

A Health and  
Wellness Management  
Suite through  
**Healthy Foundations®**



Trustmark offers a unique comprehensive suite of health and wellness management tools through Healthy Foundations to help maximize the health potential of every plan member, included with your health plan.

***Trustmark***  
***Companies***

PERSONAL. FLEXIBLE. TRUSTED.

# Healthy Foundations<sup>®</sup>

Better Health Begins Here.

Personalized care focused on members with these chronic conditions:

- Asthma
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Congestive Heart Failure
- Diabetes
- Depression
- High Blood Pressure
- High Cholesterol
- Musculoskeletal pain (neck pain, back pain and osteoarthritis)

## YourCARE Health and Wellness Outreach Program

**Proactive. Timely. Personalized.**

Our integrated outreach program maximizes the health potential of every member by providing proactive, timely and personalized information.

**Members receive:**

- Timely age- and gender-appropriate reminders to encourage preventive tests and screenings.
- Personalized notifications of apparent gaps in accepted medical care for common chronic conditions.
- One-on-one clinical coaching for members with numerous medical issues.
- Assistance with hospital discharge and after-hospital care.

### Proactive wellness reminders

YourCare promotes wellness and prevention by encouraging face-to-face interactions between covered members and their physicians. Members receive proactive reminders for age- and gender-appropriate screenings and preventive tests, such as mammograms and colonoscopies. Encouraging members to take charge of their wellness with proactive outreach helps members stay healthy, as well as identify health issues early.

### Helping members stay on track with treatments

We identify members who have one or more of nine chronic health conditions and closely monitor treatment to identify potential gaps. These members receive friendly, detailed reminders concerning their care and encouragement to contact a physician and eliminate any gaps in their treatment plans that could lead to further health issues.

### Outreach from registered nurses

Registered nurses reach out to members with numerous medical issues to help them understand their conditions and recommended treatment plan. The nurses also help coordinate communication between multiple physicians, provide referrals for specialty pharmacies or other services, help members design nutrition and other lifestyle change programs and train family members about providing good continuing medical care. If a member is admitted to the hospital, a registered nurse or certified RN case manager can redirect members to providers within their network in an effort to obtain the best discounts if needed. They also assist with hospital discharge and after-care.



# Count on MyNurse 24/7® Day or Night

## Access. Support. Convenience.

MyNurse 24/7 provides around-the-clock access to a registered nurse, so members get the answers they need, when they need them most. Members can reach a registered nurse via telephone, online chat and e-mail.

MyNurse 24/7 provides members with decision support based on national clinical guidelines and could help identify emerging conditions before they become serious health issues.

To reach a registered nurse with MyNurse 24/7, members can:

- Call a designated 800 number
- Use secure live chat to dialogue with a registered nurse
- Send an e-mail message to a secured site

# Healthy Beginnings Start with MaternaLink®

MaternaLink links mothers-to-be with important information and resources about pregnancy, childbirth and baby care. The program is designed to complement the prenatal care and education received from the doctor, because healthy choices make for a healthier baby. And, after completing the MaternaLink program, moms-to-be will receive a \$100 gift card to help get the baby off to a healthy start.

## The MaternaLink program includes:

### Confidential pregnancy screenings

A healthy baby needs a healthy mom, so mothers-to-be are asked to participate in three pregnancy screenings: at program enrollment, at the midpoint of the pregnancy and once the baby is delivered.

### Access to a maternity case manager

If any complications develop during the pregnancy, a maternity case manager can help. Case managers are registered nurses who specialize in pregnancy management and will provide support and help coordinate care specific to the condition.

### BabyLine® 24/7 telephone service

This phone service is staffed by experienced maternity nurses who can answer questions 24-hours a day, seven days a week, during the pregnancy and for six weeks after the baby is born.

### Wellness education

Mothers-to-be receive wellness education materials, including the book *Your Journey Through Pregnancy* and the opportunity to sign up for the *HerHealth News* e-newsletter. Additional pregnancy-related health information is available at [www.maternalink.com/trustmark](http://www.maternalink.com/trustmark).



\*Enrollment in MaternaLink is available to eligible employees and dependents through week 33 of gestation.

# Good Health Is Just a Click Away with the HealthCenter

## Empowered. Informed. Decisive.

The Healthy Foundations® HealthCenter gives members more options, flexibility and information for managing their health. Here's how this interactive personal health management system empowers members to take control of their health:

- **A Health Risk Assessment** helps members assess their overall health and provides personalized recommendations for improvements and tools to achieve their goals.
- **Personal Health Record (PHR)** is a secure way for members to keep track of physicians, prescriptions, lab results, and other health information for the whole family.
- **The Personal Evaluation System** is an interactive tool that guides members through a step-by-step process to evaluate their symptoms. Members can also search the HealthCenter for medical information.
- **Online wellness programs** help members develop healthy lifestyle changes by setting personalized goals and incentives and tracking results.
- **Search and compare hospitals and providers** to find facilities and doctors in the area.

Plus, the HealthCenter is integrated with *YourCare*, our health and wellness outreach program, making it even more beneficial to members with chronic conditions.

Healthy Foundations, which is not a substitute for the professional medical care members receive from their physician, is not available on certain plans and programs.



## Wellness Education with Healthy Foundations E-Newsletter

Our Healthy Foundations e-newsletter rounds out our wellness offering. It's full of useful wellness information, such as diet and nutrition tips, health and exercise articles, home safety tips and more! Our Healthy Foundations e-newsletter gives members interesting information to help them get and stay healthy.

To read the e-newsletter and sign up to receive email notifications when new articles are posted, visit:

[www.healthyfoundations.wordpress.com](http://www.healthyfoundations.wordpress.com)

Plan availability and/or coverage may vary by state. Insured products are underwritten by Trustmark Life Insurance Company or Trustmark Insurance Company.

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