

December 1, 2004:

Dear Tri County Schools Insurance Group Member:

It's difficult to manage your health care on your own – especially if you are living with a disease or condition such as diabetes, asthma or coronary heart disease (CHD). That's why Tri-County Schools Insurance Group is pleased to introduce Disease Management. Disease Management is a free health care information service provided by Delta TeamCare in conjunction with your Tri-County Schools Insurance Group health care program. It is Tri County Schools Insurance Group's way of helping you improve your health.

With Disease Management, a registered nurse can help you review your symptoms and advise you on things that are important in maintaining your overall health. *The program is free, voluntary and completely confidential.*

Here's how the program works: If you have a disease or condition, such as asthma, diabetes or coronary heart disease (CHD), we invite you to join the Disease Management program. After an assessment by a Disease Management nurse via telephone, you will work together to develop a personal health plan.

The Disease Management program can benefit you in a number of ways. For example, Disease Management nurses can help you:

- Avoid future complications from your condition.
- Delay the progression of a disease so you feel healthier for a longer period of time.
- Save money and time by avoiding inappropriate medical care or tests.
- Follow your treatment plan more closely, so that you get better result from your health care.

Disease Management is an extremely valuable tool to help you take charge of your health. We encourage you to read the Disease Management Q & A included with this letter, which gives you more information about the program. So how can you take advantage of this free offer from Tri-County Schools Insurance Group? Just call toll free 1-800-784-9298 or simply say "yes" when a Disease Management nurse contacts you. It's that easy.

We look forward to working with you and are proud to offer Disease Management through Delta TeamCare as part of Tri-County Schools Insurance Group's commitment to your quality of life.

Sincerely,

Tri-County Schools Insurance Group

Q. What is Disease Management?

A. Disease Management is a free, voluntary program designed to help individuals manage their diseases or conditions—and feel their best. Once enrolled, you'll work, one-on-one, with a specially trained Disease Management Nurse—via telephone—in the comfort of your own home.

Think of it as having a personal assistant to talk to about your health, to remind you to take your medication, or to help you plan an exercise program. You'll gain greater confidence in managing your disease or condition, and as a result, improve your health.

Q. What diseases and conditions can Disease Management help me manage?

A. Disease Management covers diseases and conditions such as diabetes, coronary heart disease (CHD), and asthma or other respiratory disorders. You can contact Disease Management for advice on other medical conditions as well.

Q. How does Disease Management work?

A. Enrollment is easy. If you have a disease or condition, you're invited to join Disease Management. You can call toll-free **1-800-784-9298** or simply say "yes" when a Disease Management Nurse contacts you.

1. A Disease Management Nurse will perform an initial assessment to determine how you are currently caring for yourself and your disease or condition, and your other medical concerns, medications and general health status.

2. A Disease Management Nurse will work with you to develop a personal plan. The plan identifies critical behaviors and lifestyle changes that will help you better control your disease or condition and improve your health.

3. You will receive ongoing telephone counseling and educational materials to support you and increase your understanding of the disease or condition. Your progress will be periodically reevaluated and your personal plan will be revised by Disease Management Nurses.

4. At the completion of your program, you will receive a survey to assess whether Disease Management was effective in helping you to help yourself in acquiring the skills needed to manage your disease or condition.

Q. How can Disease Management benefit me if I'm already working with my doctor?

A. Living with a disease or condition demands ongoing education and support. After your doctor diagnoses your disease or condition and prescribes medication, Disease Management Nurses are available to answer your questions, educate you about self-care techniques and help you make lifestyle changes for maximum health. The counseling support provided by Disease Management Nurses does not replace, but rather supplements, your doctor's advice.

Q. What are some reasonable outcomes that can be expected from participating in Disease Management?

A. Disease Management participants report improved self-care and use of medical services. Specifically, participants gain a better understanding of their disease or condition, increase compliance with their physician-directed treatment plans, reduce the amount of unnecessary care they receive, take a more active role in their health care and improve their overall health—and quality of life.