To whom it may concern:

As a tobacco cessation program office coordinator, one of my tasks is to review insurance coverage and pharmacy plans for coverage of tobacco cessation counseling and also tobacco cessation medications such as Chantix, Nicotrol Inhaler and over the counter medications such as nicotine patch. On average I spent 30-40 minutes per coverage (patient) to request coverage and co-payments, many times the patients get in the correct information from the insurance company such as a medication is covered and they get to the pharmacy and they are told it is not covered. Some times a prior authorization is required after they get to the pharmacy, this delays the patient from starting treatment, the prior auth can take up to 7 business days.

The patient most often stops the plan to stop smoking they get scared that they will have to spend a lot of money. When I phone the patient at a four week or six month follow up which is part of our treatment plan, they will tell me they would of kept coming and used medication but were afraid the debt they would incur....mean while they were covered for counseling and medications....its seems to me that so much time is wasted and then the preventable care the patient could have received is not being done.

Best regards,
Ann Wolfmayer
908-303-2699

Important news about our email communications.

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In our commitment to maintain privacy in all our electronic communications, we are proud to announce the rollout of a new hospital-wide security project, which will enable us to protect confidential information sent externally via email through the use of encryption.

When an encrypted email is sent to you, you will receive a Secure Message with a link to view your message. First-time recipients will be asked to create a password before given access to the Message Center to open the message.

To learn more about our email encryption solution, please go to: http://userawareness.zixcorp.com/sites/index.php?b=411&type=1&p=0
message is confidential and may contain privileged, confidential, proprietary and/or trade secret information entitled to protection and/or exemption from disclosure under applicable law. Unauthorized forwarding, printing, copying, distribution, or use of such information is strictly prohibited and may be unlawful. If you are not the addressee, please promptly delete this message and notify the sender of the delivery error by e-mail or you may call Somerset Medical Center's computer Help Desk at 908-685-2200, ext. 4050.

Be sure to visit Somerset Medical Center's Web site - www.somersetmedicalcenter.com - for the most up-to-date news, event listings, health information and more.