



Important Phone Numbers

Benefits/Claims/Member Services/Provider Directory

Allegiance

1-855-999-1521

Askallegiance.com/smc

Prescription Medications

Express Scripts administered by RxBenefits

1-800-334-8134

www.express-scripts.com

24-Hour Nurse Line

1-888-546-8463

Employee Assistance Program (EAP)

MINES and Associates

1-800-873-7138

www.MINESandAssociates.com

Human Resources

1-406-322-8930

www.stillwaterfamily.org

Tria Health

1-888-799-8742

www.triahealth.com/enroll



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Health & Wellness News



Chronic Care Management — What Is It and Why Is It Important?



Chronic care management offers additional help managing chronic conditions like diabetes, high blood pressure, high cholesterol, etc. by educating members on their condition and teaching them how to live successfully with it. Care managers assist in setting up a care plan that identifies problems, sets goals and motivates them to achieve their best quality of life. You don't have to figure things out on your own – you have highly trained professionals ready and willing to support you every step of the way! ***And the best part, it's included in your health plan at no cost to you.***

These care managers will also reach out to members who haven't seen a doctor in a while or who have preventive care gaps. The best way to prevent chronic conditions is by getting your routine preventive services done each year to identify conditions early and address them before they become a bigger issue.

CARE MANAGEMENT PROGRAMS

Billings Clinic Care Management

Program: Automatic for all Billings Clinic EPO members and available to PPO members with chronic conditions and/or preventive care gaps. Members may receive an introductory letter and telephone calls from a Billings Clinic nurse care manager offering support, guidance and education regarding chronic conditions and health issues.

St. Vincent/RMHN Care Management

Program: Automatic for all St. Vincent EPO members and available to PPO members with chronic conditions and/or preventive care gaps. Members may receive an introductory letter and telephone calls from a St. Vincent nurse care manager offering support, guidance and education regarding conditions and health issues.

Preventive Care Letters: All members may periodically receive a letter reminding them of overdue screenings or services from HealthReach.

Large Case Management: Automatic for all members with high cost and/or complex health conditions who would benefit from early clinical intervention, coordination and guidance. At-risk members may receive a letter and telephone calls from an Allegiance case manager to assist with navigating care.

TRIA Chronic Condition Management:

Available to all members with a chronic condition or those who take multiple medications. Pharmacists work together with prescribing providers and members who may receive free generic and/or 50% off select brand medications used to treat chronic conditions. Diabetics may receive a free glucose meter and testing supplies after an active pharmacist consultation. Members can receive letters, postcards and phone calls from TRIA care managers.

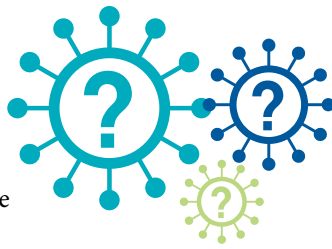
**NEW
IN 2022!**

Advocate Postcards: All members may receive a monthly postcard reminder of recommended screenings or general health awareness issues from Healthcare Strategies (HCS).

HealthReach Care Management

Program: Provided for out-of-area PPO members to address chronic conditions and/or preventive care gaps. Members may receive an introductory letter and telephone call from a HealthReach RN care manager offering support, guidance and education regarding chronic conditions and health issues.

COVID... What now?



With so much still unknown about the COVID virus, there are some things we DO know:

- We know that certain conditions place you at higher risk of severe illness from COVID.
- We know that heart conditions, diabetes, obesity and smoking can make you more likely to get severely ill from COVID.
- We know that the more health conditions you have, and the more severe the conditions, the worse the outcomes may be.

While these conditions don't increase your risk of getting COVID, they do contribute to a higher severity of the illness and worse outcomes if you do come down with COVID. It's more important than ever for you to take care of yourself and manage your conditions.

What can you do?



- Take your prescribed medications
- Follow the care plan set by your provider & care manager
- See your provider for all routine visits
- Stay current on your lab work
- Seek care when you're not feeling well
- Don't smoke/vape
- Stay active and eat well!



The CDC recommends that everyone ages 18 and older should get a COVID-19 booster shot. If you originally had the Pfizer or Moderna vaccination, the CDC recommends getting the booster at least 6 months after your primary vaccination series and if you had Johnson & Johnson, you should get the booster 2 months after your primary vaccination. You may choose any of the vaccines as your booster; you do not need to receive the same type as your original shot. [Click HERE](#) to find COVID-19 vaccines near you.

National Miner's Day



December 6th is National Miners Day, showing appreciation, honor and remembrance of the accomplishments and sacrifices of miners throughout the United States. As you are all aware, mining is one of the most dangerous jobs in America. The sacrifices miners (and their families) make each and every day do not go unnoticed. We thank you for your hard work and dedication doing a job many others wouldn't consider.

For assistance finding a Primary Care Physician, please contact:

Allegiance Member Services:
1-855-999-1521
St. Vincent/Rocky Mountain Health Network:
1-406-237-5623
Billings Clinic:
1-406-435-6456

Great News About the Cost of Telehealth!

Access to around the clock care just got a whole lot cheaper! Effective January 1, 2022, all telehealth visits through Amwell will be **free** for all health plan members.

Amwell makes it easy to see a board-certified doctor, licensed therapist, or psychiatrist online. It's a convenient way to get the care you need, when you need it most. **Using Amwell, you can:**

Visit with a doctor 24/7: The doctors you see using Amwell can assess your condition, provide a treatment plan, and send prescriptions to the pharmacy you select, if needed.*

Talk to a therapist: Schedule a 45-minute counseling session to get extra support when you're experiencing anxiety, depression, grief, stress, and more.

Visit with a psychiatrist: The psychiatrists you can see through Amwell can provide medication management for many common health conditions. Sign up today for free!

Go to Ascendant.amwell.com or download the Amwell mobile app. Enter the service key: **SSMC after signing up.**



Digital Mindfulness

MINES EAP is offering a new virtual mindfulness program called **eM Life**. It is a purpose driven mindfulness solution that can be applied to everyday life and chronic conditions to promote health, happiness and performance. Build skills to manage stress and anxiety, improve focus, improve sleep and enhance your overall well-being.

- 5,000+ live, expert-led, interactive online classes each year
- Applied mindfulness practices, offering skill building and strategies to integrate into daily life
- Game and meditation timer to help you build and sustain healthy habits

To create an individual account, use the information below when logging in the first time.

Visit: www.minesandassociates.com
Company Code: stillwater



Don't Forget Your Flu Shot!

According to the CDC, everyone 6 months of age and older should get a flu vaccine every season. Vaccination is particularly important for people who are at high risk of serious complications from influenza, such as adults aged 65 and older, pregnant women, young children, people with asthma, COPD, diabetes and heart disease. Flu shots are available at each of the mine Medic's office. Flu shots are also available at retail pharmacy locations, at no cost to you, through your Sibanye-Stillwater health plan.

www.Askallegiance.com/smc