



“Every day is a chance to begin again. Don’t focus on the failures of yesterday, start today with positive thoughts and expectations.”

-Catherine Pulsifer

I have always enjoyed the fall. I always felt it was the start of a new year for me. I am not the January New Year’s Eve resolution, beginning of a calendar year person, in fact it’s really the middle of the year for me. Having spent almost my entire career in a field when the school year determines my beginning, I truly feel at home when August/September roll around. My husband who works in collegiate athletics deals with the same schedule so it is our beginning.

I always feel like this time is a fresh start to something unbelievable. There are always new challenges, obstacles and experiences on the horizon at this time, which makes me feel empowered and grateful for opportunities that come up. Last year at this time we were recovering from the whirlwind of a year cut short and maybe a little fearful of what the new school year would bring. It didn’t turn out exactly what we thought but it made us all stronger in the end. You all did an amazing job over this pandemic year of teaching, working in offices, cafeterias, administration, etc., and pivoting in ways you probably never thought you could. And more important to our maintenance and custodial crews who kept us safe all year! Thank you all!

So when thinking about this coming year, think about what new beginning you would like to experience. What expectations do you have? When you have new students in your classroom many might be excited and some might be anxious. What positive thoughts do you have to offer to both groups and more importantly to yourself. If you have new coworkers coming on board, how can you help them?

So here is my positive thought for all of you..

You can always exceed your own expectations by being kind and empathetic and most of all, by opening up your mind to the curiosity of the day, the possibilities are truly endless. And when you close out the end of your day, determine what part of your day you will hold onto to propel you to start anew tomorrow!

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New Beginnings through the eyes of a 17 year old

I spent my summer through the eyes of my 17 year old daughter who will be a senior in high school in a few short weeks. We spent two weeks on a summer college tour looking at 10 different schools, driving 2400+ miles and actually having a good time. Yes we were exhausted, but it was truly fun and entertaining to let go of my own expectations and see life through her eyes.

My friends call her “oh Emma” and if you met her you would figure out why pretty quickly. She got that name at 6 weeks old on a shopping trip with my girlfriends. We usually leave early in the morning and we are gone all day. The entire day Emma never made a sound, she slept, ate, cooed and was generally silent. That is until the hour drive home when my friend said “she can’t possibly cry all the way home, and yes she proceeded to do just that.” So her nickname became “oh, Emma!” The reason I tell this story is that it explains a lot about her.

She is determined and truly nothing anyone says phases her. She listens, processes it and moves on in her own direction. I am pretty confident that I was not like that at her age. So seeing your own child through this college process is pretty amazing. And yes there were many “oh, Emma’s uttered on the trip.” Like when she said do they have a Dunkin donuts close by or on campus? Really, that is important?? In all seriousness she took in the campus visits and had no problem saying, “not for me”. This is what I enjoy the most about her, is her ability to say what she feels. There was one school my husband and I felt truly wasn’t for her, but she said you’re not the ones attending school. I’m glad she asked us what we thought and even happier that she didn’t care when we told her our own thoughts.

One of the best things about that trip and this summer has been that she is open to new possibilities. As adults, we look at things through a more critical eye, analyzing everything. But it was very refreshing to let that go and see the positive, the endless possibilities and a new beginning for not only her but all people beginning a new chapter in life.

So let your expectations go for this year and start anew with fresh eyes. And along the way if there is something that isn’t quite right or it’s downright crazy, just utter “Oh, Emma” and smile knowing that you will get through and find a new way!

Our trip this summer:

1. Richmond
2. William and Mary
3. UNC
4. Elon
5. Wake Forest
6. UNC-Charlotte
7. Emory
8. University of South Carolina
9. Coastal Carolina
10. UNC-Wilmington

So far her top choices:

1. UNC Charlotte
2. UNC Wilmington
3. Elon
4. Coastal Carolina
5. University of South Carolina.

Richmond, William and Mary and Wake Forest were a definite “no” because they looked too much like Bucknell—insert “oh, Emma!” here.



New Program Features

Each year for Embrace Your Path, I try to find new options for employees to improve their health. This year we have added two new features: **Telemedicine** registration and/or visit and **Mail in Pharmacy** for maintenance prescriptions.

After the pandemic hit many doctors tried to transition to virtual visits for patients that needed it. Sometimes you can get in and sometimes you need to talk with a physician immediately without going anywhere. In comes, telemedicine visits through Amwell.com. (See page 5 for all the details.) The most important thing is to get registered first, that way if you ever need to use the program it's already done, just log in and go. So we are giving 40pts just to get registered, which means you have to show proof of registration, so just screenshot your confirmation page. If you already have an account because you were on the ball and used the service already, just print out a summary of your account info page with just your name and DOB and that is fine as proof. Both of those get sent to Carmen Terry, Health and Wellness Coordinator.

The second added feature this year is Mail order pharmacy (see page 6 for more details). If you take maintenance prescriptions every month, why drive to a pharmacy and wait in line when you can have them delivered to your house for cheaper than the pharmacy cost. That saves you both time and money! And who doesn't want to do that.

Everything is located at health.iu17.org also for information on the Embrace Your Path program. Of course we still have all the regular features, like free health screenings, health courses on zoom and in person, preventative visits and health trackers just to name a few. So whatever path you want to venture down to accumulate points, it is your choice to embrace your own path.

Platinum forms are due by 12/1/21 so don't wait until the last minute, go ahead and email it to me. If you decide later you do not want to attain that level, just email me and I will remove you from that.

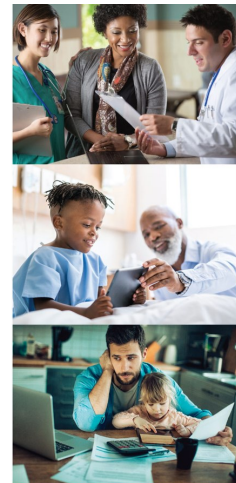
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Health Advocate

DID YOU KNOW? Health advocate not only helps with our wellness piece, they can do so much more. Health Advocate can provide help for your whole family: employees, spouses, dependents, parents and parents-in-law!

Your Personal Health Advocate can help in the following ways:

- ♦ Coordinate care with your providers
- ♦ Provide support for your medical condition
- ♦ Help you find the right doctors
- ♦ Research and arrange second opinions
- ♦ Help with confusing paperwork issues
- ♦ Provide special help for Mom & Dad



Who are the Personal Health Advocates?

✓ **Registered Nurses**

with experience in clinical care, case management, nursing education, supervision and administration

✓ **Benefits experts**

with experience in claims management and provider group administration

✓ **Full-time medical directors**

✓ **Trained clinical professionals**

including social workers, behavior change counselors, nutritionists, dieticians, dental care and pharmacy

1-866-695-8622



Telemedicine Visit Feature

40 points for Registration

25 points for one visit

Here's How to Have a Virtual Doctor Visit

**Haven't had a visit yet?
It's easy — here's how.**

From check-in to diagnosis, virtual doctor visits are designed to be comfortable and familiar, while being as simple as possible. Here's how it works:

Create an account.

Follow the simple directions.

1. Visit **amwell.com** and follow the instructions to register or download the mobile app.
2. Select **Sign Up**.
3. Enter your name, address, etc.
4. Complete the brief online health history form.
5. Enter your health insurance information.
 - a. Select **Highmark Blue Cross Blue Shield** as your health plan.
 - b. Enter your ID number.
 - c. Indicate if you are the Primary Subscriber.

Choose type of service.

Pick the type of care you want to receive.

1. Choose from **Urgent Care** or **Behavioral Health**.
2. If choosing **Urgent Care**, next select **Visit Now** under either **Medical** or **Children's Medical**.
3. If selecting **Behavioral Health**, select **Schedule Appointment** for either **Adolescent Therapy**, **Therapy**, or **Psychiatry**.

Select your doctor.

You can choose the provider that's right for you.

1. Look through doctors' profiles.
2. Choose a doctor and click.

Enter your health info and start the visit.

Tell the provider what you'd like to discuss.

1. Indicate if the visit is for you or your child.
2. Tell the doctor the reason for your visit.
3. Begin your live video visit.

Wrap up.

Get information fast after your visit.

1. View the doctor's notes and diagnosis.
2. If you are prescribed medication, it will automatically be sent to your pharmacy.

It's that easy. So what are you waiting for? See a virtual doctor today!

To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card. American Well service availability is subject to state laws. Medical services provided by American Well are subject to the telemedicine service benefit. Therapy and Psychiatry provided by American Well are subject to the outpatient mental health benefit. Other than these mentioned services, all other services provided by American Well are not eligible. You are responsible for the full cost of ineligible services.



Mail Order Pharmacy Feature

SAVE TIME AND MONEY

USE MAIL ORDER PHARMACY.

For long-term or maintenance medicines, take advantage of our mail order pharmacy. You may save time and money. Order and refill prescriptions, request renewals, and check your order status. Choose your payment option. Pay now or spread the cost over three months. Standard shipping is free.

How to Get Started

Ask your doctor to write a new prescription for up to a 90-day supply, plus refills for up to one year, if appropriate. Then choose one of these options:



MAIL IN YOUR PRESCRIPTION

Complete the mail order form. Then send it and your payment to the address listed. To get the form:

- Log in to your member website at highmarkbcbs.com.
- Click on the **Prescriptions** tab at the top of the page.
- Find the **Save With Mail Order** section.
- Click the **Mail order options & forms** link.



ASK YOUR DOCTOR TO FAX YOUR PRESCRIPTION

Give your doctor's office your member ID number and ask the office to call **1-888-327-9791** for fax instructions. You will be billed later or called for your method of payment.

OR

Whichever option you choose, you will usually receive your 90-day supply within three to five days after the order is received.

If you have questions, please call the Member Service number on your member ID card.

Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

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HIGHMARKBCBS.COM



50 points for using this program.

Must upload Rx receipt from mail order to Health advocate.

Health and Wellness Coaching



Carmen Terry, MS, NBC-HWC
Nationally Board Certified Health and Well-
ness Coach



At my bootcamp gym living what I preach at
5:15am.

One of the favorite parts of my job is Health and Wellness Coaching. Some of you may wonder what health and wellness coaching is?

Health and Wellness Coaches partner with their clients seeking to enhance their well-being through self-directed, lasting changes and aligned with their values. We believe the client is an expert on their own life, and make sure that all clients understand their self worth and belief in themselves to make the changes necessary, all while ensuring that interactions are positive, respectful and non judgmental.

In my coaching practice, I work with clients on a variety of issues from nutrition, sleep, stress, exercise, chronic illness or other issues that impact their health and well-being. I believe that clients are the experts in their body and life and want to be at their best. Whether you are struggling for a couple weeks, months or even longer, it's okay and understandable. No one is at their best 100% of the time, including me. I want clients to feel empowered to make the changes necessary all while helping them find their own resources to continue on a healthy path. All of us have the power to make changes and my job is to help you believe that!

I work with clients in a variety of ways. Typically our first visit is about 90 minutes so I can understand where you are, where you have been and where you want to go. These visits are usually face to face visits. All visits after that are scheduled at the clients convenience such as in person visits at a location convenient to the client, teleconference visits or zoom visits. Subsequent visits usually take around 30-45 minutes depending on the client. All information we discuss is confidential and private.

So if you aren't sure whether you want to work on something just send me an email or give me a call and we can just talk to see if Health and Wellness coaching is for you.

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