Before using your ID cards, it's important to understand what all the information on them means. To the right is a diagram to help you begin using your health insurance benefits.

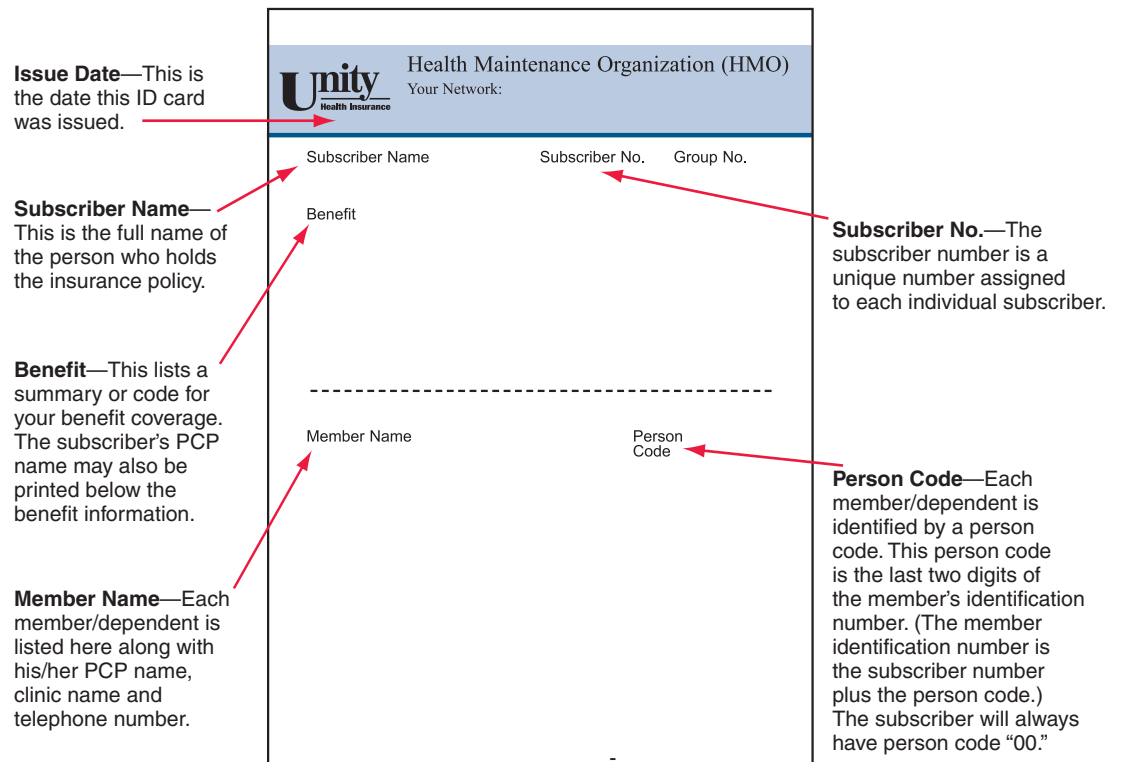
There is important information on the front and the back of your ID card. Do not tear it in half—you will need the top and bottom portions when you seek services.

## When to use your ID card

It is necessary to present your ID card every time you receive medical care from your Primary Care Physician, a participating specialist, urgent care or at the emergency room. If you have pharmacy benefits through Unity, you must present your card at the pharmacy. Also, remember to have your ID card available when contacting Unity Customer Service.

If you have any questions about the information on your ID cards, please contact Unity Customer Service at 1-800-362-3310.

## Diagram of an ID card



Please note: This is just a sample. Information may vary by plan type and ID card.

# Unity's Member Rights and Responsibilities Statement

*Unity's Member Rights and Responsibilities Statement shows our commitment to a mutually respectful relationship with our members and practitioners. This policy assures members that we respect their rights and communicates our expectations of the members' responsibilities as follows:*

## Member Rights:

**To choose:** Members have the right to choose a personal physician from Unity's network of Primary Care Physicians (PCPs).

### To obtain information:

- Members have the right to receive information about their rights and responsibilities as a member of Unity.
- Members have the right to make recommendations regarding Unity's Member Rights and Responsibilities Statement.
- Members have the right to obtain information about Unity and information relating to covered and excluded health plan benefits.
- Members also have the right to obtain information on available primary and specialty care practitioners and providers.
- Members have the right to receive preventive care information and information about their illnesses and treatment options.
- Members have the right to obtain information about how to file a complaint, appeal or grievance.

**To have privacy and confidentiality:** Members have the right to privacy and confidentiality in communications and records about their care.

### To participate in their care:

- Members have the right to be active in decisions about their treatments.
- Members have the right to have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Members have the right to obtain information about the risks and benefits of treatment.
- Members also have the right to refuse care.

**To present a complaint, appeal or grievance:** Members have the right to voice concerns and to receive a prompt and fair review of their concerns.

### To be treated with respect and dignity:

Members have the right to be treated with respect and dignity regardless of their race, age, gender, sexual orientation or creed.

## Member Responsibilities:

**To choose a personal physician:** Members have a responsibility to choose a personal physician from among Unity's network of PCPs and to establish a relationship with that physician.

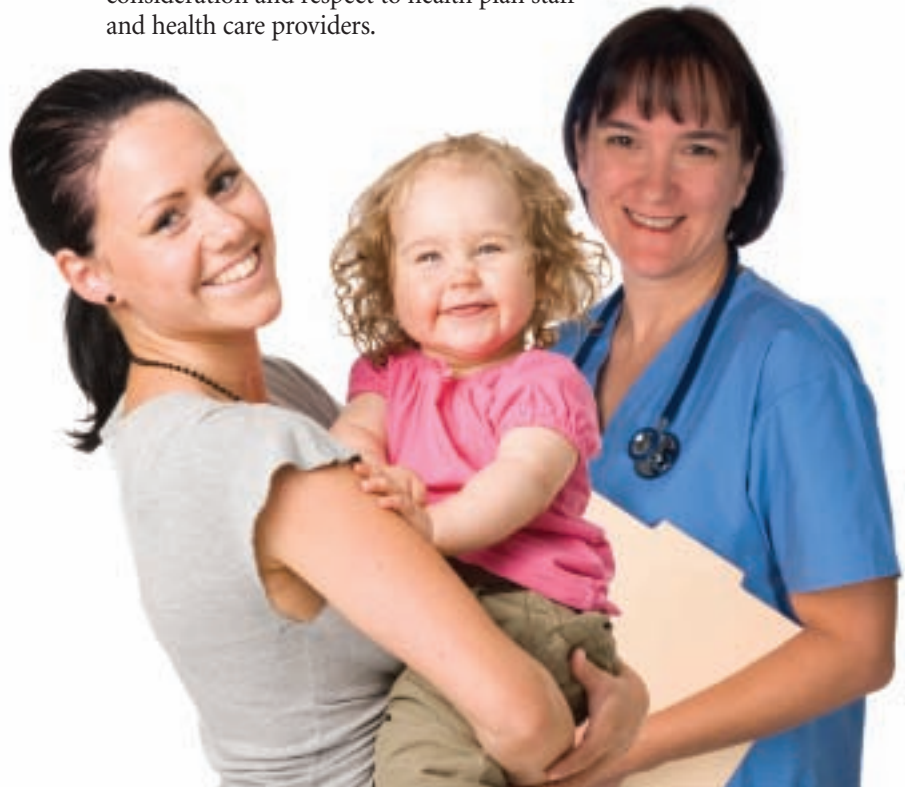
**To know their benefits and requirements:** Members have a responsibility to understand their health plan benefits and limitations and to follow required procedures. Members also have a responsibility to know how to use Unity's provider network and to ask questions about things they do not understand.

**To provide accurate information:** Members have a responsibility to provide accurate and complete information about their health history, their eligibility and their enrollment. Members have a responsibility to show their ID card each time they receive services and to pay any out-of-pocket expenses they incur.

**To participate in their care:** Members have a responsibility to participate in their care by asking questions about their health. Members also have a responsibility to follow the recommended and agreed upon treatment plan for their illness and to make healthy lifestyle choices to maintain their health or manage their illness.

**To keep their appointments:** Members have a responsibility to keep their appointments or to give early notice if they must cancel.

**To show consideration and respect:** Members have a responsibility to show consideration and respect to health plan staff and health care providers.





# Eating For Your Heart

Your heart operates as the main engine for your body. Giving your body the best fuel will make your heart's job easier. Eating too much sugar, fat, and cholesterol is bad for your heart. Also, your blood cholesterol has a lot to do with your chances of getting heart disease. When there is too much cholesterol in your blood, it builds up on the walls of your arteries. Over time, this can slow down or block the blood flow to your heart muscle and perhaps other parts of your body. Many people are not aware of their cholesterol levels, so it is important for everyone age 20 and older to get their cholesterol checked at least every five years.

When you have a cholesterol test, it gets broken down into the following results:

<b>Total cholesterol</b> – this is made up of all the good and bad cholesterol listed below.	<b>Less than 200 mg/dL is desirable</b> 200-239 mg/dL is borderline high 240 mg/dL and above is high
<b>LDL (bad) cholesterol</b> – the main source of cholesterol buildup and blockage in the arteries.	<b>Less than 100 mg/dL is optimal</b> 100-129 mg/dL is near/above optimal 130-159 mg/dL is borderline high 160-189 mg/dL is high 190 mg/dL and above is very high
<b>HDL (good) cholesterol</b> – helps keep bad cholesterol from building up in the arteries. <b>A higher number is better for HDL.</b>	Less than 40 mg/dL is low 40-59 mg/dL is moderate <b>60 mg/dL and above is optimal</b>
<b>Triglyceride</b> – another form of fat in your blood that sticks to the arteries.	<b>Less than 150 mg/dL is normal</b> 150-199 mg/dL is borderline high 200-499 mg/dL is high 500 mg/dL or above is very high

What you eat can have an impact on your cholesterol levels and your heart health. Aim for foods low in saturated fat and cholesterol such as fruits and vegetables.

**Heart-healthy foods include:**

- Fat-free or 1% dairy products
- Lean meats, fish, skinless poultry
- Whole grain foods such as breads, cereals and pasta
- Fruits and vegetables

Talk with your health care practitioner if you have questions about your cholesterol levels and what you can do. You can also go to A-Z Health Topics at [unityhealth.com](http://unityhealth.com) for more information about cholesterol, fats and healthy eating.



Visit **A-Z Health Topics** at [unityhealth.com](http://unityhealth.com) for more information about **cholesterol, fats and healthy eating.**

Try these heart-healthy recipes:

### LOW-FAT FRUIT SMOOTHIE

- 1 cup of frozen fruit (not thawed) such as blueberries or strawberries
- 1 6 oz or 8 oz cup of fat free flavored yogurt — blueberry or strawberry
- ¾ - 1 cup fruit juice

Place all the ingredients in a blender that is able to crush ice. Cover and blend until smooth. Add more juice if consistency is too thick.

Yield: Makes 3-4 servings.

Nutrition information is not available.

### 5 SPOT BANANA PANCAKES\*

- ¾ cup all-purpose flour
- 6 tablespoons whole-wheat flour
- 1 ¼ teaspoons baking powder
- ¾ teaspoon baking soda
- 1 ½ teaspoons sugar
- ¼ teaspoon salt
- 1 large egg
- 1 ½ cups buttermilk
- About 3 tablespoons melted butter or margarine
- 2 ripe bananas (¾ to 1 lb. total), peeled and thinly sliced

1. In a bowl, mix all-purpose flour, whole-wheat flour, baking powder, baking soda, sugar and salt.
2. In another bowl, whisk to blend eggs, buttermilk and 3 tablespoons butter. Add to dry ingredients and stir just until batter is evenly moistened.
3. Ladle batter, ¼ cup at a time, onto a lightly buttered medium-hot (350°) griddle or lightly buttered 10- to 12-inch non-stick frying pan (or use 2 pans at the same time) over medium heat. Scatter 3 to 5 banana slices onto each pancake and cook until edges of the cake look dry, 3 to 4 minutes. Turn with a wide spatula and cook until browned on the bottom, 3 or 4 minutes longer.
4. Serve pancakes immediately or place in a single layer on baking sheets and keep warm in a 200° regular or convection oven until all are cooked.

Yield : Makes 12 pancakes; 4 to 6 servings

Nutritional Information: Calories 209 (33% from fat); Fat 7.6g (sat 4.3g); Protein 6.1g; Cholesterol 53mg; Sodium 488mg; Fiber 2g; Carbohydrate 30g

\* from Cooking Light and Sunset 2001

## Exercise: Your Key to Weight Loss

Are you looking to drop a few pounds before spring comes? Has your weight loss hit a plateau? Many potentially successful weight loss plans ultimately fail by overlooking exercise as a part of the plan. Regular exercise, along with a balanced diet, is a key part to any good weight loss plan. Just thirty minutes of movement a day, most days of the week, can put you closer to your goal weight.

Can't find thirty minutes between all the meetings, deadlines and commitments? Recent research has shown that exercise in ten minute intervals three times a day offers the same great benefits as one thirty minute workout session. Making those seemingly small ten minute changes could be the kick your weight loss plan needs. Start by doing some of these daily activities:

- Take a walk around the neighborhood while catching up on the phone with a friend
- Park your car at the far corner of the parking lot
- Use the stairs instead of the elevator
- Take a walk around the block or in the building during your lunch break

As you start to make these ten minute changes you will experience the benefits of your efforts in your weight loss and your overall health. In addition to helping with those stubborn pounds, regular exercise can help lower the risk for heart disease and stroke by strengthening the heart, improving blood flow and lowering blood pressure.

Still looking for an incentive? Unity offers rewards for members making an effort to exercise. You can sign-up to work out for cash or prizes through Fitness First. And, kids ages 5-18 can join in too through Fitness First for Kids. Check out [unityhealth.com](http://unityhealth.com) and click on *Fitness & Wellness* to learn more about Fitness First and Fitness First for Kids and see how you and your family can be rewarded for exercising.



Visit [unityhealth.com](http://unityhealth.com) for more info

## The Importance of Taking Your Cholesterol Medication

If a drug has been prescribed for treating high cholesterol, staying on the drug is very important. Most of the time a cholesterol lowering drug is a life-long therapy. Here's some information about why it's important to stay on your cholesterol lowering drugs.

### ■ Why are you taking this medication?

It's important to talk with your health care practitioner or pharmacist. High cholesterol does not make you "feel bad." If you stop taking your cholesterol lowering drugs and your cholesterol goes back up, you have a higher risk of having a stroke, a heart attack or heart disease in the future.

### ■ Having side effects?

Try something new. There are many drugs that can be used to treat high cholesterol. Having a side effect to one drug does not mean you will have that same reaction from the others. You should talk with your health care practitioner or pharmacist to discuss your options.

## FREE GLUCOSE METERS

Unity offers free Ascensia (Breeze2 and Contour), Freestyle (Flash, Freedom and Lite) and Precision Xtra glucose meters to Unity members. These are available from your pharmacy for no copay with a prescription. You may pick up your meter at any Unity pharmacy provider. Please refer to Unity's website at [unityhealth.com](http://unityhealth.com) for a list of pharmacies in Unity's network (over 950 in Wisconsin).

If you would like one-on-one training on your new meter with a qualified pharmacist, Unity will provide coverage for this service without a copay from the pharmacies listed below (call ahead for an appointment).

*Please Note: Unity members covered under the State of Wisconsin health insurance program are asked to contact Navitus at 1-866-333-2757 for drug benefit information and a free glucose meter. Unity members covered under the BadgerCare Plus program need to contact the State Medicaid program at 1-800-362-3002 to learn more about glucose meters available to you.*

### UW HEALTH PHARMACIES (all in Madison)

UW Hospital Outpatient Pharmacy	608-263-1290
American Family Children's Hospital	608-890-7899
UW Hospital Oncology Clinic	608-263-7025
1 S Park	608-287-2400
Northeast Family Medicine Clinic	608-241-9638
20 S Park	608-287-2410
University Station	608-263-9393
East Towne	608-242-6862
West Clinic	608-265-7070
West Towne	608-828-7688
East Clinic	608-265-1650
Hilldale Shopping Center	608-263-6900
Monona Clinic	608-221-6240
Odana Clinic	608-278-4730

### OTHER COMMUNITY PHARMACIES

<b>Beaver Dam</b>	
Marshland Pharmacy	920-356-0040
<b>Mayville</b>	
Marshland Pharmacy	920-387-7800
<b>Belleville</b>	
Belleville Hometown Pharmacy	608-424-3364
<b>McFarland</b>	
McFarland Hometown Pharmacy	608-838-7455
<b>Boscobel</b>	
Bohlman Pharmacy Services	608-375-4466
<b>Monona</b>	
UW Health Monona Clinic	608-221-6240
<b>Columbus</b>	
Sharrow Drugs	920-623-2700
<b>New Glarus</b>	
New Glarus Hometown Pharmacy	608-527-2517
<b>Cross Plains</b>	
Cross Plains Pharmacy	608-798-3031
<b>Oregon</b>	
Oregon Hometown Pharmacy	608-835-3191
<b>Cuba City</b>	
Cardin's Pharmacy	608-744-2195
<b>Poynette</b>	
Poynette Hometown Pharmacy	608-635-9456
<b>DeForest</b>	
DeForest Hometown Pharmacy	608-846-4736
<b>Randolph</b>	
Randolph Hometown Pharmacy	920-326-5242
<b>Dodgeville</b>	
Corner Drug Store	608-935-3661
<b>Rio</b>	
Rio Hometown Pharmacy	920-992-3369
<b>Evansville</b>	
Evansville Hometown Pharmacy	608-882-4550
<b>Sun Prairie</b>	
O'Connell Pharmacy	608-837-5949
<b>Fitchburg</b>	
Target-McKee Road	608-819-1523
<b>Verona</b>	
Verona Hometown Pharmacy	608-848-8020
<b>Horicon</b>	
Marshland Pharmacy	920-485-3400
<b>Waterloo</b>	
Zimbrick Pharmacy	920-478-2685
<b>Madison</b>	
Cub Pharmacy-Mineral Point Rd	608-833-5588
Target-Junction Road	608-827-9483
Target-Lien Road	608-819-1911
Walgreen's-2909 E Washington	608-244-1301
<b>Watertown</b>	
Shopko	920-261-1920

## Take the Diabetes Risk Test\* to Know Your Score

One-third of Americans living with diabetes have no symptoms. This is because in its beginning stages the only way to know if you have diabetes is through regular check-ups. Diabetes is a chronic condition that may lead to heart disease, stroke, kidney failure and blindness.

The American Diabetes Association recommends all adults age 45 and older be screened every three years. Screenings may consist of blood and urine testing along with a medical history. Without regular screenings, there is no way to know for certain if someone has diabetes. Adults at risk may be screened earlier than age 45 and more often.

### Risk factors for diabetes in adults include:

- Little or no exercise
- Related to a parent or brother/sister with diabetes
- History of diabetes during pregnancy
- Obesity
- Hispanic, Asian, American Indian, African American, or Pacific Islander

### People with diabetes may experience:

- Extreme thirst
- Frequent urination
- Unexplained weight loss

By the time these signs are noticed, there may already be complications of the condition. If any of these signs are present, see a practitioner soon for an exam.

To find out if you are at risk, write in the points next to each statement that is true for you in the chart below. If a statement is *not* true, write a zero. Then add all the points to get your total score.



Visit [unityhealth.com](http://unityhealth.com) for more info

If you are an adult and at risk for developing diabetes, take a look at the National Diabetes Education Program's handout, *More Than 50 Ways to Prevent Diabetes*. The handout includes sections on reducing portion size; nurturing the mind, body and soul; and creativity. The pamphlet is available at [http://ndep.nih.gov/diabetes/pubs/50ways\\_tips.pdf](http://ndep.nih.gov/diabetes/pubs/50ways_tips.pdf). To request a copy from Unity, please call Unity Customer Service at 1-800-362-3310.

More information about Unity's Diabetes Health Management Program is available at [unityhealth.com](http://unityhealth.com) under *Fitness & Wellness*. You can also get more information about Unity's Diabetes Health Management Program by calling 608-821-4167, 1-888-829-5687, Ext. 4167 or emailing [diabetes@unityhealth.com](mailto:diabetes@unityhealth.com).

### At-Risk Weight Chart Body Mass Index

Height in feet and inches without shoes	Weight in pounds without clothing
4'10"	129
4'11"	133
5'0"	138
5'1"	143
5'2"	147
5'3"	152
5'4"	157
5'5"	162
5'6"	167
5'7"	172
5'8"	177
5'9"	182
5'10"	188
5'11"	193
6'0"	199
6'1"	204
6'2"	210
6'3"	216
6'4"	221

*If you weigh the same or more than the amount listed for your height, you may be at risk for diabetes.*

	TRUE	NOT TRUE	YOUR POINTS
1. My weight is equal to or above that listed in the At-Risk chart.	5	0	
2. I am under 65 years of age and I get little or no exercise during a usual day.	5	0	
3. I am between 45 and 64 years of age.	5	0	
4. I am 65 years old or older.	9	0	
5. I am a woman who has had a baby weighing more than nine pounds at birth.	1	0	
6. I have a sister or brother with diabetes.	1	0	
7. I have a parent with diabetes.	1	0	
Source: American Diabetes Association			<b>YOUR TOTAL POINTS:</b>

### Scoring 3–9 points

You are probably at low risk for having diabetes now. Plan to take the test regularly—especially if you are Hispanic/Latino, African American, American Indian, Asian American or Pacific Islander or have other risk factors. You may be at higher risk in the future.

### Scoring 10 or more points

You are at greater risk for having diabetes. Only your health care practitioner can determine if you have diabetes. At your next office visit, take this test along and find out for sure.

\* "Diabetes Risk Test" Reprinted with permission from The American Diabetes Association. From [www.diabetes.org](http://www.diabetes.org). Copyright © 2008 American Diabetes Association.

# UTILIZATION MANAGEMENT

The philosophy of managed care is to provide information and preventive services to help you be as healthy as you can be while managing the cost of care. Healthy members are less likely to need expensive medical care. As part of the managed care process, Unity works with its participating physicians and other health care providers to ensure care recommended for you includes the most appropriate and effective treatments available. This process is called care management or utilization management and is conducted by nurses with the support of physicians. Unity continually evaluates the effectiveness of these programs.

One of Unity's roles as a managed care organization is to provide you with educational materials to help make the best use of your health benefits including available preventive care services. These services include immunizations, screenings such as mammograms and pap smears, and fitness and wellness programs. As a member, you are responsible for reading the materials, becoming familiar with your plan benefits and following the health measures that apply to you and your family.

Your primary care physician (PCP) also plays an important role in your health. Your PCP is responsible for providing primary care services and for coordinating your health care. At times when you need care from a specialty provider, your PCP will refer you to a Unity participating provider. Working through your PCP for referrals, when needed, ensures your medical claims are processed according to your benefits.

One of the most important components of utilization management involves Unity working with its medical management, behavioral health groups, pharmacy program and your PCP. This group effort ensures you receive the most effective treatment available.

- The UW Medical Foundation (UWMF) provides medical management services for all members.
- Behavioral Health Consultation System (BHCS) provides behavioral health management services for all members. They also provide alcohol and other drug abuse (AODA) services to members outside Dane County.
- Gateway Recovery provides AODA management services to Dane County members.
- Unity provides medical management services for chiropractic care.
- The Unity Pharmacy Program provides pharmacy services for all members with a Unity prescription drug benefit.

Medical management and the behavioral health groups are available at least eight hours a day during normal business hours to receive and return calls regarding utilization management issues. After normal business hours, calls are answered by an answering machine or service and will be returned the next business day. The staff member will identify themselves by name, title and organization when receiving or returning calls relating to utilization management issues. For questions relating to a utilization management issue, a toll-free number is also available.

Unity works with participating physicians and utilization management staff to ensure decisions regarding treatment are based only on appropriateness of care and service. Unity does not reward practitioners for issuing denials of coverage or care. Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization of services.

Referral processes may be different with each group policy. If you have any questions about referrals, please contact Unity Customer Service at 1-800-362-3310.



- ▶ UWMF  
608-821-4200 (Local)  
1-888-829-5687 (Toll-free)
- ▶ BHCS  
608-282-8270 (Local)  
1-800-683-2300 (Toll-free)
- ▶ Gateway Recovery  
608-278-8200 (Local)  
1-800-785-1780 (Toll-free)
- ▶ Unity  
608-643-2491 (Local)  
1-800-362-3308 (Toll-free)
- ▶ Pharmacy  
1-888-450-4884 (Toll-free)

## FORMULARY UPDATE

The following drugs have changed formulary status. These changes were made between September and November 2007. Members affected by these changes have received a letter from Unity containing more details. A change in formulary status of drugs may affect out-of-pocket costs, depending on the current drug benefit. The complete formulary is available on Unity's website at [unityhealth.com](http://unityhealth.com) or by contacting Unity Customer Service at 1-800-362-3310 for a hard copy. *Members covered under the State of Wisconsin health insurance program should contact Navitus Health Solutions at [www.navitus.com](http://www.navitus.com) and members covered under the BadgerCare Plus program should contact the State Medicaid program at 1-800-362-3002 to learn more about their prescription drug benefits.*

### Formulary Additions, Non-Additions and Restriction Removals

FORMULARY ADDITIONS	NOT ADDED TO FORMULARY (NON-FORMULARY)	PA/QL REQUIREMENT REMOVED OR MODIFIED
Norethindrone/ethinyl estradiol (Tri-Ligest FE)	Insulin detemir pens (Levemir pens)	Age edit for Adderall XR removed; QL remains
Norethindrone/ethinyl estradiol (Tilia FE)	Ramipril tablets (Altace tablets) The capsules are available on formulary.	Age edit for Amphetamine combo (generic Adderall) removed
Sunitinib (Sutent)-PA	Lisdexamfetamine (Vyvase)	Age edit for Methamphetamine (Desoxyn) removed
Insulin detemir vials (Levemir vials)	Fluticasone furoate nasal spray (Veramyst)	Metoprolol succinate (generic Toprol XL)-PA removed
Methylphenidate patch (Daytrana)-QL	Levocetirizine (Xyzal)	Terbinafine (generic Lamisil)-PA removed
Atovaquone/proguanil (Malarone)-QL		Rosuvastatin (Crestor) 40 mg-PA removed
Oxycodone extended release (Oxycontin brand)		

### Products Removed from Formulary or Newly Restricted

PRODUCT	CHANGE AND EFFECTIVE DATE	ALTERNATIVES
Fluvastatin (Lescol) and Fluvastatin XR (Lescol XR)	Effective January 7, 2008, fluvastatin products have been removed from the formulary.	Simvastatin, Lovastatin, Gemfibrozil, Niacin (Niaspan)

### Products Newly Available as Generics (brand becomes non-formulary when equivalent generic available)

PRODUCT	FORMULARY STATUS / NOTES
Carvedilol (Coreg)	formulary; 1st tier
Oxcarbazepine (Trileptal)	formulary; 1st tier

PA = prior authorization required, QL = quantity limit

### Important contact information when you have questions

WHEN TO CONTACT	WHO TO CONTACT	PHONE NUMBER
To check the formulary status or restriction status of a drug	Unity Customer Service or <a href="http://unityhealth.com">unityhealth.com</a> under <i>Pharmacy Information</i>	1-800-362-3310
To obtain a copy of Unity's Prescription Drug Formulary	Unity Customer Service or <a href="http://unityhealth.com">unityhealth.com</a> under <i>Pharmacy Information</i>	1-800-362-3310
To appeal a Prior Authorization denial	Unity Customer Service	1-800-362-3310
To speak to a clinical pharmacist about why a Prior Authorization Request was denied	Unity Clinical Pharmacy Program	1-888-450-4884
For information regarding the Half-Tab Program	Unity Customer Service	1-800-362-3310
For criteria for coverage of a medication	Unity Clinical Pharmacy Program	1-888-450-4884
Early refills, vacation supplies, emergency supplies, new member supply, reimbursement of medications purchased out-of-pocket	Unity Pharmacy Services	1-800-788-2949

Learn more about  
Harbor Weight Loss  
Institute at their

# Open House

Thursday,  
February 28  
from 5-7 p.m.

2711 Allen Boulevard  
Middleton, WI  
608-821-6505



840 Carolina Street  
Sauk City, WI 53583-1374

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U.S. POSTAGE  
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MADISON WI  
PERMIT 1949

## WELLNESS

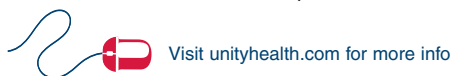
### Harbor Weight Loss Institute

Unity and Harbor Weight Loss Institute have partnered to offer a comprehensive wellness program to lose weight and create a healthy lifestyle. When you choose Harbor Weight Loss Institute, not only will you have support from three individual coaches, you will also have a program individually designed for you with your input. You will work with a lifestyle counselor, a registered dietician and a personal trainer. Plus, as a Unity member you can receive \$400 upon completion of the six month program.

*Here's what people are saying about Harbor Weight Loss Institute:*

- Veronica O. says...“Throughout this 6-month program I have continued to experience health benefits. I lowered my blood pressure from 140/90 to 120/60, lowered my cholesterol by 51 points, and lost 25 pounds toward my goal of losing 100 pounds overall. This program has improved my sense of self-worth along with increasing my energy level.”
- Dana D. says...“I lost 60 pounds during the last year. I really don't worry about gaining the weight back anymore. My coaches have assisted me in practicing very solid healthy habits that I can sustain. This personalized approach is what has made the difference to me during my time at Harbor Weight Loss Institute.”

For more information about Harbor Weight Loss Institute, call 608-821-6505 or visit [unityhealth.com](http://unityhealth.com).



## HEALTH MANAGEMENT

### UNITY'S HEALTH MANAGEMENT PROGRAMS

Unity offers health management programs for the following conditions:

- Asthma
- Diabetes
- Depression (Chronic, situational or postpartum)

For more information about these programs, visit [unityhealth.com](http://unityhealth.com) and click on *Fitness & Wellness* or call 1-888-829-5687 and ask for Health Services.



## PHARMACY

### New to Unity? Your Prescription For an Easier Transition

Switching from one health plan to another can be confusing, especially when it comes to your prescriptions. To help make your transition easier, here are two situations that may come up and what you can do.

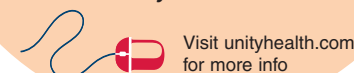
#### 1. The drug you are taking is not on the formulary

Talk to your doctor about changing to a drug that is on the formulary. There are similar drugs on the formulary in place of non-formulary drugs. You can refer to Unity's formulary at [unityhealth.com](http://unityhealth.com) or contact Unity Customer Service at 1-800-362-3310 to find other options on the formulary.

#### 2. The drug you are taking needs prior authorization

Talk to your doctor about submitting the information for prior authorization. Now might also be a good time to talk to your doctor to see if there are less expensive options that do not need prior authorization. If you need the medicine sooner than you can get prior authorization, you can get coverage, without prior authorization, for up to 90 days. When that supply runs out, you will need an approved prior authorization before you can get additional coverage. The normal copay will be charged for each refill during the 90 days.

To get a “New Member Override,” you or your pharmacy can call Unity at 1-800-788-2949. This policy applies to drugs you were taking under your old health plan. Also, not covered under this policy are drugs which are excluded from coverage. For more pharmacy information, visit [unityhealth.com](http://unityhealth.com) and click on *Pharmacy Information*.



Please Note: This information is not applicable to members covered under the State of Wisconsin health insurance program or the BadgerCare Plus program. State of Wisconsin members should contact Navitus Health Solutions at [navitus.com](http://navitus.com) to learn more about your prescription drug benefits. BadgerCare Plus members should call the State Medicaid program at 1-800-362-3002.