



access:health
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C3 Plan:

Choice, Challenge, Change



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Summary of C3 Plan Annual Requirements

The C3 Plan was developed to encourage personal accountability by engaging employers to provide healthy work sites and employees to embrace healthier everyday choices. The key to turning things around, by improving health and keep health costs down, lies within each of us. To support personal accountability the C3 plan includes a *Health Risk Appraisal* and face-to-face health advising to collect information to identify health risk factors, provide individualized feedback/action plan, and links members to programs that promote health improvement and/or prevent disease. We encourage members to make a personal investment in their health and take the actions necessary to improve health. The services and classes are offered at *no charge (unless otherwise stated)* to the employees and their families. We hope all employers and employees embrace the opportunity the C3 plan provides.

OVERVIEW:

- C3 members include the employee and *all enrolled family members*
- The C3 plan is ongoing and requirements must be met **ANNUALLY**. To keep the C3 plan you must complete the requirements every year.
- Your C3 “Anniversary” is the date you enrolled in the C3 Plan. Contact Access Health if you don’t know what your date is.
- The entire family unit must be assigned the same plan, either C3 or Standard
- The entire family is considered a “unit” and every person is required to complete the requirements. If the requirements are not met by all of the enrolled members, the entire family would be transferred to the Standard Plan. Family members age 19 and above are required to complete the requirements.
- Members and Businesses are encouraged to call Access Health at 231-728-5180 x100 to obtain a status of employee participation or to schedule requirements
- As a courtesy, reminder notices are mailed to the employee and then the business. The employee is responsible for scheduling and completing the requirements. Access Health does not call the members to schedule their appointments.
- Deadlines: The *Health Risk Appraisal* should be submitted upon enrollment or within 3 months of your anniversary date. The Health Advising appointment must be completed within 6 months of the anniversary date. The classes must be completed within 10 months of the anniversary date.
- Note: Standard Plan members are required to take classes if they have a chronic disease or illness as part of a “protocol”. (Examples, Tobacco Cessation, Asthma or Diabetic Education)

COST:

- The C3 Plan costs \$46 (each adult) and \$29 (each child) for both the business and employee. The benefit is lower monthly cost for the employee and employer and lower co-payments for services.
- The Standard Plan costs \$60 (each adult) and \$36 (each child) for the business and employee.
- Refer to the Member Handbook for co-pays. The Standard Plan member pays significantly more for the monthly cost and for co-pays.
- “Grandfathered” Sole Proprietors/Owners Only: C3 Rates: \$106 each adult, \$58 each child and Standard Rates: \$140 each adult, \$72 each child

ANNUAL REQUIREMENTS: (Each family member)

1. Complete a **Health Assessment and Lifestyle Questionnaire**- Due upon enrollment and then annually within 3 months of your Anniversary/C3 Enrollment Date
2. Attend **Health Advising Appointment** where the member meets with a health advisor and creates a personalized health action plan- Due within 6 months of enrolling and within 6 months of your Anniversary/C3 Start date annually.
3. Attend two health classes. If the member smokes, one of the classes must be “Tobacco Free” offered at the Muskegon County Health Department- Due within 10 months of your anniversary date annually.



WHAT IS A HEALTH ADVISOR?

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A “health Advisor” is a nurse or health educator who will work one-on-one with you to help you identify your health risk factors, provides individualized feedback and links you with interventions to promote health, and/or prevent disease. You will develop an *Action Plan* that is unique to you and your current health status. The Health Advisor is a resource and support person available at **no cost** to Access Health members. Meeting with a Health Advisor is a requirement of the C3 Plan ANNUALLY.

WHAT HAPPENS DURING AN APPOINTMENT?

During your first visit with a health Advisor, you will review your Health Risk Assessment and identify your health risk factors. Once your health risk factors are identified, we will develop an action plan to take the appropriate personal steps to address your personal risks. Actions may include, smoking cessation classes, development of an appropriate treatment plan with a physician to address; weight reduction, blood pressure, diabetes, asthma, blood cholesterol, or alcohol use. At this time, you will sign up for the classes that are a part of your action plan. During future visits, you will review your progress on your action plan, discuss any issues you are having meeting your goals, and set new goals.

HOW OFTEN DO I HAVE TO MEET WITH MY HEALTH ADVISOR?

How often you meet with your Health Advisor, depends on your personal risk factors. If you are low risk, you will meet with the Advisor once a year. If you are moderate or high risk, you may have to have contact with your Advisor more often.

If you are new member we try to schedule your initial health Advisor appointment at the same time as your new member orientation. After this initial appointment, you must meet within 6 months of your “anniversary” or enrollment date. You are responsible for scheduling this appointment.

HOW DO I KNOW IF I AM LOW, MEDIUM OR HIGH RISK?

Access Health determines your risk based on your answers on your health assessment. If you are healthy, and do not smoke, if you get regular exercise and eat right, you would be low risk for developing chronic diseases in the future. If you do smoke, are overweight, and do not exercise and eat right, we know you are at risk for developing chronic diseases in the future. If you are at risk for developing chronic diseases in the future, we will want to work with more closely to try to prevent this from happening. If you already have a chronic disease, we will try to minimize the effects of this disease by addressing the problems that contribute to it.

HOW DO I MAKE AN APPOINTMENT WITH A HEALTH ADVISOR?

Call Access Health at (231) 728-5180 x100 or email c.stevens@access-health.org to schedule your appointment. If you have not completed a health assessment in the last 6 months, you will be asked to complete one prior to your scheduled meeting.

I AM ALREADY VERY BUSY. HOW WILL I HAVE TIME TO MEET WITH MY ADVISOR?

Access Health understands that everyone’s life is very busy, but we would like for you to make your health a high priority in your life. We will do what we can to make these appointments convenient for you.

WHAT IS AN ACTION PLAN?

An action plan is a list of activities that you agree to do to start working on improving your health. This plan will be developed together with your Advisor. We will go over the classes and programs that we offer at Access Health as well as programs that are available in the community. We will talk about the things that prevent you from meeting your goals, and see if we can help you figure out ways to overcome these barriers.



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Smoking Cessation:

All C3 participants that are smokers are required to enroll in the Smoking Cessation Classes ANNUALLY at the Muskegon County Health Department.

The class is a requirement for services that have a protocol for ALL ACCESS HEALTH MEMBERS, including C3 and Standard Plan, who smoke. To find out more about Protocols, refer to pages 18-21 of the Benefit Handbook.

The Muskegon County Health Department conducts the "Tobacco Free" series every month. This is a group tobacco cessation seminar conducted for four successive Tuesday evenings from 5:30-7:00 pm. The seminar starts on the first Tuesday each month and meets at the Muskegon County Health Department, 209 E. Apple Avenue, Muskegon 49442.

Periodically, this class is held at other times and locations. Contact Access Health if you are interested in this class if it is held in another location, such as Whitehall.

The class is free to Access Health Members, but it's limited to the first 20 participants who sign up. The cost to other community members is now \$65.00. Access Health has provided a grant to the Muskegon County Health Department so that this program can be offered at *no cost* to Access Health members.

You may contact "Tobacco Free" at (231) 724-1263 with questions and to enroll. Contact your Access Health Advisor to inform them that you have enrolled in the class.

Smoke Free Restaurants:

West Michigan, including Muskegon County, has an abundance of smoke-free restaurants. You may obtain a copy of the Muskegon smoke-free restaurants at www.mchp.org and www.smokefreeottawa.org/smokefreeair.asp for other cities in Michigan (click on Ottawa County or Other Michigan Counties to obtain a list).



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C3 HEALTH EDUCATION VERIFICATION

Use this form to receive credit for a non-Access Health education class, such as Lunch with A Doctor presentation, Weight Watchers etc. Contact Access Health at 231-728-5180 x100 prior to the class, to see if you can receive credit. This may only be used for one of your classes annually.

Hospital/ Facility Name: _____

This is to verify that Access Health member _____

Has attended Health Education Program listed below:

Topic: _____

Date(S): _____

Signature of registrar or presenter: _____

Contact Person and Information: _____

Return this form to: Access Health Inc. PO Box 0238, Muskegon, MI 49443 Attn: C3
Note: Members should contact Access Health before attending alternative programs



C3 Participation Summary

You have chosen the C3 Plan for you and all enrolled dependents. This is a summary of your participation and the required dates to complete each component. Contact Access Health at 231: 728:5180 x100 to schedule/change your meetings and appointments. It is your responsibility to schedule and complete the requirements. Access Health staff is happy to assist you. You and all enrolled dependents will be transferred to the STANDARD PLAN if you do not complete the requirements by the completion dates.

Date: _____ Name: _____

Employer: _____

C3 Enrollment/Anniversary Date: _____ Year 1 Year 2 Year 3

ANNUAL C3 Requirements and Completion Dates for ALL ENROLLED FAMILY:

Employee/Subscriber/Member- _____ (Initial)

- Health Risk Appraisal due at ENROLLMENT or by: _____ (3 months of anniversary)
- Health Advising Meeting complete by: _____ (within 6 months of anniversary date)
- Schedule Class 1 complete by: _____ (within 10 months of anniversary date)
- Schedule Class 2 complete by: _____ (within 10 months of anniversary date)
- Tobacco Cessation/Class 2 complete by: _____ (within 10 months of anniversary date)

Spouse/If Applicable: _____ (Initial)

- Health Risk Appraisal due by: _____
- Health Advising Meeting complete by: _____
- Schedule Class 1 complete by: _____
- Schedule Class 2 complete by: _____
- Tobacco Cessation/Class 2 complete by: _____

Adult Child/If Applicable: _____ (Initial)

- Health Risk Appraisal due by: _____
- Health Advising Meeting complete by: _____
- Schedule Class 1 complete by: _____
- Schedule Class 2 complete by: _____
- Tobacco Cessation/Class 2 complete by: _____

Adult Child/If Applicable: _____ (Initial)

- Health Risk Appraisal due by: _____
- Health Advising Meeting complete by: _____
- Schedule Class 1 complete by: _____
- Schedule Class 2 complete by: _____
- Tobacco Cessation/Class 2 complete by: _____

C3 Classes include (others may be added): Let's Get Physical, Effective Communication, Healthy Weight Management, Stress Management 101, Stress Management 201, Healthy Heart Seminar, Healthy Eating on a Budget, Healthy Eating While Eating Out, Holistic Health---Body, Mind & Spirit, Tai Chi, Self Sabotage, Tobacco Free (Muskegon Health Department), Diabetic Education, Asthma Education, Living Healthy Workshop. To obtain credit for alternative health education classes, such as Lunch with a Doctor/Hackley Hospital or Weight Watcher contact Access Health.