



Your Henry Ford ACO News



A Message from your HFACO Consumer Advocate



Edward D. Callaghan, PhD
HFACO Consumer Advocate
Representative

Dear Fellow Henry Ford ACO Member,

Like you, I am a new member – or as we call it, a beneficiary – of the Henry Ford Accountable Care Organization (HFACO). For years I served Henry Ford Health System in leadership and advisory roles. My goal was to positively influence patient care. This work included sitting on the Henry Ford Health System Board and the Quality Committee.

Today I bring this experience to the HFACO. I am the Beneficiary Board Member and Consumer Advocate Representative for our HFACO. Perhaps more importantly to you, I am also a senior who receives Traditional Medicare health coverage. So this is my accountable care organization as well!

I believe I have a unique perspective to advocate for you – for us – within this group. I believe this because I have had to navigate the world of Medicare coverage. I know it can be confusing. But I also understand the benefits of being in the HFACO. For starters, the HFACO provides its members with more services at no additional cost. Today, and in the near future, these include:

- Up to two home visits after being discharged from the hospital. This applies to patients who would not normally qualify for Home Care.
- Clearance to be admitted directly to a skilled nursing facility (SNF) without first having to stay in the hospital for three days. We call this the SNF waiver.
- Participating in telehealth services – a benefit no longer limited to those living in rural areas (coming soon).

Henry Ford Health System wanted “in” to this Medicare ACO model because we saw advantages for you. It is also another way for Henry Ford to advance its mission of delivering value-based health care. This means being responsible for your entire path of care – not just a singular procedure or appointment.

If you have any questions for me, please reach out. You can email questions to hfaco@hfhs.org or call 313-874-1466.

Sincere regards,

Edward D. Callaghan, PhD

SUMMER 2016

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DRINK UP!

The Importance of Hydration in Summer

One of the best things you can do for your overall health is to drink enough water. Our bodies are mostly comprised of water, so we need to keep up this level.

The tricky part as you get older is that your body doesn't react or process water (and other fluids) the same way. For instance:

- the sensation of thirst decreases as you age
- your body's ability to retain water decreases
- the amount of water your body actually contains decreases with age, making you closer to dehydration sooner than when you were in your 40s or 50s
- many prescription medications can have a diuretic effect, meaning they can dehydrate you

Common symptoms of dehydration include feeling tired, dizzy, thirsty, producing dark urine, headaches, dry skin and mouth, and muscle cramping.

So what is the solution? For most, it's to drink more water or other non-caffeinated or non-alcoholic beverages. That said, **it is always advisable to consult with your doctor regarding fluid intake, particularly if you suffer from congestive heart failure or chronic renal failure.** This is because excessive amounts of water can make these conditions worse.

How can attaining healthy hydration help you? When your body doesn't get enough water, it results in an increased risk for:

- falls
- constipation
- urinary tract infections
- respiratory tract infections
- kidney stones
- medicine toxicity

Water is the preferred fluid to drink because it doesn't contain added sugars. This can be more palatable by adding a lemon wedge – or other fresh fruit – in your tall glass of ice water. Even skim milk, diluted juice, decaffeinated iced tea help to hydrate your body.

If you are concerned about getting up at night to use the bathroom, make sure you get all of your fluids for the day by 6 or 7 p.m. This will help with incontinence.



Did You Know This About the Henry Ford ACO?

Here are some important facts about the Henry Ford Accountable Care Organization – also called the Henry Ford ACO or the HFACO.

1. You are a member of the HFACO!

How did this happen? Your doctor-of-record from 2014 is in the Henry Ford ACO. That's it, short and simple.

2. Being in an ACO is a good thing.

Being a member of this Medicare ACO is an additional benefit to you. In no way does it remove any of your Medicare coverage. One thing it gives you are extra benefits, called health waivers. You may never have to use these benefits. But if you do, they will be there for you. An example is if you need to be admitted to a skilled nursing facility. With the HFACO waiver, you can be admitted directly without the three-day hospital stay usually required.

3. Do you have questions about your benefits?

The HFACO administers the Medicare Next Generation ACO model. Any questions about your benefits should still be directed to Medicare. You can reach Medicare by calling 1-800-MEDICARE (1-800-633-4227).

4. Does this change how you make an appointment with your doctor or a specialist?

This stays the same. You can schedule an appointment directly with your doctor or a specialist recommended by your doctor. Or you can go to www.henryford.com and click on the Schedule an Appointment tab to do this online.

5. You can keep your current doctor.

You will never be asked or forced to switch doctors.

6. There is a Henry Ford ACO website.

For information at your fingertips, go to www.henryfordaco.com.

7. The Henry Ford ACO team is here to help you.

Our mission to provide you with personalized service. If you have any questions or concerns, please contact the HFACO office by calling 313-874-1466 during business hours or email hfaco@hfhs.org anytime. Your call or email will be answered by a member of our team.



Get Connected with MyChart

Being in control of your own health is certainly a goal worth pursuing.

MyChart, Henry Ford's online health care tool, helps you do this. MyChart gives you an amazing amount of your own health information right at your fingertips. You can access MyChart from a computer, tablet or smartphone. And you can do this wherever and whenever you want. No more waiting for an office to open.

Some of the great things you can do through MyChart include:

- sending your Henry Ford doctor a secure message
- easily scheduling your next doctor's appointment
- knowing your test results as soon as they are available
- request prescription refills
- allow a trusted family member or friend to act as your MyChart account proxy

Commit to your health right now!

Sign up for MyChart by calling 1-800-HENRYFORD (1-800-436-7936) and press option 2.

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HENRY FORD ACO
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Detroit, MI 48202

Address Service Requested

TO CONTACT YOUR HENRY FORD ACO:

CALL
(313) 874-1466

EMAIL
hfaco@hfhs.org

GO TO
www.henryfordaco.com
for more information

We Want to Hear From You!

1. Have you used the www.henryfordaco.com website?

Yes No Not yet but I plan to

2. If you have gone to the website, have you found it useful?

3. Is this newsletter effective in teaching you more about the Henry Ford ACO?

Yes No Undecided

4. How can we improve our communication with you?

Please cut out and mail this response to: Henry Ford Accountable Care Organization, Attn: Cyndy Nehr; One Ford Place; Detroit, MI 48202