



To promote employee and family wellness by providing resources and programs that will lead to happier and healthier lives.

www.crouse.org/simplywell

YMCA SUBSIDY PROGRAM

In partnership with the YMCA of Greater Syracuse, Crouse Health is offering employees the opportunity to earn a reduced monthly membership rate. Employees who visit the YMCA on a regular basis can earn \$20 off of the monthly individual, 2-person or family rate! No annual contract or one time registration fee is required. Visit www.crouse.org/ymca or click here for details.



BLUE365 (FITNESS CENTER DISCOUNTS)

Blue365 offers access to health and wellness deals for members with Excellus health plan coverage. Visit www.blue365deals.com to Browse All Deals (search "Healthways") or click here for details.



CLUB CROUSE

Crouse Health employees and any others on University Hill are welcome to join this convenient, safe, secure & friendly place to work out! Membership fee is \$15 per month. For details, hours, and to join the club, visit www.crouse.org/clubcrouse or click here.

MONTHLY MILES CLUB - Your own time, your own pace!

Visit www.crouse.org/monthlymiles or click here for details.

CROUSE MONTHLY MILES CLUB

Visit crouse.org/monthlymilesclub for details and registration. Online registration available.

KEEP CALM AND WALK 500 MILES

Send total monthly miles (or steps) to simplywell@crouse.org

Convert *any activity* into steps or miles

Multiple raffle winners every month

Earn \$5 gift card for every 500 miles

Join *anytime*

SIMPLY WELL WEIGHT WATCHERS

Attend meetings onsite at Crouse, in the community, or join the online program! Participants can also earn incentives for achieving weight loss milestones. For details, click here or visit www.crouse.org/weightwatchers

weightwatchers health solutions

YOGA AT CROUSE

Join your colleagues for yoga sessions held in Marley 219. For information on classes, email simplywell@crouse.org.



TOBACCO CESSATION

FREE program including coaching and nicotine replacement. Available to Crouse & CMP Excellus members (contact Excellus if a member of another plan). Click here for details and to join.



Finally – A Quit Tobacco Program that Works!

It's the Quit For Life® Program.

CLOCKTOWER CAFE APP

Includes menu and nutrition facts. Search for "Bite by Sodexo" in app store and search "Crouse" to view daily menu.



CROUSE BOWLING LEAGUE (FALL & WINTER)

Crouse Health employees, friends and family members are invited to participate. Teams of 3 or 4 players. There is a Fall and Winter session (begin in October and February). To attend the next free bowling night or join the league email simplywell@crouse.org.



MAINTAIN....DON'T GAIN! HOLIDAY CHALLENGE

The goal during the holiday season is simple, just don't gain....and win! Visit www.crouse.org/simplywellchallenge.



ANNUAL GOLF TOURNAMENT

Join the fun this August, teams of four compete in a "Captain & Crew" tournament. Each team must have at least one Crouse or CMP employee. Dinner and prizes included!



WALK/RUN RACES & EVENTS!

Keep an eye out for our Crouse Health teams participating in various walk/run events during the year. Many events include team shirt sales, fundraising opportunities and a chance to support local organizations. If you would like to get involved or be a team captain, email simplywell@crouse.org.

Shamrock Run (March)

American Hearth Association Heart Walk (April)

March for Babies (Spring)

Susan B. Komen Race for the Cure (May)

JP Morgan Corporate Challenge (June)

American Cancer Society Making Strides (Fall)



HEALTHY RECIPES - MAKE IT WITH MOJO

Crouse Health Dietitians Maureen Berical and Jolene Hoskins recommend healthy recipes. Click here or visit www.crouse.org/healthy-intake



21 DAY CHALLENGE - NEW CHALLENGE EVERY MONTH

Pick 1 thing to improve and commit to it for 21 days. Visit www.crouse.org/21daychallenge to submit your success and be entered into ongoing raffle drawings.



SYRACUSE YOGA DISCOUNT

Crouse Hospital and CMP employees show your ID badge to obtain a 20% discount on regular price classes held at the main studio location. Visit www.cuseyoga.com or click here for details.



MASSAGE

Various providers offer a discount on massage therapy for Crouse Hospital and CMP employees. Click here for the provider listing.



SKI DISCOUNT AT TOG

Crouse Hospital and CMP employees and family members eligible, to request form email simplywell@crouse.org.



BURN KICKBOXING DISCOUNT

Crouse Hospital and CMP employees can obtain a 15-20% discount at Burn Kickboxing. (North Syracuse, NY). Click here for details.



EXCELLUS BLUE365

Visit www.blue365deals.com or click here for discounts on wearables, equipment, programs and more!





PRIMARY CARE: Keeping You and Your Family Healthy

[CROUSE.ORG/PROVIDERS](https://crouse.org/providers)

Why Primary Care?

Ever wondered why it is so important to have a Primary Care Provider (PCP)?

Primary care clinicians ensure that patients get the right care, in the right setting, by the most appropriate practitioner to meet your individual health and wellness needs and values.

Think about it like this: You, the patient, are the quarterback for your health and quality of life. You have the freedom to make decisions that will impact your health and happiness. Your primary care provider is the head coach, who creates and tailors the game plan and equips you with the right tools to help you drive your care plan in the right direction.

Over time, you and your provider form a relationship — you get to know each other. Together, you can catch small health problems before they become more serious.

What is a Primary Care Provider?

Many different types of providers serve as PCPs.

- **Pediatricians** specialize in the care of children from infancy through young adulthood.
- **Family medicine** providers provide care for the whole family, from birth to old age. Some family providers also provide maternity care for pregnant women.
- **Internists** care for adults of all ages.



Your PCP keeps track of your allergies to medications, what medicines you take and what tests you've had. They can save time and money by knowing what care you have received and where, reducing the likelihood of repeat or unnecessary testing or procedures. They also have relationships with specialists to assure you get the quickest, best possible choice for your particular medical issue.

How do I find a primary care provider?

Before you look for a PCP, decide what type of provider you want, and whether there are any characteristics that are important to you: gender, age, languages spoken, location of the practice, hours of operation.

The best way to find a new provider is to talk to people who already know you. Ask friends and relatives for recommendations. Find out why they like their provider and what the practice is like.

Once you find a provider who meets your criteria, confirm whether that provider is accepting new patients *and* accepts your insurance. Sometimes practices that no longer take new patients will make an exception for someone referred by an existing patient or another provider. If the practice has a website, look it over to see what the practice's philosophy of healthcare is and what the practice policies are.

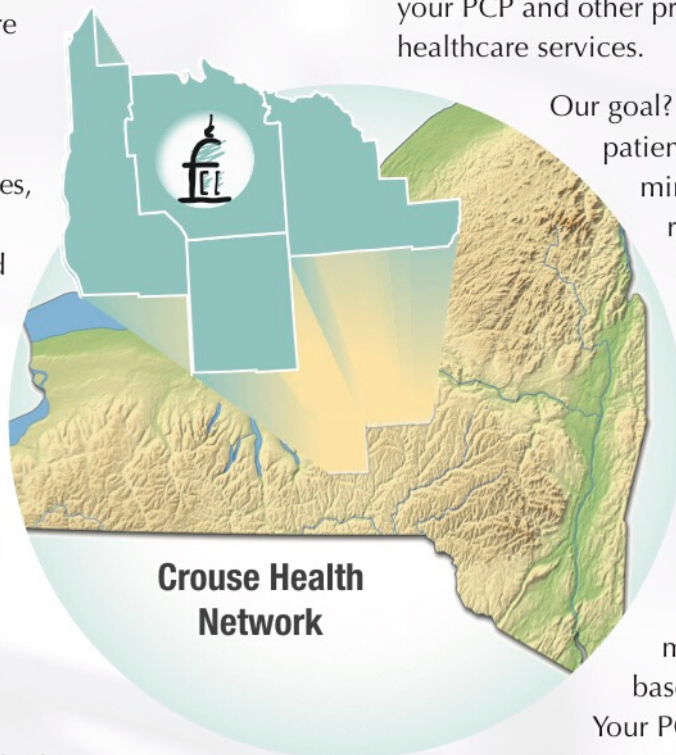
Care that is comprehensive and meets the highest clinical and quality standards.

Access to Quality Care through the Crouse Health Network

With nearly 200 primary care providers in more than 40 conveniently located offices in Onondaga, Cortland, Cayuga and Madison counties, Crouse Health Network has you and your family covered for all your health and wellness needs.

Primary care available in all locations, with many offering...

- Scheduling flexibility (including weekend and evening appointments in some locations)
- On-site lab, radiology and other diagnostic services
- Multi-specialty access to:
 - Cardiology
 - Diabetes management
 - Pulmonology
 - Ophthalmology
 - Spine & pain management
 - Neurology/Neurosurgery
 - Nutritional counseling
 - Behavioral health
- 24/7 on-call access for emergency/urgent care
- Same-day appointments for sick care visits



Focus on Quality Care/Communication Across the Network

Providing personalized healthcare tailored to your unique needs is at the core of what we do. This is made possible by a well-coordinated approach to care that is based on two-way communication between your PCP and other providers from whom you receive healthcare services.

Our goal? To provide you with a seamless patient experience and peace of mind, no matter where services are received, whether in a doctor's office or emergency room. Crouse Health Network partners are focused on making sure you receive access to the care you need — where you need it, when you need it.

Your Primary Care Provider will help track and coordinate medical care you should receive based on your condition history.

Your PCP will also recommend preventive health screenings based on your age, gender and family history (examples include breast, cervical, colorectal cancer screenings). In addition to the support you receive in the office when you see your provider, many of our offices also offer ongoing care management for patients with diabetes and other chronic conditions. This means you have a support team working with you along the way to help keep you motivated and on track to achieve your best health.

For more information
crouse.org/providers

How Your Flexible Spending Account Supports Healthy Living

With a Flexible Spending Account (FSA), you can contribute pre-tax money from your paycheck to use these funds for eligible expenses — this means you will save money on services you may need by paying less in income taxes! You can sign up to contribute to an FSA during open enrollment.

Typically when you hear about how you can use the FSA benefit, you hear that you can use the FSA funds for out-of-pocket costs associated with:

- Medical services (ex: co-pays, deductibles), including chiropractic services or acupuncture
- Prescription drugs
- Dental and orthodontia services
- Eyeglasses or contact lenses
- Smoking cessation programs (nicotine replacement therapies covered with a prescription)
- Breast pumps
- Durable medical equipment (ex: crutches)
- Over-the-counter items such as medications (with a prescription), first aid supplies, contact lens solution, diabetic supplies, etc. (for a full listing, visit lifetimebenefitsolutions.com)

But, did you know the FSA will also cover these types of services for a diagnosed medical condition?

- Health Club Membership Fees
- Fitness Programs
- Personal Training Sessions
- Weight Loss Programs (ex: Weight Watchers)
- Yoga Classes
- Massage Therapy
- Vitamins and Supplements

It is common for healthcare providers to recommend one or more of the above services for patients with a diagnosed medical condition. For example, a provider may recommend:

- Increased exercise or a weight loss program for a patient who is obese, pre-diabetic, or has high blood pressure or cholesterol
- Weight loss programs, yoga or massage therapy for a patient with neck or back pain

***In both of these examples,
FSA funds can cover these services!***

IMPORTANT

A "Certificate of Medical Necessity" is required to use FSA funds for the above referenced healthy lifestyle services. See reverse side of this sheet for guidance on completing this form; provider sign-off is required.

How do I use my FSA to obtain reimbursement for these healthy lifestyle resources?

Once you are enrolled in the FSA program....

1. Work with your provider to complete the enclosed "Certificate of Medical Necessity" (see below for an example of how to complete this form).
 2. Submit completed form to Lifetime Benefit Solutions (LBS) **prior to** requesting reimbursement for the applicable services.*
 3. After you have incurred and paid for the applicable services, request reimbursement using one of the following methods:*
- a. Visit lifetimebenefitsolutions.com to submit your request online
 - b. Complete the "Reimbursement Request Form" following the instructions provided on the reverse side of the form and mail or fax to LBS

*IMPORTANT

When using either of the reimbursement request methods, you must upload or send in receipts associated with the services for which you are requesting reimbursement.

When requesting reimbursement for services associated with your "Certificate of Medical Necessity," the services must take place beginning on or after the beginning time period noted by your provider (this is the last question under "Medical Information" section, "Durations of recommended treatment/services/products"). An example of how to complete this form and request reimbursement is below.

Sample Form

Provider completes the Medical Information and Provider Information sections. In this example, the FSA funds can be used to reimburse the services mentioned beginning on or after Jan. 15, 2019 through Jan. 14, 2020. If the FSA participant submits a request for reimbursement for services prior to Jan. 15, 2019, this request would be denied.

Medical Information—Please print clearly	
Patient's Name:	Name of Sample Spouse
Relationship to Participant:	Spouse
Specific Medical Condition/Diagnosis:	Back Pain
Recommended treatment/services/products:	Yoga, Personal Training, Fitness Program, Massage
Describe how the treatment/service/product will alleviate the diagnosis or symptoms:	
Weight loss exacerbating pain, core strength and massage needed to promote healing	
Durations or recommended treatment/services/products:	1/15/19 through 1/14/20
Or other duration:	

Helpful tools and information posted on the LBS website

Create an Online LBS Account to Manage FSA

Participants → FSA/HRA/HSA/QTB → Login Directions to your Reimbursement Account

lifetimebenefitsolutions.com/media/1594/login_directions_important-info-v2017.pdf

Forms (Including Reimbursement Request and Certificate of Medical Necessity)

Participants → FSA/HRA/HSA/QTB → Forms

lifetimebenefitsolutions.com/participants/reimbursement-accounts-fsahrahsaqtb

Using FSA Funds: List of Qualified Expenses

Participants → Forms and Tools → FSA → Qualified Expense List

lifetimebenefitsolutions.com/participants/fsa/flexible-spending-account-qualifying-expenses-list

FSA Frequently Asked Questions (FAQ)

Services → Participants → FSA/HRA/HSA/QTB → FAQ

lifetimebenefitsolutions.com/participants/reimbursement-accounts-fsahrahsaqtb-faq

Certificate of Medical Necessity

Employer Name: _____

Participant Name (First, MI, Last): _____

Social Security Number: _____ - _____ - _____

Address: _____

City, ST, ZIP: _____

Date of Birth: _____/_____/_____ Phone Number (_____) _____

Please notify your employer of any address change. Lifetime Benefit Solutions will not make address changes from this form.

Under Internal Revenue Service (IRS) rules, some health care services and products are only eligible for reimbursement from your FSA/HRA Account when your doctor or other licensed health care provider certifies that they are medically necessary for a specific medical condition. Your provider must fully complete this Certification to render the services eligible.

VITAMINS/SUPPLEMENTS: Only reimbursable when a specific medical condition is identified ("Vitamin Deficiency" does not qualify; "Iron Deficiency" qualifies)

WEIGHT LOSS: Meal replacement, protein shakes and powders are NOT eligible for reimbursement per the IRS rules

You must submit a copy of this Certification prior to submitting your first Reimbursement Request Form for this specific service or product. If treatment extends beyond the time period listed, you will need to submit a new Certification detailing the new time period.

By submitting this form to Lifetime Benefit Solutions, you certify that this information is true and correct.

Medical Information—Please print clearly

Patient's Name: _____

Relationship to Participant: _____

Specific Medical Condition/Diagnosis: _____

Recommended treatment/services/products: _____

Describe how the treatment/service/product will alleviate the diagnosis or symptoms:

Durations or recommended treatment/services/products: _____ through _____

Or other duration: _____

Provider Information

Provider Name: _____ Phone Number: (_____) _____

Provider Signature: _____ Date: _____

- Mail to: Lifetime Benefit Solutions, Claims Dept, PO Box 680, Liverpool, NY 13088 or Fax to: 877-256-7228.
- Call Customer Service with questions at 800-327-7130.

Participant Signature: _____ Date: _____





Breast Health - What You Need to Know

One in eight women will develop breast cancer in their lifetime.

Early detection saves lives.

What You Can Do to Make a Difference.

When choosing where to have your breast health services...not all breast health centers are created equal! The Dr. Hadley J. Falk Breast Health Center at Crouse Hospital was the first area program to be designated a Breast Imaging Center of Excellence by the American College of Radiology (ACR). This breast health center offers the very latest in 3D imaging technology, digital mammography, image-guided biopsy, computer-aided detection of malignancy and breast MRI with computer-aided detection.




Under the leadership of Medical Director Stephen Montgomery, MD, the Falk Breast Health Center at Crouse Hospital has earned the admiration and respect of providers and, perhaps most importantly, breast cancer patients.



Did you know that 3D imaging is 40% more effective in detecting breast cancers, compared to the traditional mammography? (Reference: RSNA Radiology April 2013, Volume 267, Issue 1)

When Should You be Screened?

ACR indicates that women with "average risk" should receive a mammogram every year, beginning at age 40 (see next section to learn about "elevated risk"). A study published by ACR in 2017 shows that annual screening beginning at age 40 produces more favorable results compared to screening at different ages and frequencies (see table below).

-  If you are screened annually beginning at age 40, you can reduce your risk of mortality (death) from breast cancer by 39.6% (first row in table)
-  This risk reduction drops to 30.8% if you wait until age 45 to be screened annually and then are screened every other year beginning at age 55 (2nd row in table)
-  Risk reduction plummets to 23.2% if you wait until age 50 and are only screened every other year (3rd row in table)

The below table is an excerpt from a study published by ACR in 2017:

Breast Cancer Screening for Average-Risk Women:

Recommendations From the ACR Commission on Breast Imaging

Screening Strategy	Examinations per 1,000 Women	Percentage Mortality Reduction	BC Deaths Averted per 1,000 Women	LYGs per 1,000 Women Screened	NNS per Death Averted	NNS per LYG
Annual 40-84 y	36,550	39.6	11.9	189	84	5.3
Annual 45-54 y, biennial 55-79 y	19,846	30.8	9.25	149	108	6.7
Biennial 50-74 y	11,066	23.2	6.95	110	144	9.1

Note: Adapted from Arleo et al [46]. BC = breast cancer; LYG = life year gained; NNS = number needed to screen.

Did you know you should perform self-breast exams monthly? [Click here](#) to read about the five steps of a self-breast exam or visit www.breastcancer.org.

What Does it Mean to Have “Elevated Risk”?

Women who have an “elevated risk” for breast cancer should be screened earlier. The below factors are considered when assessing your risk for breast cancer:

- ✚ Your age, ethnicity, and body mass index
- ✚ History of pregnancies and your age when you gave birth
- ✚ Your age when you started menstruating and your menopausal status
- ✚ Your family members who have had cancer (ex: mother, aunts, grandparents, male relatives) and the age they were diagnosed

Breast healthcare at Crouse.
As individual as you are.

Did you know The Dr. Hadley J. Falk Breast Health Center can help you complete a risk assessment tool? This score will help guide you obtain the most appropriate screening for your needs. Call 315-470-5880 and a member of the team will help you get started.

The More You Know – Genetic Testing

The Crouse Employee Health Plan provides FULL COVERAGE for BRCA testing, according to United States Preventive Services Task Force (USPSTF) guidelines. Ask your primary care provider or gynecologist about this test if you have family history of breast, ovarian, tubal, or peritoneal cancer. The test looks for potentially harmful mutations in breast cancer susceptibility genes (BRCA1 or BRCA2). Your provider may recommend that you and/or your family members be tested. Call the number on your insurance card to verify coverage.

Did you know that the BRCA test is covered in full as part of the Affordable Care Act according to USPSTF guidelines (exception: grandfathered health plans)? If you or your family member(s) need to be tested, it is likely that the health plan covers it (verify with the appropriate health plan).

Breast Screenings Covered by the Crouse Employee Health Plan

There is FULL COVERAGE (in-network) for breast imaging, including 3D mammography. The plan will pay 100% and you will not have any cost share associated (even if your provider codes the test as diagnostic). Coverage includes:

- ✚ Annual mammogram for women beginning at age 40 (no prior-authorization needed)
- ✚ Mammogram for women under 40 with “elevated risk” and other screening services such as MRI or ultra sound of the breast (prior-authorization needed)

If prior-authorization is needed, work with your PCP or gynecologist to submit information to Excellus that supports your elevated risk for breast cancer. Your provider or the Dr. Hadley J. Falk Breast Health Center (call 315-470-5880) can help you complete a risk assessment.

Did you know that you always have the right to appeal a service denial? Instructions are included with the denial, exercise this right if needed! This gives you another chance to submit the required information.

Your Experience

The Falk Breast Health Center at Crouse Hospital offers the area’s most experienced radiologists, a top-notch team of mammography technologists and breast health nurse navigators. Not only can you be assured of prompt and accurate screenings, you will receive individualized comfort, compassion and emotional support.

Did you know Crouse Health offers an ongoing monthly breast cancer support group? Visit www.crouse.org/pinktherapy for details.

Pink Therapy
Breast Cancer Support Group

Schedule Now

Call 315-470-5880 or visit www.crouse.org/mammoappt to schedule your screening with the Falk Breast Health Center at Crouse Hospital.



Dr. Hadley J.
FALK BREAST HEALTH CENTER
at CROUSE HOSPITAL