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# The Vantage View



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## Affinity's New Walk-In Clinic Bringing Convenience and Service to Monroe

Affinity Health Group, a wholly-owned subsidiary of Vantage Health Plan, is proud to announce that the new Affinity Walk-In Clinic will be open to the public by late 2011. The new clinic will be located at 2408 Broadmoor Blvd., right next to Monroe Surgical Hospital. No appointments necessary. Hours of operation will be 7 a.m. - 7 p.m., seven days a week. Michael Echols, Director of Business Development for Affinity, said the new facility is "not only important for this community but also significant for the state because it is a visible and tangible demonstration of our commitment to excellence in the area of providing good jobs and great healthcare to the citizens of Louisiana."

The idea behind the new facility is to provide our members and the general public another option for treatment and care outside of regular physician office hours and on weekends. In addition, the Walk-In Clinic will use the same electronic medical records as other Affinity Health

helps reduce waiting periods and duplicated paperwork. Medical histories are updated to ensure the patients' complete records are available to their Affinity primary care physician. The medical records related to the visit for all non-Affinity patients will be faxed or mailed to the patients'

primary care physician for follow-up visits.

Dr. Gary Jones, Vantage's Chief Executive Officer, said familiar Affinity staff will be available to provide a wide variety of services. "We needed



something for our members after regular office hours and on the weekends. The use of electronic medical records will enable us to connect the clinic directly to our other Affinity doctors," Jones said.

Group offices. The electronic medical records will allow the Walk-In Clinic staff to conveniently access the Affinity patients' medical records so they can provide immediate and comprehensive care. This

## More Services for Vantage Members

Affinity now has 4 Case Management Clinics!

The Case Management Clinics offer the following services to Vantage members at **no cost**:

- Pharmacist Medication Reviews (Bring in your medications and our pharmacist will make recommendations to help lower your monthly prescription drug co-pays)
- Tobacco Cessation Program (Helps you to finally quit using tobacco)
- Nutritionist Services (Assistance with special diets)
- Weight Loss Services (Individualized weight loss plans with our Nutritionist)
- Diabetic Education (Learn to manage your diabetes)
- Diabetic Foot Care (Special clinic for foot care)
- Wound Care (Special care for all types of wounds)
- Ostomy Care (Help and education managing all types of ostomies)
- Prothrombin Time (PT)/INR test and management of Coumadin therapy



Affinity has four Case Management Clinics in Northeast Louisiana. These clinics are conveniently housed within Affinity Health Group's offices at the following locations:

The Medical Office at Regency  
109 Regency Place  
West Monroe, LA 71291

The Medical Office at N18th  
1825 N18th Street  
Monroe, LA 71201

The Medical Office at St. John  
112 Saint John Street  
Monroe, LA 71201

The Medical Office North  
3400 Medical Park Drive, Suite B  
Monroe, LA 71201

Call (318) 361-2138 today to schedule your visit.



### Make the Choice to go Digital!

Better. Easier. Greener.

Keeping up with your health insurance coverage is now better, easier, and greener with Vantage's Digital Documents option. Digital Documents allows you to access your Vantage plan documents securely from the Vantage website and can now replace the traditional paper booklets.

Members can sign up and opt out of the Digital Documents option at any time by contacting a Member Services representative at (888) 823-1910. Another way to sign up is to complete and return the Digital Documents form when your group enrolls or renews.

Once you are subscribed to Digital Documents, you will find these documents online for your group:

- Cost Share Schedule
- Certificate of Coverage
- Other group-specific materials

The following general information is also available through Digital Documents and on the Vantage OGB website ([www.vhp-stategroup.com](http://www.vhp-stategroup.com)) under the "Documents and Forms" tab:

1. Provider List
2. Pharmacy List
3. Formulary

## Tier II Providers Added to the Vantage Health Plan Network!

Available to Commercial Members

As an HMO, Vantage Health Plan provides more of the comprehensive health services you need to get well and stay well. Now we have expanded our network to include Tier II Providers in order to more effectively serve our Members.



### What is a Tier II Provider?

Vantage may contract with certain providers or provider networks even

though their cost may be higher than similar Tier I Providers. These providers are listed in the Vantage Provider Directory as Tier II Providers. Because of the higher cost of the Tier II Providers, there is an additional coinsurance payment for Members who choose to use these providers. Tier II Providers cannot be selected as your Medical Home-Primary Care Physician (MH-PCP).

### Who are the Tier II Providers?

For now, call Member Services at (888)823-1910 to find a Tier I or Tier II Provider. Soon you will be able to search Tier II Providers at [www.vhp-stategroup.com](http://www.vhp-stategroup.com).

### How much does it cost?

You will be responsible for the Tier I cost share **plus an additional 20%** coinsurance. See your Certificate of Coverage or Cost Share Schedule for your Tier I cost share amounts. Depending on the provider, the Tier II coinsurance will either be due at the time of service along with the Tier I cost share or you will be billed at a later time. Neither Tier I Providers nor Tier II Providers can balance bill a member. Authorization requirements still apply.

### Will I need a new ID Card?

Yes. You should have already received the new Member ID Card. The only difference on the updated card is the Tier II logos on the back of the card (PHCS and Multiplan). If you have not received your new Member ID Card or the information on your new card is incorrect, please contact Member Services at (888)823-1910. Remember to always carry your most recent Member ID Card with you at all times and present it before receiving any health services.

Note: A Provider's status (Tier I, Tier II, Out-of-Network) is subject to change at any time.

## Vantage Health Plan's Portal Means Protection

Secure online access to your Vantage information

Vantage is making healthcare even easier by providing members with secure online access to important information regarding your health plan coverage and activity.

Online access is available to all commercial members.

Information includes:

- Additional ID Cards request
- Authorization history
- Contact information
- Cost Share information
- Eligibility information
- Medical Claims history
- Pharmacy Claims history
- Primary Care Physician selection

All you need to sign up is a valid e-mail address. You can contact Member Services at (888) 823-1910 to request your account and password. Once Member Services receives your request, you will be mailed your login information.

Note: There is a one business day delay on all information posted to the Member Portal.



Questions regarding eligibility and enrollment should be directed to the Office of Group Benefits at (225) 925-6625 or Toll-Free at (800) 272-8451.



# The Vantage View



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Look inside for the latest with  
Vantage Health Plan!  
We have new clinics, a broader network,  
and ways to stay green!



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QR Code Reader



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