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# New Ventures

*A newsletter for YHP Medicare Participants*

Fall 2003

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## **Changes in YUHS prescription refill process**

Two options are available for prescription refills by phone.

- refilling a prescription by using the automated refill line;
- speaking to a Pharmacy staff member any time during business hours about changes or questions.

We have removed the voice mail boxes as our inability to understand many of the messages caused delays in the refill process. *The system no longer repeats the prescription and patient ID numbers.* These changes will improve the speed and accuracy of the refill process.

Please call refills in at least 24 hours in advance. We need a minimum of two days notice (three days on weekends) on special order prescriptions.

## **Clinical Laboratory Partners to provide lab services at YUHS**

Effective October 1, 2003, YUHS has contracted with Clinical Laboratory Partners (CLP) to provide its laboratory services. A complete list of the CLP sites with locations/hours can be picked up in the YUHS lab or can be accessed on the YUHS web site at [www.yale.edu/uhs](http://www.yale.edu/uhs). For additional information, call Clinical Laboratory Partners at (800) 286-9800 or (860) 696-8020.

We wish to acknowledge the excellent service provided by Quest Diagnostics over the past few years.

## **Relocation of YUHS administrative offices**

The YUHS Billing, Claims, Information Systems and Services and Finance departments are now located at:

### **Yale University Health Services Business Office**

55 Whitney Avenue, 2nd floor  
P.O. Box 208217  
New Haven, CT 06520-8217

### **Yale University Retiree Claims Processing Center**

55 Whitney Avenue  
P.O. Box 208357  
New Haven, CT 06520-8357

## **Hours of operation**

Monday through Friday  
8:30 am to 5:00 pm

All staff telephone, fax numbers and email addresses are the same. Claims and Billing Department representatives are available by phone or in person. Patients may leave paperwork for these departments in any of the drop boxes located throughout the YUHS building at 17 Hillhouse Avenue or with Member Services (YUHS-fourth floor) for forwarding.

## **YUHS Breast Cancer Awareness Programs 2003 in Presidents' Room**

### **Surviving Breast Cancer Treatment: Can Exercise Enhance Recovery?**

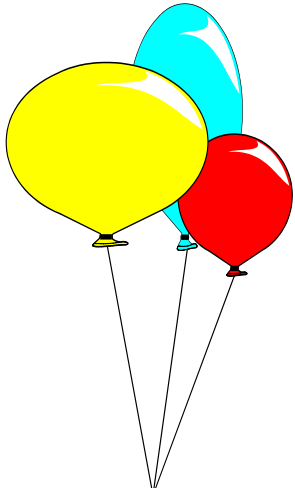
Tuesday, October 14

### **What's New in Mammography?**

Tuesday, October 28

RSVPs required. Call the Health Promotion and Education Department at 432-1826.

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## Senior Health Fairs

### Thursday - October 16, 2003

High Plains Community Center  
Orange Center Road - Orange  
(9:30 am to 3:00 pm)

### Tuesday - October 21, 2003

Miller Library Complex - Senior Center  
Dixwell Avenue - Hamden  
(9:30 am to 3:00 pm)

### Thursday - October 23, 2003

Branford Evangelical Free Church  
231 Leetes Island Road - Branford  
(9:30am to 3:00pm)

Please join us to receive a flu or pneumovax shot, obtain information on how to improve daily living activities, safety issues, health assessments, hospice services, hearing aids, nutritional needs, medication counseling and diabetic foot care. We will also offer a healthy lunch, raffle prizes and entertainment. Come chat with old friends and enjoy the many offerings at the fairs.

For additional information, call the YUHS Office of Health Promotion and Education at 203-432-4094.

## Program Schedule

- **Flu/Pneumovax shots**  
\* **PLEASE WEAR SHORT SLEEVE TOPS**
- **Blood pressure and cholesterol screenings**
- **Prescription reviews**  
Pharmacists will review your medications and answer any questions you may have.
- **General and Diabetic Foot Care**  
Dr. Jeffrey DeLotte, Podiatrist
- **Nutrition Counseling**  
Linda Bell, MS, RD - Nutritionist
- **Visualization - relaxation technique**  
Carole Goldberg, PsyD - Psychologist
- **VNA Community Health Care**
- **South Central CT Area Agency on Aging**
- **Alzheimer's Association**
- **History of Radio Broadcasting**  
Bob Schulz, Retired Radio Personality
- **Flower arranging demonstrations**

## Need copies of your medical records . . .

To obtain copies of your medical records you must complete a release form that can be downloaded from the YHP web site at [www.yale.edu/uhs](http://www.yale.edu/uhs) or requested from the YHP Medical Records Department at 432-7785. The release form may be faxed to 203-432-1102, dropped off or mailed to: Yale Health Plan, P.O. Box 208237, New Haven, CT 06520-8237

You can also send a written request including your date of birth, social security number, and a non-computer generated signature to the above address.

## Important phone numbers

Medicare/Retiree Coordinator	203-432-8134
University Retiree Processing Center	203-432-7513
YUHS Toll-Free Number (U.S./Canada)	1-877-947-2273
Member Services	203-432-0246
Internal Medicine	203-432-0038
Pharmacy	203-432-0033
Yale Benefits Office	203-432-5550
Social Security	1-800-772-1213
Medicare (enrollment/replace card)	1-800-772-1213
ITT Hartford* (billing/claims issues)	1-800-368-3653
American Financial Services* (to replace ITT Hartford cards)	203-949-1738



\*Identify yourself as a Yale Retiree, group AGP-1816

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*published by Yale Health Plan*

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