Questions & Answers

Q: What is the goal of the program?
A: The goal is to help you stay healthier, feel better and enjoy the best quality of life possible. To accomplish this, you will learn more about your condition, how to recognize symptoms, avoid any complications and lead a healthy lifestyle.

Q: Who is providing the program?
A: University of Alaska has partnered with Alere to provide these services to you. Alere is a leader in personal health support services, available to help you reach your individual health goals. Their personalized programs were designed to help you determine what changes you feel ready to make, set realistic manageable goals and give you the tools to be successful.

Q: Who is eligible to participate?
A: Eligible employees and their dependents who are 18 years or older can participate. The asthma program is available to employees and dependents for children ages 2 and older.

Q: How will Alere learn about my health?
A: Information is provided to Alere in a confidential manner directly from your health plan(s). Alere may also receive information in the form of a referral from your physician or case management program. The information will indicate if you may be a candidate for this program.

Q: Will my personal medical information be kept private?
A: Yes. Any information you share is strictly confidential and only shared with your doctor to determine the best treatment plan for you. Alere understands and respects the confidentiality of all personal health information and their programs are in full compliance with all Health Information Privacy and Accountability Act (HIPAA) regulations.

Q: What can I expect?
A: The program gives you access to a 24/7 support system of registered nurses, dietitians and other health educators who can help you create a plan to manage your specific health condition. You can also contact them when you have a question or issue regarding medications, complications or treatment.

Q: Are there any costs?
A: This program is provided at no additional cost as part of your health care benefits.

Q: Do I have to talk to the nurse about my medical history?
A: Based upon your individual needs, your nurse may ask to discuss your medical history so that he or she can help you learn how to best take care of yourself.

Q: Will this replace the medical care I’m receiving from my doctor?
A: No. This program is an added benefit designed to support the treatment plan prescribed by your personal physician. It is recommended that you talk openly with your doctor about what you’ve learned from the program.

Q: How do I get started?
A: If you are identified as a candidate for this program, an Alere specialist will contact you to conduct a brief health condition assessment by phone. You will also receive a program welcome packet by mail. You don’t have to wait for a call! You may call (866) 674-9101 to talk with an Alere specialist now.

The AlereCare Disease Management Program is designed to help you make a positive difference in your life.
University of Alaska has partnered with Alere to provide support and health improvement programs for these conditions:

**Asthma**
Coping with asthma is a unique challenge. Your symptoms may keep changing and anything from pets to weather can make it harder to breathe. However, by effectively knowing your symptoms, triggers, medications and peak flow readings and by using an asthma action plan, living with asthma is manageable. By participating in the AlereCare Disease Management Program, you can take advantage of valuable education and support to help you have fewer asthma attacks, easily participate in daily activities and live well.

**Coronary Artery Disease (CAD)**
CAD is caused by a narrowing of one or more of the coronary arteries that supply blood to your heart. It’s the result of a buildup of fatty substances, or plaque, in the walls of your arteries. If you’ve had a heart attack, been diagnosed with coronary artery disease or have other risk factors, it’s important to make some lifestyle changes to protect your health and reduce your risk of future heart problems. The goal of the AlereCare Disease Management Program is to empower you with the tools and information to better self-manage your condition and take charge of your health.

**Chronic Obstructive Pulmonary Disease (COPD)**
COPD is a chronic lung disease that involves all parts of the lungs. The airflow in your lungs becomes blocked. Chronic bronchitis and emphysema are the most common conditions indicating COPD. You may have one or the other. Many people have components of both. The AlereCare Disease Management Program for COPD can assist you with lifestyle changes such as quitting smoking, using medications correctly and conserving energy to slow the progression of COPD, lessening its effects and helping you feel much better.

**Diabetes**
Some of the most important things to learn about diabetes are the ways it can affect different areas of the body. Over time, high blood glucose levels can damage nerves, eyes, teeth and gums, skin, feet, kidneys, heart and blood vessels and can cause a variety of complications. That’s why learning to self-manage diabetes is so important. With the AlereCare Disease Management Program, depending on your identified needs, you will receive education that can help you gain better control over your condition. Nurses and health educators with extensive experience in diabetes can answer your questions about the many complex diabetes-related issues and provide the support you need.

**Heart Failure (HF)**
If you’ve been diagnosed with heart failure, it means your heart is not as strong as it used to be and has to work harder to pump blood throughout your body. It can get worse without proper treatment; however, whether it’s mild, moderate or severe, heart failure can be controlled. Proper diet, medication management, exercise and watching for symptoms are some of the lifestyle adjustments you can make to stay healthier. The AlereCare Disease Management Program can help you closely follow your prescribed plan of care and provide the tools and information to take charge of your health.

Managing any health condition is challenging, but chronic conditions such as asthma, CAD, COPD, diabetes, and heart failure won’t go away. However, with just a few key lifestyle changes, you can control, lessen the effects and help yourself live healthier and feel your best each day.

You’ll get the facts you need to know about your condition and healthy lifestyle goals you can reach with support, assistance and advice from an experienced nurse. This program is personal, private and offered at no additional cost as part of your health care benefits.

**Call (866) 674-9101 to speak with a nurse.**