

Keeping You In Touch

June 2020

A Publication of the Pomona Valley Hospital Medical Center Marketing Department

Celebrating Together



By Amber Brenneisen, Public Relations and Community Outreach Manager

On Thursday, May 7, 2020, we hosted a combined Nurses & Hospital Week celebration! With the theme, "We're All in This Together," Associates from all departments and shifts were treated to a hot, fresh and delicious burger from In-N-Out, an ice-cold beverage and an assortment of chips, cookies and other snacks.

As we celebrated as one this year, Richard E. Yochum, FACHE, President/CEO, shared this special message:

To All of Our Associates,

Never could we have imagined exactly how our lives and work would change at the onset of the COVID-19 pandemic. But what I could imagine is how our Associates would respond to the challenge at hand – and you have exceeded all my greatest expectations.

You have been quick to learn new things.

You have adapted to rapidly changing guidelines.

You have supported each other.

You have been brave.

And we remain resilient. That's why this year, it seems only fitting to celebrate Nurses Week and Hospital Week as one, because we have never been more united.

We have saved lives.

We have comforted patients and their families.

We have inspired hope in our community.

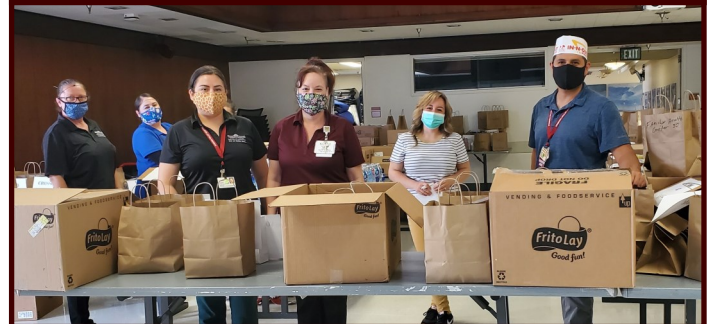
As we aim to get to the other side of this pandemic, I hope you will take a moment to look at what we've accomplished together – and I hope that you will feel the pride that comes from the extraordinary care we provided and the leadership we demonstrated.

Surely, there are no words to express the depth of our gratitude to all of you for coming to work every day and ensuring our patients are cared for with skilled hands and a loving touch.

I truly hope you all feel loved and appreciated today, because you are.

Wishing you all a well-deserved and happy Nurses & Hospital Week.

With heartfelt thanks.



More photos on next page.
Brain Teaser on page 4.

More Celebrating!



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POMONA VALLEY HOSPITAL MEDICAL CENTER

HOSPITAL HUDDLE

with
Rich



Our Time to Shine

In recent weeks we have joyfully celebrated the discharge of patients who have recovered from COVID-19. With new treatments that are showing promise, such as convalescent plasma and Remdesivir, we remain hopeful that we will continue to save the lives of our patients who are battling this beastly virus.

While we have risen to the COVID-19 challenge – and continue to do so every day, our hearts are also heavy. We offer our deepest condolences to those who are mourning the loss of loved ones to COVID-19. We are saddened that patients were unable to have family at their bedsides. I have tremendous admiration for our Associates and Physicians who stayed with our patients nearing end of life offering comforting words. Know that your presence was a blessing to those patients and their families.

As stay-at-home orders begin to loosen up, we anticipate that there will be more cases of COVID-19 because this virus continues to be transmitted. We must remain vigilant until there is a COVID-19 vaccine. Whether at work, in the community or at home – please take the recommended precautions to protect yourself and your families.

Just as we care for the community, I ask that you continue to support and build each other up. Our journey together fighting COVID-19 races on – and you are our most important resource. We must remain strong and focused. Know that I am incredibly proud of each and every one of you for delivering compassionate, high-quality care for every person who comes through our doors. This is our time to shine.



Serving Our Community

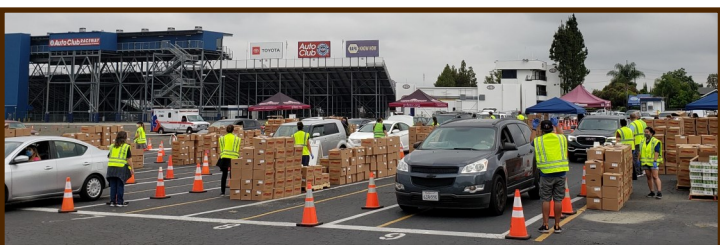
By Amber Brenneisen, Public Relations and Community Outreach Manager

On Saturday, May 30, Pomona Valley Hospital Medical Center, in partnership with the USDA Farmers to Families Food Box Program, Sunrise Produce Company and Fairplex, held a Drive-Thru Food Pantry for the community.

Through the USDA program, we were able to provide nearly 2,000 boxes of fresh produce to local families in need. More than 40 Associates came out to volunteer on Saturday morning to safely distribute more than 700 boxes! An additional 700 boxes were distributed and delivered throughout the community, 250 were provided to Fairplex's low income residents. And 15 were given to the Pomona Police Department to distribute during their patrols.

Central to our mission, vision and values is our commitment to support our most vulnerable populations in need, so we are incredibly honored to have been able to host this needed food pantry, especially during these truly uncertain times.

Many thanks to the Food & Nutrition Services team, including Executive Chef Rogelio Gaeta, FNS Director Steve Kilburn, and FNS Manager Daniel Gonzalez, for seeking out this opportunity and ensuring PVHMC was part of it.



Occupational Therapy Now Offered at PVHC La Verne Rehab Clinic

Submitted by Rehabilitation Services

The Department of Rehabilitation Services is excited to announce their outpatient Occupational Therapy (OT) service is now available in two locations. At our PVHMC Rehab clinic since 1993, this critical rehabilitation service is now expanding to our Rehab clinic inside the Pomona Valley Health Center (PVHC) in La Verne.

PVHMC Occupational Therapist, Ashley Oh, OTR/L will be providing rehabilitation of the shoulder, elbow, wrist, hand and fingers. Initially, she will be available 2-3 days a week, eventually expanding to Monday through Friday.

Occupational Therapy is an evidence-based rehabilitation profession that assists patients of all ages to safely and more effectively perform activities of daily living. Goals are a full and rapid recovery, sharing with them the knowledge and tools to aid in the management of their injury, illness or disability.

Using multiple therapeutic techniques and procedures, Occupational Therapists evaluate and develop treatment plans focused on controlling pain, reducing swelling and abnormal sensitivity, as well as restoring strength, motion and dexterity. In addition, OT frequently provides needed bracing, splinting and adaptive equipment to assist in the patient's recovery.



Our La Verne Clinic houses private exam rooms and a variety of OT rehabilitation equipment including whirlpool, fluidotherapy, paraffin bath, ultrasound, electrical stimulation, and a wide variety of stretching, strengthening and desensitization devices.

For more information, call 909.865.9810.



Claremont Urgent Care Celebrated their Nurses during Nurses Week!

Brain Teaser

What do the letter "t" and an island have in common?

If you have figured this out, email amber.brenneisen@pvhmc.org to be entered into a drawing for a \$25 gift card!

Jessica Benavides, RCP from Respiratory Services was May's winner!
Congratulations!

May's Brain Teaser Question: "It is an insect, and the first part of its name is the name of another insect. What is it?" Solution: "**Beetle**"



Prebiotics in a Nutshell

By Emily Zhou, Registered Dietitian

You've probably heard of probiotics and their benefits to our health, but what are prebiotics?

Prebiotics are a component of some foods, like certain fiber, that the body cannot digest, but pass through the GI tract and stimulate the growth and/or activity of certain 'good' bacteria in the large intestine. They basically serve as food for the 'good' bacteria and other beneficial organisms in the gut. Most of the benefits of prebiotics have links to the benefits of probiotics.

Some research also suggests other benefits including: improving calcium absorption, changing how quickly the body can process carbohydrates and supporting the probiotic growth of gut bacteria, potentially enhancing digestion and metabolism.

Prebiotics occur naturally in many foods, so there is no need for people to take supplements, you can include more prebiotics by eating more fruits, vegetables and whole grains such as bananas, asparagus, artichokes, beans. Together prebiotic and the good bacteria can work synergically to make a healthier you.



References:

1. Lyte M, et al. Resistant starch alters the microbiota-gut brain axis: Implications for dietary modulation of behavior. PLOS One. 2016;11:1.
2. Quigley EM. Basic definitions and concepts: Organization of the gut microbiome. Gastroenterology Clinics of North America. 2017;9:2.
3. Yatsunenkov T, et al. Human gut microbiome viewed across age and geography. Nature. 2012;486:222.
4. Rountree R. The human microbiome — Humans as super-organisms. Alternative and Complementary Therapies. 2011;17:70.
5. Prebiotics and probiotics: Creating a healthier you. (2018, February 27)

"I AM THE PATIENT EXPERIENCE" WINNER!

These nurses were recognized by patients for providing outstanding care and customer service!
THANK YOU for going above and beyond in living our Values!

Customer Satisfaction. Honor and Respect. Accountability. New Ideas. Growing Continuously. Excellence.



Chris Mills, BSN, RN, CCRN in
CVICU

DO YOU WANT TO BE THE NEXT WINNER?

During Executive and Nursing Leadership rounding, Associates who are recognized by their patient for providing outstanding care and customer satisfaction will receive an "I am the Patient Experience" card. This card works in two ways: first you can take this card to the cafeteria to redeem a free fountain drink, and then you are entered into a raffle!

Once a month a card is drawn to recognize an Associate who proudly demonstrates our Values!

You can be next!





Do you have any Questions on our Medical Plan?

Do you have any Medical Billing Questions?



We will be available via email or phone to assist you and answer questions:

Wednesday, June 10th, 2020

7am – 4pm

&

Wednesday, June 17th, 2020

7am – 4pm

Email: PVHMCOE2020@hnas.com

Phone Number: 562-533-7579

No Appointment Necessary!!

Please have the documentation that you have so we can assist you in resolving your billing questions and/or concerns, such as:

- Copy of your Explanation of Benefits (EOB)
- Invoices and Bills
- Letters and Correspondences

WE LOOK FORWARD TO HEARING FROM YOU!



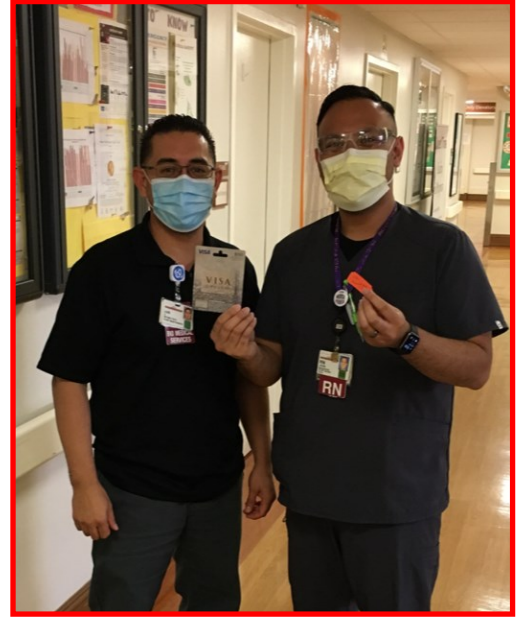
Congratulations to the BioMed IV Pump Finders Raffle Winners!



Jovita Rangel, EVS - NICU on the right with Luis Carranza From Bio-Med



Irma Sanchez, EVS



John Manangan, RN, from Tele 3 on the right with Luis Carranza from Bio-Med



Breaking Bread in June

By Elizabeth Grainger, Palliative Care Chaplain

These past months, we have experienced unprecedented events. For many of us, we have gone through feelings of worry, fear, sadness, loss, and insecurity. And at the same time, we have had the opportunity to share extraordinary compassion and courage.

Even as all of us in the PVHMC family provide for the health and wellbeing of our greater community, we have also been the recipients of tremendous kindness. Throughout the COVID experience, we have been showered with appreciation and love from our community, including those who have generously shared food with us. From individuals to groups, many have chosen to support us with wonderful meals—and we have appreciated it!

Religious communities including Victory Outreach Church, the United Sikh Mission, and Bochasanwasi Akshar Purushottam Swaminarayan (BAPS) have fed us delicious meals, lifting our spirits as they keep our bodies going. The practice of sharing food with others runs deep in many spiritual traditions:

Hindu

For Hindus, *dana* (giving/charity) is an important part of one's *dharma* (duty/right way of living). According to Hindu scriptures and philosophies, every person has a dharma toward family, society, the world—in short, to all living beings. One very significant form of *dana* is the contribution of food—*anna dana*. In the words of Mahatma Gandhi, "There are people in the world so hungry, that God cannot appear to them except in the form of bread."

Buddhism

Like Hindus, Buddhists also practice *dana*, or giving alms. Buddhist groups around the world participate in feeding their local communities, as well as strangers in need. In the *Dhammapada*, one of the most widely-read collections of his teachings, Buddha said that "Hunger is the worst illness."

According to Buddhist teachings, we should extend our love and compassion universally to all beings throughout the world, "as a mother protects her only child" (*Karaniya Metta Sutta*). The impact of giving on the one who shares what he or she has is also recognized: "If people knew the results of giving, they wouldn't eat without having shared their meal with others." (Itivuttaka 26)

Judaism

Both the Torah (Jewish scripture) and tradition speak to the importance of feeding the hungry. "And when you reap the harvest of your land, you shall not reap all the way to the edges of your field, or gather the gleanings of your harvest; you shall leave them for the poor and the stranger." (Leviticus 23:22) In the *Midrash* (commentary) on Psalms 118:17 it is written: "When you are asked in the world to come, 'What was your work?' and you answer, 'I fed the hungry,' you will be told, 'This is the gate of Adonai, enter into it, you who have fed the hungry.'"

For many Jews, supporting those in need is considered an important form of *Tikkun olam* (repairing the world).

Christianity

One belief that unites nearly all Christians is the focus on faith, hope, and charity (sometimes translated as love). 1 Corinthians 13:13 says that "And now abideth faith, hope, charity, these three; but the greatest of these is charity." A hallmark of Christian scripture is to support all those in need with an emphasis on providing for the most vulnerable. In the words of Jesus in Matthew 25:35-40, "For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me, I was naked and you clothed me, I was sick and you visited me, I was in prison and you came to me . . . Truly, I say to you, as you did it to one of the least of these my brothers, you did it to me." From small church food pantries to global efforts, Christians around the world work to relieve suffering and eradicate hunger.

Islam

Providing for those in need is considered a religious duty according to Islam. Charity is described in the Qur'an as an obligation and responsibility every Muslim owes to the community, rather than as a favor to the recipient. One of the Five Pillars of Islam is *zakah*, setting aside 2.5% of earnings to share with those in need; this amount is considered a religious tax. *Zakah* is considered second only to prayer in importance. According to one *Hadith* (saying attributed to the Prophet Mohammad): "The believer does not eat his fill while his neighbor is hungry."

Sikh

Langar is the communal meal shared by all who come to the *gurdwara* (Sikh temple), and it has been a part of Sikh community since the time of Guru Nanak. Everyone at the meal sits at an equal level on the floor and all eat the same food. Although not all Sikhs are vegetarian, *langar* is a vegetarian meal for practical and spiritual purposes. In any city in the world where there is a *gurdwara*, anyone in need of a meal is welcome to partake. *Langar* serves as a real-life expression of the core Sikh belief in the equality of all humans.

The scriptures and practices described here only begin to explore the varieties of charitable giving practiced by faith traditions and religious groups around the world. Perhaps you will feel inspired in some way to further contribute to our diverse community! And for those of us so accustomed to the habit of giving, it is also a blessing to reflect on how much we have received.

The Chaplains of Spiritual Care are here for you. To speak with a Chaplain, please call 909.469.9305, or page the Chaplain on call at x5904 (available Monday - Friday, 9:00 am - 5:30 pm). Remember, we are here to support YOU.

June Holidays on the next page.



Rehab Offering New Remote Evaluation & Treatment Options for Patients

Submitted by Rehabilitation Services

During the COVID-19 pandemic, Rehab Services, like so many other Hospital departments, significantly restricted outpatient services to only the most essential patients. Rehab's focus and resources pivoted to an increased role in support of inpatient care. Simultaneously, and similar to many other healthcare providers during this time, Rehab Services developed a completely new service... called Telehealth. Now, with our recent gradual expansion of outpatient appointments, we can offer remote telehealth visits as an alternative to in-clinic appointments.

Since the onset of COVID-19 the health and safety of our patients and staff has been more important than ever before. Initially many patients and their therapists opted to temporarily defer ongoing treatments. Now, as restrictions start to loosen, some patients remain hesitant to return to the clinic for care at this time. With our new service we can offer them two new treatment options – **telephone and telehealth sessions** – along with our traditional in-clinic rehab. The benefits of these remote services are twofold – not only do they give these patients peace of mind by allowing them to keep their therapy appointments from the comfort, convenience and safety of their home, but they also reduce our in-clinic

volume, helping us maintain the required social distancing within our clinics. In our post-COVID-19 practice, we believe these treatment alternatives will remain a popular treatment option for many of our rehab patients.

Depending on the patient's condition and comfort level with the technologies available to them, the following remote options are now available at all seven of our outpatient locations:

- TELEPHONE sessions to answer questions, discuss concerns and offer advice.
- TELEHEALTH (audio and video chat) sessions using a computer, tablet or smart phone at home to connect visually with a therapist at our clinic. This option offers evaluation, reassessment, education, training and progression of a specific and individualized exercises program.



For more information please call 909.865.9810.

In The News!

Chino Champion

& Chino Valley News

Ran the Resumption of Elective Surgeries and Procedures on May 23rd.

June Holidays

- 1 Whit Monday (First Monday after Pentecost)—Christian
- 7 Orthodox Pentecost—Orthodox Christian
Trinity Sunday—Christian
- 11 Corpus Christi—Christian
- 16 Martyrdom of Guru Arjan—Sikh
- 19 Juneteenth (Celebration of end of slavery in Texas)—African-American, Interfaith
Sacred Heart of Jesus—Catholic
- 20 Summer Solstice (first day of summer)
- 23 Puri Rath Yatra (Feast of Lord Jagannath/Chariot Festival)—Hindu
- 30 Birth of Guru Rinpoche/
Padmasambhava—Tibetan Buddhism



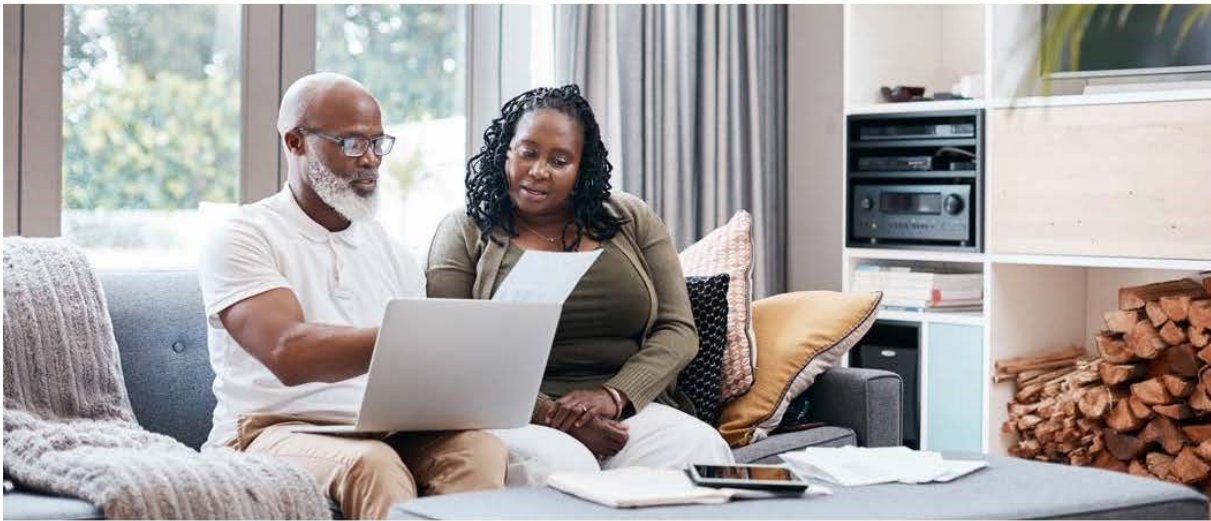
ABC News reporter Kaylee Hartung broadcasted on GMA live from our Hospital Lobby telling her story of donating plasma through the American Red Cross. That plasma was given to our patient who recovered from COVID-19 and was discharged home! Check out the full broadcast on our Intranet home page.



and

**INLAND EMPIRE
BUSINESS JOURNAL**

They both ran stories on May 20th on our Resumption of Elective Surgeries and Procedures.



Accessing Retirement Account Funds in Times of Need

Lincoln is here to help

COVID-19 has disrupted many aspects of our daily lives, including our finances. To help you cope with a financial hardship you may be experiencing as a result of COVID-19, your employer is making available certain retirement plan distribution and/or loan options included in the recently enacted CARES Act legislation.

What are the CARES Act distribution and loan provisions?

The 2020 Coronavirus Aid, Relief, and Economic Security Act—known as the CARES Act—allows you to take up to \$100,000 in the form of a retirement account distribution and/or loan. Before you decide to pursue either option, be sure to make an informed decision. Here's how they work:

1. Penalty-free, coronavirus-related distributions (CRDs) — subject to the terms of your plan

You can take up to \$100,000 from the vested balances in your retirement plan accounts, including IRAs, as a CRD. You can take money from more than one retirement account, but the maximum you can withdraw as a CRD from all your retirement accounts combined is \$100,000. You won't be subject to the normal 10% early withdrawal penalty (if you're under 59½) or the 20% mandatory tax withholding. However, 10% federal tax withholding will apply unless you elect no tax withholding on the CARES Act distribution request form.

Are you eligible to take a distribution or loan?

You are eligible if you meet **one of the following** criteria:

- ✓ You have contracted COVID-19
- ✓ Your spouse or dependent has contracted COVID-19
- ✓ You have lost your job, been furloughed, or are working a reduced schedule because of COVID-19
- ✓ You are unable to work due to loss of childcare because of COVID-19

While your distribution is considered ordinary income and is taxed, you can spread that expense over three years and pay a portion of the tax each year.

You can take the distribution on or before December 30, 2020. You also have the option to repay the distribution back to your retirement account over a three-year period, in which case it will be treated as a direct transfer and will not be taxed.

You can request a distribution more than once (up to the \$100,000 vested balance maximum across all of your retirement accounts). This allows you the ability to request enough money to meet your short-term needs while retaining as much in your retirement account as possible.



2. Expanded loan provisions—subject to the terms of your plan

You can borrow up to 100% of your vested balance or \$100,000 (whichever is less) from eligible retirement plan accounts during the qualifying period from March 27, 2020, through September 23, 2020, and pay it back, along with accrued interest.

Note: Additional expanded loan provisions may be available in your plan. Please check with your Lincoln representative if you have questions about the provisions available to you.

Before you take out a loan, it's important to remember that if you leave your job for any reason, you'll need to pay off the loan, unless your plan allows you to continue to make repayments after you've terminated employment. Otherwise, it will be considered a distribution, and you will be taxed on the entire remaining loan balance and may be required to pay a 10% early withdrawal penalty.

Before you request a CRD or loan

The CARES Act provisions provide you with increased access to your account, which can provide financial relief during this time, but be sure to consider the potential drawbacks:



Due to recent market volatility, your account value has likely decreased. By withdrawing money now, you're hindering your potential to recoup any recent losses.



Money that you take out of your account stops working for you—causing you to miss out on valuable earning potential.



There's a chance that while you're repaying your loan or distribution amount back to the plan, you may need to decrease or stop making your regular plan contributions—making it more difficult to meet your retirement saving goals.

Bottom line

These are challenging times, and the expanded distribution and/or loan provisions can offer you a financial safety net. As you evaluate your options, be sure to balance your current needs with the potential long-term negative effects a distribution or loan can have on your retirement savings.


You may want to consider taking smaller distributions as needed, rather than requesting the maximum amount allowed. This gives you the flexibility to be conservative in the amount you request for immediate needs while preserving as much of your savings as possible for the future.

Compare CARES Act CRD and loan options*

	CRD	Loan
Eligibility	Must meet COVID-19 eligibility requirements	Must meet COVID-19 eligibility requirements
Maximum amount	Up to \$100,000 of your vested balance	100% of your vested account balance or \$100,000 (whichever is less)
Repayment terms	May be repaid within three years to avoid paying taxes on the distribution	Repaid according to plan loan rules. Any amount not repaid is subject to income taxes and possible penalty. Note: Additional expanded loan provisions may apply.
Income taxes	Taxed as ordinary income; can spread the expense evenly over three years	No current income tax due if repaid according to plan loan rules. If the loan defaults, the outstanding balance is taxable as ordinary income
Other considerations	You can request a distribution more than once, up to the \$100,000 maximum	Check with your Lincoln representative to determine the CARES Act loan provisions available to you

*Subject to the terms of your plan.

Not a deposit
Not FDIC-insured
Not insured by any federal government agency
Not guaranteed by any bank or savings association
May go down in value



Need additional help?

Contact the Lincoln Customer Contact Center at **800-234-3500**, Monday through Friday, from 5:00 a.m. to 5:00 p.m. Pacific, and tell a representative you want to initiate an eligible CARES Act loan or distribution request.

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June is Men's Health Month

Submitted by the department of Social Work Services

June rolls around and everyone thinks of Father's Day. The day spent celebrating this important figure in our lives whether they are a blood relation or someone special to take on that role. We can't imagine them not being in our lives, helping to guide us through our challenges. June is the time to focus on men's health to make sure they are with us for many years to come.

Men live busy lives trying to take care of their families. Taking the time to care for their health is important. According to the CDC, on average, men die five years younger than women. Men are also less likely to be insured. Of the top 10 causes of death, men die at a higher rate than women in nine of them. They tend to delay routine physicals with their primary care providers. Catching small problems before they become big problems makes all the difference. Get screening tests done before symptoms appear. Know your family history.

Men's health is a family issue. Congressman Bill Richardson stated in 1994 "recognizing and preventing men's health problems is not just a man's issue. Because of its impact on wives, mothers, daughters and sisters, men's

health is truly a family issue." Women, let the men in your life know that you care and support their healthy choices. Kids do better when the men in their lives show an active lifestyle. Make it a family goal to get healthy together.

Show your support for men's health. **Friday, June 19th is "Wear Blue Day."**

Whether it's your friend, brother, dad, boyfriend, spouse or boss, shows them you care about them and their health. Encourage them to set an appointment with their primary provider as soon as possible. Their lives matter!



Join Pomona Valley Hospital Medical Center's Magnet Journey!



Follow us on Facebook for education and information on our path to Magnet Designation.

Search: Darlene's Magnet Moments

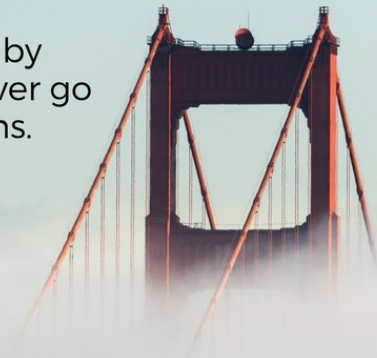


Remember to greet all of our new Associates wearing a grey card under their ID badge with a friendly hello and welcome to our PVHMC Family!

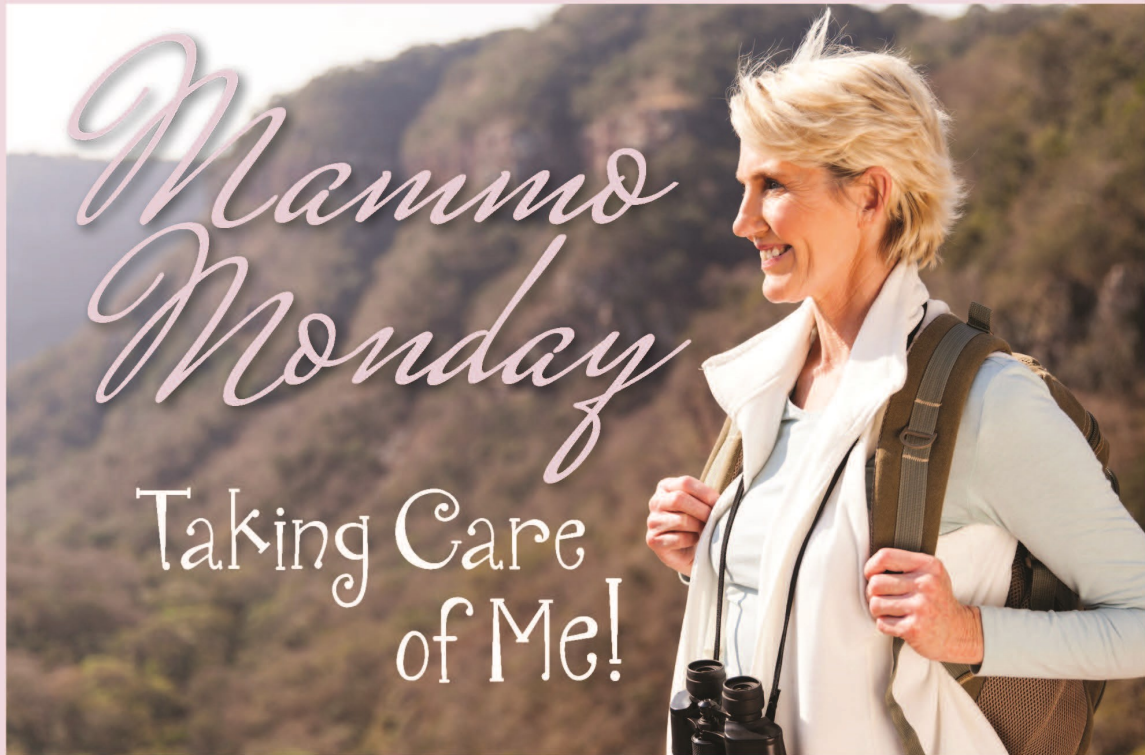
- Sharon Stewart, Staff Nurse in the GI Lab
- Christine Gross, Staff Nurse in Trauma ICU
- James Walsh, Staff Nurse in Radiology Administration
- Carina Portillo Gonzalez, Respiratory Care Practitioner in Respiratory Services
- Alex Marmolejo, Jr., Respiratory Care Practitioner in Respiratory Services
- Ryan Perez, Respiratory Care Practitioner in Respiratory Services
- Tiffany Espinoza, Hospital Desk & Parking Ambassador in Security
- Monica Ruvalcaba-Marquez, Nursing Assistant in Trauma ICU
 - Lorelle Wong, Staff Nurse in CVICU
- Andy Ridenour, Ultrasound Technologist in Radiology
- Shakina Robinson, EVS Associate in Environmental Services
- Sadie Gonzalez, EVS Associate in Environmental Services
- Jasmine Oliva, EVS Associate in Environmental Services
- Alfonsius Chaspuri, EVS Associate in Environmental Services
- Matthew Rodriguez, EVS Associate in Environmental Services
- George Alvarez, EVS Associate in Environmental Services
 - Jose Orega, Officer in Security
 - Heather Reifeiss, Dispatcher in Security
- Brenda Womble, Manager in Financial Services
- Aric Barton, Manager, Desktop Support in Information Services
- Joshua Masick, Respiratory Care Practitioner in Respiratory Services

A mind that is stretched by new experiences can never go back to its old dimensions.

- Oliver Wendell Holmes, Jr.



POMONA VALLEY HOSPITAL MEDICAL CENTER



Working in the healthcare profession, we all tend to take care of patients, family members and friends, putting everyone first before taking care of yourself. Mammo Mondays urge you to take the time to schedule your yearly mammogram on a Monday. All Associates just need to show their badge at your appointment. All Associates family members need to show a photo of their loved one wearing their badge. You will be asked to fill out a raffle ticket to be eligible to win a \$100 gift card to Victoria Gardens! A winner will be drawn each quarter and announced in the "Keeping You In Touch" newsletter.

Call Centralized Scheduling to make your appointment for a mammogram on a Monday!
909.469.9395

Congrats!

Tammy Wolfhope, BSN, RN, in Radiation Oncology was the 1st quarter winner! Remember to schedule your annual mammogram on a Monday to be entered into the raffle!





Ann Mendoza, Director of Clinical Education recognized the following individuals:
Jeff Mackenzie, Educator,
Froilan Lirio, Education,
Georgia Papoutsakis, Educator,
Siska Utama, Educator,
Gayle Sharp, Educator,
Sharon Kaitz, Department Coordinator and
Frances (Patti) Lirio, Supervisor in LDRP.



Benefits Corner

By Hazel Wong, Benefits Manager



what's new at HealthNow Administrative Services **HealthNow** Administrative Services

<p>Why you are receiving this communication</p>	<p>Effective June 1, 2020 HNAS will begin to consolidate member's explanation of benefits ("EOB") to streamline member communication for easy and environmentally friendly access to claim information.</p>
<p>What you need to know</p>	<p>A consolidated EOB will be mailed to members once per 21 business days for all claims processed during that period.</p> <p>Individual EOBs will still be available on myHNAS.com until the consolidated EOB is mailed.</p> <p>The consolidated EOB will only include the most up to date accumulator status information.</p>
<p>What you need do</p>	<p>There is no required call to action. We are providing this information in advance so you know what to expect. The consolidated EOB is enclosed for your information.</p> <p>If any questions, please call HNAS at 1-916-604-3468 or PVHMC Benefits at extension 9741.</p>



HealthNow
 Administrative Services
 Attn: Claims Department
 PO Box 211034
 Eagan MN 55121-2434

20200308T2C
 303 A
 1048 17199



Explanation of Benefits

RETAIN FOR TAX PURPOSES

****THIS IS NOT A BILL****

Forwarding Service Requested

*****SNGLP
 PB-STL_UNSORTED-MACH-ENV 1
 ELIZABETH SAMPLE
 123456 TEST STREET
 #9
 PASADENA CA 91101-4314

Customer Service Information

**If You Have Any Questions Call
 888-269-1877
 Visit us on the web WWW.MYHNAS.COM**

Group Name: POMONA VALLEY HOSPITAL MED CTR

Group #: 000S55
Division: 1
Date: 05/08/2020

For Claims Processed From: 04/24/2020 thru 04/24/2020

Dear ELIZABETH SAMPLE ,

The information below is a summary of the healthcare claims processed for the period 04/24/2020 thru 04/24/2020. This information is commonly referred to as an **"Explanation of Benefits" (EOB)**. This is not a bill. It is a summary, followed by the claim details, of how your recent claims were processed. It includes any co-pay, deductible, coinsurance (%) or non-covered amounts that you may owe to the provider(s) of service. Use this EOB to verify the accuracy of any bill you may receive from the provider(s) listed below. If you did not receive service from the provider(s) listed below or suspect fraudulent charges please contact the customer service department at the number listed above.

Total Billed Amount

\$640.00

This is the total amount for claims processed between the dates of 04/24/2020 thru 04/24/2020

Total Amount Paid By Plan

\$228.68

This is the amount the plan paid for services billed. Please see the claim detail section below for more information.

Your Financial Responsibility

\$110.00

This is the amount the provider of service may bill you after your health plan benefits were paid. Typically a plan participant may be billed by the provider of service because they may have a deductible, co-pay, coinsurance (%), or the service is not covered by the health plan. A breakdown of your total financial responsibility is shown in the claims detailed below.

Claim#: 220-999999991-00
Patient: VANESSA SAMPLE

Provider: PACIFIC URGENT CARE CENTER **Patient Acct: 999999**
Member ID#: T99999999 **Member Name: ELIZABETH SAMPLE**

Service Dates	Service Code	Proc. Code	Billed Amount	PPO Discount	Reason Code	Non Covered	Deductible Amount	Co-pay Amount	Coinsurance Amount	Plan Payment Amount
03/11-03/11/2020	200	99214	\$150.00	\$35.67	QE 35	\$0.00	\$0.00	\$30.00	\$0.00	\$84.33
03/11-03/11/2020	2B4	J0696	\$40.00	\$37.40	QE	\$0.00	\$0.00	\$0.00	\$0.00	\$2.60



Claim#: 220-999999992-00
Patient: VANESSA SAMPLE

Provider: PACIFIC URGENT CARE CENTER **Patient Acct: 7777777**

Member ID#: T99999999 **Member Name: ELIZABETH SAMPLE**

Service Dates	Service Code	Proc. Code	Billed Amount	PPO Discount	Reason Code	Non Covered	Deductible Amount	Co-pay Amount	Coinsurance Amount	Plan Payment Amount	
03/11-03/11/2020	2B4	96372	\$35.00	\$9.47	QE	\$0.00	\$0.00	\$0.00	\$0.00	\$25.53	
Column Totals			\$225.00	\$82.54		\$0.00	\$0.00	\$30.00	\$0.00	\$112.46	
										Adjustments including COB	\$0.00
Patient's Financial Responsibility \$30.00										Adjusted Payment	\$112.46

Payment Details

Paid To	Payment No.	Payment Date	Amount
PACIFIC URGENT CARE CENTER	000099	04/27/2020	\$112.46

Claim#: 220-999999993-00
Patient: VANESSA SAMPLE

Provider: FACULTY PHYSICIANS AND SURGEONS OF LLUSM **Patient Acct: E2222222**

Member ID#: T99999999 **Member Name: ELIZABETH SAMPLE**

Service Dates	Service Code	Proc. Code	Billed Amount	PPO Discount	Reason Code	Non Covered	Deductible Amount	Co-pay Amount	Coinsurance Amount	Plan Payment Amount	
03/18-03/18/2020	203	99213	\$215.00	\$103.78	QE 35	\$0.00	\$0.00	\$50.00	\$0.00	\$61.22	
Column Totals			\$215.00	\$103.78		\$0.00	\$0.00	\$50.00	\$0.00	\$61.22	
										Adjustments including COB	\$0.00
Patient's Financial Responsibility \$50.00										Adjusted Payment	\$61.22

Payment Details

Paid To	Payment No.	Payment Date	Amount
FACULTY PHYSICIANS AND SURGEONS OF LLUSM	000098	04/27/2020	\$61.22

Claim#: 220-999999994-00
Patient: VANESSA SAMPLE

Provider: SUSAN P KANESHIRO TRAU SCH **Patient Acct: 000123**

Member ID#: T99999999 **Member Name: ELIZABETH SAMPLE**

Service Dates	Service Code	Proc. Code	Billed Amount	PPO Discount	Reason Code	Non Covered	Deductible Amount	Co-pay Amount	Coinsurance Amount	Plan Payment Amount	
03/19-03/19/2020	747	90837	\$200.00	\$115.00	QE 35	\$0.00	\$0.00	\$30.00	\$0.00	\$55.00	
Column Totals			\$200.00	\$115.00		\$0.00	\$0.00	\$30.00	\$0.00	\$55.00	
										Adjustments including COB	\$0.00
Patient's Financial Responsibility \$30.00										Adjusted Payment	\$55.00

Payment Details

Paid To	Payment No.	Payment Date	Amount
SUSAN P KANESHIRO TRAU SCH	000123	04/27/2020	\$55.00

Service Code/Description

- 203 OFFICE VISIT SPECIALIST
- 200 OFFICE VISIT PHYSICIAN
- 2B4 MEDICATIONS WITH OV
- 747 OFFICE MENTAL HEALTH VISIT 1

Reason Code/Description

- 35 BENEFIT COPAYMENT APPLIED
- QE PARTICIPATING PROVIDER





Accumulator Status

TYPE	SATISFIED	MAXIMUM	BENEFIT YEAR
Individual Network Deductible	\$14.03	\$1,000.00	2020
Individual Network Out-of-Pocket	\$688.39	\$4,000.00	2020
Family Network Deductible	\$14.03	\$2,000.00	2020
Family Network Out-of-Pocket	\$937.36	\$8,000.00	2020

Additional Information

The Employee Retirement Income Security Act (ERISA) includes your right to appeal an adverse determination of a claim, in accordance with the relevant section of your plan document. A written appeal should be received within 60 days, but no more than 180 days, from the date of notice. The appeal must include all relevant material and information. The plan administrators must respond to the appeal within 60 days. Upon completion of the review process, if the result remains adverse, you will have the right to request second appeal, which the plan must include within 30 days of receipt. You are entitled to receive, free of charge, reasonable access to, and copies of all documents, records and other information relevant to your claim for benefits. You have the right to bring civil action against the plan as outlined under section 502(a) of ERISA regulations.



3rd Floor OPP has lots of Birthdays!

Tami Barto (6/4),
Glenda Ferguson (6/15),
Sue McGrath (6/19),
Erin Easterday (6/25) and
Rosie Rieger (6/25)



Happy Birthday to **Jennifer Bell**,
Manager of Occupation Health
and Workers Comp. (6/23)!

- *Eleanor Rocha, RN,*
Occupational Health

Happy Birthday to **Juan Nuenz** and
Tom Cheong, both from Echo
and both celebrating on 6/24!

- *Cardio-Neurology-Respiratory
Department*



If you want to do a
"shout-out" email
tami.barto@pvhmc.org
and it may appear in
next month's newsletter!



Happy Birthday to **Sherrie Cisneros**
(6/17)!

- *Your Birthday twin, Maria E. Brown*



Deadline for July Newsletter is **June 20th!**
Please have your **Manager/Supervisor OK** your submission.
Send all submissions to tami.barto@pvhmc.org



Expert care with a personal touch