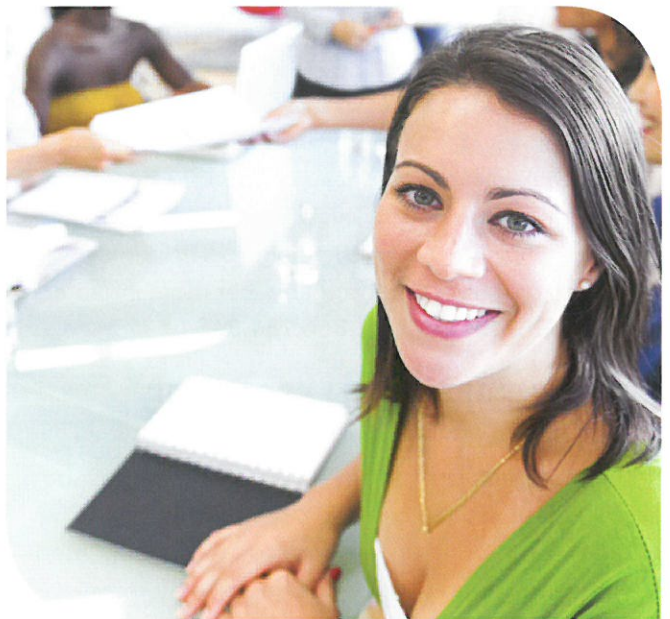


PreferredOne Care AdvantageSM

Because Life Doesn't
Stand Still

- Staying Healthy & Well
- Routine Medical & Illness Care
- Managing Chronic Conditions

PreferredOne Care AdvantageSM offers programs and services that help you reach your health goals along the health continuum, from wellness, to routine medical and illness care, to chronic conditions. We are committed to helping you achieve and maintain your health goals so that you can do the things you want in life.



STAYING HEALTHY & WELL

Eating healthy, managing stress and keeping physically active are important elements in maintaining your personal health. As a PreferredOne member you have easy online access to information and programs to help you achieve and maintain your personal health goals. Go to PreferredOne.com, register/login and you will find the following tools and information to help you stay healthy:

- **Online Health Risk Assessment**
Quick and easy way to evaluate your current health status.
- **Online Interactive Lifestyle Management Programs**
Action-oriented programs on healthy eating, fitness, managing stress, childhood immunizations, treatment decisions and much more.
- **Healthwise[®]**
Interactive online health resource on over 7,500 topics, symptom checker and drug interaction checker.
- **Healthy Member Discount**
PreferredOne has teamed up with a variety of organizations to provide discounts to help members on the road to better health.

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PreferredOne[®]
ADMINISTRATIVE SERVICES

CARE ADVANTAGESM

STAYING HEALTHY & WELL (CONTINUED)

Tobacco Cessation Program

Trying to quit a tobacco habit can be a major challenge! PreferredOne offers *Quit for Life*® a Tobacco Cessation Program for our members. This program is a telephonic based self-referral program that helps participants successfully quit their tobacco habit. For more information, please call *Quit for Life*® at **1.866.784.8454**.

ROUTINE MEDICAL & ILLNESS CARE

Addressing health issues early—when they can best be treated—gives you the greatest opportunity for staying healthy. PreferredOne encourages you to visit your medical care providers for preventive screenings, maternity care, health risks such as high blood pressure and high cholesterol and complex medical conditions. If you need help finding a physician, please visit PreferredOne.com, login and go to *Search for a Provider* or call PreferredOne Customer Service.

A Member's Story - Managing Diabetes

Managing a chronic condition is challenging, even more so when your employment requires long hours on the road. When Mark first contacted PreferredOne to discuss the Chronic and Rare Condition Management program, he was having difficulties managing his diabetes and weight. With the assistance of a PreferredOne nurse care coordinator, Mark gained the knowledge and skills needed to successfully self-manage his diabetes. Along with implementing new life skills was an additional surprise – losing 70 lbs! According to his PreferredOne nurse care coordinator, "Start anything new by taking small steps. I call Mark and he talks to me about his success and challenges. I help him stay accountable and motivate him to be his healthiest."

Member's name changed to protect confidentiality.

Healthy Mom & Baby Program

Healthy Mom & Baby is a maternity management program for all expectant PreferredOne members. The goal of the program is to educate expectant mothers, reduce and/or prevent pre-term labor/delivery and screen for postpartum depression. To learn more about this program, please call PreferredOne at **1.800.940.5049, enter 1 then ext 3456**.



MANAGING CHRONIC CONDITIONS

Having a chronic condition can be a challenge. Understanding treatments and medication can be overwhelming. PreferredOne's Chronic and Rare Condition Management program provides one-to-one nurse care coordination for members to help them gain the knowledge and skills they need to successfully self-manage their conditions and meet their health goals. It offers support for members with these chronic conditions:



- Asthma
- Coronary Artery Disease (CAD)
- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Crohn's Disease
- Cystic Fibrosis
- Diabetes
- Hemophilia
- Low Back Pain
- Multiple Sclerosis
- Parkinson's Disease
- Plus many other conditions
- Rheumatoid Arthritis
- Ulcerative Colitis

For more information on these programs, call PreferredOne at **1.800.940.5049, enter 1 then ext 3456**.

PREFERREDONE CUSTOMER SERVICE

PreferredOne Care AdvantageSM programs can assist you in attaining your health goals. We encourage you to take part in keeping yourself healthy. For questions about these programs, please call Customer Service, Monday - Friday, 7 a.m. - 7 p.m., at:

Twin Cities Area: 763.847.4477

Outside the Metro Area: 1.800.997.1750

TTY: 763.847.4013

Email: CustomerService@PreferredOne.com