

Healthline



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Lifestyle Medicine:

SIX BEHAVIORS FOR A LONG AND HEALTHY LIFE

We hear a lot about the positive power of lifestyle changes, but few people know there is an actual field of medicine devoted to Lifestyle Medicine. According to the American College of Lifestyle Medicine (ACLM), this field uses six kinds of healthy behavior – a whole-food, predominantly plant-based diet, regular physical activity, restorative sleep, stress management, avoidance of risky substances, and positive social connections – to treat and prevent chronic conditions like heart disease, stroke, type 2 diabetes, obesity, and multiple types of cancer. In fact, most health-related problems we suffer from can be improved or reversed with lifestyle changes within one of these categories.

Let's break these down to better understand each behavior and the specific recommendations:

- 1. Nutrition Behaviors.** The modern American diet has changed significantly over the last 100 years and, while data from nutrition studies can be difficult to interpret, the ACLM's recommendations are based only on very large, high-quality studies. Above all, the ACLM recommends a diet consisting of whole, unprocessed foods, including a variety of minimally processed vegetables, fruits, whole grains, legumes, nuts, and seeds. ACLM also strongly suggests avoiding processed foods that are commonly found as prepackaged foods, since consuming them in large quantities over years can have a very negative impact on health. The ACLM essentially recommends a return to a normal human nutrition pattern. Critically though, the ACLM does not recommend consuming meat, dairy, eggs, or oils of any kind. That is not an accident, as there is no evidence that eating a diet rich in these foods leads to a longer life. In fact, studies show that there is no health benefit from consuming any of these foods, eating too much animal protein and oils has been shown to increase risk for various diseases. Chief among these, red meat intake is associated with increased cardiovascular disease. The only notable exception to this recommendation to avoid animal protein is for fish, which is a great source of Omega-3 fatty acids that can help fend off Alzheimer's disease and support heart health. Still, overall, the ACLM's recommendations are clear: We should eat a whole food, plant-based diet and avoid processed fatty foods and animal protein.
- 2. Physical Activity.** The benefits of regular exercise are considerable. Exercise has a powerful impact on mood, sleep, digestion, and cardiovascular health, and in general the more muscle you have, the longer you'll be able to remain independent. Exercise even reduces wrinkles! The current guidelines are for most Americans to get 150 minutes per week of a combination of aerobic and resistance (weight bearing) exercise. For those working to lose weight or maintain weight loss, it's 260-300 minutes per week. While that sounds like a lot, it averages only about 42 minutes per day. To meet this goal, you can break down your exercise sessions into several intervals (as short as just 10 minutes!) throughout the day. There's no need to be intimidated, either. Walking is a great place to start if you haven't been very active lately, so consider joining our Walk with a Doc program or walking 10 minutes a few times per day for starters. Exercise can cause some temporary soreness, but you should not be alarmed unless you have sharp or severe pain. If that happens, stop and see your physician, as something is not right.

3. **Restorative Sleep.** As the name suggests, not all sleep is created equal. Just because you're unconscious doesn't mean you're getting quality sleep. How can you know if sleep is restorative? How you feel when you wake up is a big indicator – do you feel refreshed and ready to start a new day, or are you tired and sluggish when you wake up? The goal for adults here is generally 6-7 hours of uninterrupted sleep per night, but some people feel they need more like 8 hours to feel fully refreshed. Listen to your own body, and be sure to get help from your primary care doctor if you sleep walk, snore, or fall asleep throughout the day.
4. **Stress Management.** The ACLM recommends a healthy commitment to stress management, sometimes called “self-care” or “mindfulness,” which involves engaging in activities that help you reduce or handle stress in a responsible way. This might be as simple as politely saying no to taking on new responsibilities that make you feel overwhelmed or stretched too thin to take care of your own physical or emotional well-being, or it could mean learning to deal with stressors in a productive way. It's also possible to see the stress as a healthy challenge. A certain amount of stress in life is necessary and unavoidable, so in addition to practicing self-care through activities like meditation, yoga, or exercise, the ACLM also recommends getting professional mental and financial counseling, as all of these can make a big difference in both the amount of stress in our lives and our ability to handle it in a healthy way.
5. **Avoiding Harmful Behaviors.** Not surprisingly, the ACLM also recommends avoiding some unhealthy behaviors altogether. Most of these no-no activities are well known: smoking, excessive alcohol consumption, and illicit drug use are a few. But some are less obvious, such as avoiding unprotected sex, not wearing a seatbelt, avoiding indoor use of propane heaters, and not having smoke detectors in your home. These simple safety strategies can significantly reduce illness and injury, both for us as individuals and as a society.
6. **Positive Social Connections.** Having healthy relationships is another big indicator for longevity and vitality. In fact, studies show that people who have close connections in their community enjoy improved longevity and reduced depression and anxiety. Of course, not all social connections are positive. For example, internet social sites can be highly anxiety-provoking for some people and can often make matters worse – so consider working toward two hours of “happy” social time with your own friends, colleagues, and family per week.

Making these kinds of behavior changes does not have to be difficult. Establishing SMART goals is a good place to start. Write out your goal and be sure it meets these criteria: It should be Specific, Measurable, Achievable, Relevant (i.e., it will change your health), and Time-based (in a short time frame).

As the old saying goes: How do you climb a mountain? One step at a time. So go get started!



Upcoming In-Person Seminars

Join us at an upcoming Medicare Advantage (HMO) seminar at
1264 Metropolitan Blvd, Tallahassee, FL 32312

June 2024

S	M	T	W	T	F	S
						1
2	3	4	5*	6	7^	8
9	10	11	12**	13	14	15
16	17	18*	19	20	21^	22
23	24 [†]	25	26	27**	28	29
30						

July 2024

S	M	T	W	T	F	S
	1	2	3*	4	5	6
7	8	9	10**	11	12^	13
14	15	16*	17	18	19	20
21	22	23	24	25**	26^	27
28	29	30	31			

■ Seminar begins at 10:00 a.m.

■ Seminar begins at 5:30 p.m.

■ Savvy Senior Program

■ Walk With a Doc Event

*Silver Advantage (HMO), Advantage Plus (HMO), & Preferred Advantage (HMO) Seminar

^Savvy Senior Program rotates at Governors Square Health Center 1st Friday and Metropolitan Health Center on 2nd Friday

**Retiree Advantage (HMO) Seminar

[†]Medicare Made Easy begins at 11:00am

Check our website to ensure that you are attending or planning to attend the right seminar for you.

capitalhealth.com/calendar

Building a Lasting Health Care Relationship:

YOUR GUIDE TO FINDING THE RIGHT DOCTOR

Finding and maintaining a good relationship with the right doctor is crucial to your health care journey. You'll want to consider multiple factors when searching for a primary care physician. Here is a guide to identifying the best doctor for your needs, to help you create a long-lasting and trusting relationship.

The first step is to identify which primary care physicians are accepting new patients. Capital Health Plan's Doctor/Provider Directory helps you find available doctors and narrow down your options. Having a set list of doctors to choose from is a great starting point.

Creating a list of additional preferences helps you further streamline your list. Such factors as the doctor's specialty, location, and gender may be important to you when looking for a trusted physician. Think about the qualities you're looking for in your physician and try to find someone who fulfills those criteria.

One way to know if a doctor matches your preferences is by consulting with your family and friends. If the people closest to you also use Capital Health Plan, asking them about their experiences can provide valuable insights, giving you a better understanding of their opinions on particular doctors. Taking advice from someone with firsthand knowledge can inform you about a doctor's methods, character, and communication styles.

Part of prioritizing your health is finding a doctor you can trust and rely on. If you're struggling to find the right doctor, try using these tips. To find more information about Capital Health Plan's doctors and providers, go to capitalhealth.com or call member services at (850) 383 - 3311.



Metropolitan Health Center

The Capital Health Plan Metropolitan Health Center is our third member-exclusive health center. This 72,000 square-foot facility is designed with our growing senior population in mind and will continue to support the health needs of our community long into the future. The Center includes:

Medical Operations

- Capital Health Plan Urgent Care Center
- Nancy Van Vesseem, M.D., Center for Healthy Aging
- Primary Care Physician Offices
- Capital Health Plan Radiology Imaging Center
- Capital Health Plan Wound Care Center
- Laboratory Services

Administrative Services

- Capital Health Plan Member Services
- Capital Health Plan Group, Individual, and Medicare Sales



The Metropolitan Blvd Health Center is located on Metropolitan Blvd between the Northeast TMH Emergency Center and the Leon County Tax Collector's Office, near I-10.

1264 Metropolitan Blvd, Tallahassee, FL 32312

Take I-10 East:

- Take exit 203
- Turn right onto Thomasville Rd.
- Turn right on Metropolitan Blvd.

Take I-10 West:

- Take exit 203, and stay in the left lane
- Turn left onto Thomasville Rd, crossing under I-10
- Take first right on Metropolitan Blvd.



Managing the Gift:

A GUIDE TO HEALTHY AGING

Aging is a gift, though not one given to everyone. If you are fortunate enough to receive this gift, you know that it comes with changes to both your body and your mind. That's why it's important to prioritize your well-being and make conscious decisions every day to benefit your health. By making healthy lifestyle choices, no matter how big or small they may be, you can live your life to the fullest.

Throughout your life, it's likely that you considered immediate and future goals – and you should continue to do this as you get older, since these goals will help keep you focused on your health and fitness. Whether the objective is to dance at your daughter's wedding, complete a mini marathon, or simply enjoy more quiet moments with your spouse, goal setting will help you create the agenda for conversations with your physicians so you're on the same page regarding your care.

It's also important to prioritize your mental and cognitive health. Assess your emotional state: Are you depressed, experiencing grief or anxiety? Do you find yourself having difficulty recalling things, driving, or managing money? If so, it's important for you to address the situation with your doctor, who can help you determine what's 'normal' versus what may need medical intervention. In addition, there are things you can do on your own. Staying social by connecting with friends and family and engaging in community events can help put you in a positive frame of mind, and keep your stress levels in check by taking some time to relax and reflect.

Challenge yourself and stimulate your brain by striving to learn more, attending a workshop, or even playing a simple game of cards. Mindful consumption is another key factor of your overall health: Avoid smoking, monitor the food you eat, and consume healthy foods – such as fruits, vegetables, whole grains, protein, and low-fat dairy foods – to ensure that your body receives the nutrients it needs.

You should maintain an ongoing dialog with your primary care physician regarding your medications. As you get older, your body processes medications differently and your dosages should be re-evaluated. Even medications that are used to treat chronic conditions like high blood pressure or diabetes may need to be adjusted as you get older. Be aware that some medications have side effects that may intensify as you age and can cause problems with mobility and cognition. Consider how you're feeling, and be sure to discuss any side effects. Don't rule out that an old medication might be causing a new problem.

Another aspect of managing the gift of aging is addressing potential mobility issues. Physical activity is a cornerstone of health at any age. Keep your body strong by staying active every day, no matter how rigorous or relaxed that activity is. If you're looking for an easy way to engage in physical activity, Capital Health Plan is hosting its monthly Walk with a Doc event on January 13, 2024, from 9 a.m. to 10 a.m. The event, held at Cascades Park in downtown Tallahassee, promises light exercise, beautiful scenery, and engagement with other community members and Dr. Amy Neal.

Aging is a natural part of life and, while some aspects of the process may be scary, taking care of yourself can create an enriching and fulfilling journey. If you're interested in enhancing your health, participation in CHP's Walk with a Doc can improve your mental and physical well-being. For additional details on Walk with a Doc and ways to feel your best at any age, visit capitalhealth.com.



walk with a
DOC
educate. exercise. empower.

Capital Health Plan's Nancy Van Vesseem Center For Healthy Aging Recognized as a Million Hearts® Hypertension Control Champion

Capital Health Plan (CHP) proudly announces that the Nancy Van Vesseem, MD, Center for Healthy Aging has been designated as a 2023 Million Hearts® Hypertension Control Champion by the Centers for Disease Control and Prevention (CDC). This recognition underscores CHP's commitment to exceptional cardiovascular care and its dedication to improving public health.

As a leader in quality health care, with over 40 years of service, CHP emphasizes the importance of controlling hypertension, a leading cause of heart disease, stroke, and disability for millions of adults in the United States. The Million Hearts® Hypertension Control Challenge is a vital program that acknowledges clinicians, practices, and health systems, like CHP, for achieving hypertension control rates of at least 80%. Entrants are required to share verifiable data and effective strategies, contributing to a broader effort to inspire and guide healthcare providers nationwide in hypertension management.

"Recognition of the Nancy Van Vesseem, MD, Center for Healthy Aging, as a Million Hearts® Hypertension Control Champion is not just an honor for Capital Health Plan, it's a testament to our relentless pursuit of excellence in cardiovascular care," stated Dr. Cielo Rose, an Doctor of Osteopathic Medicine at CHP. "Battling hypertension is critical in the fight against heart disease and stroke. This accolade fuels our commitment to lead with innovative approaches and to share our learnings for the greater good of public health."

The full list of 2023 Million Hearts® Hypertension Control Champions includes:

- Carbondale Family Health Center, Carbondale, Pennsylvania*
- CCAP Family Health Services, Cranston, Rhode Island*
- El Rio Southwest Internal Medicine, Tucson, Arizona*
- Family Medical Center of Michigan, Temperance, Michigan*
- First Coast Cardiovascular Institute, Jacksonville, Florida
- Hills and Dales Family Healthcare of Cass City, Cass City, Michigan
- Hills and Dales Kingston Family Practice, Kingston, Michigan
- Hills and Dales Ubly Medical Clinic, Ubly, Michigan
- Holland Health Care, Holland, Ohio*
- Indian River Primary Care, Vero Beach, Florida*
- Darrin D. Menard, MD, Lafayette, Louisiana
- Navarre Park Family Health Center, Toledo, Ohio*
- NYC Health + Hospitals/Gotham Health, Morrisania, New York, New York
- Pinnacle Family Health Center, Tafton, Pennsylvania*
- Rosalind Rabin, MD, Brighton, Massachusetts
- James Shina, MD, Austintown, Ohio
- TidalHealth Primary Care, Federalsburg, Maryland
- Valley Professionals Community Health Center, Cayuga, Indiana*
- Valley Professionals Community Health Center, Clinton, Indiana*
- Valley Professionals Community Health Center, Crawfordsville, Indiana*
- Valley Professionals Community Health Center, Terre Haute, Indiana*
- Nancy Van Vesseem, MD, Center for Healthy Aging at Capital Health Plan, Tallahassee, Florida
- Deanna Vroman, MD, Mount Pleasant, South Carolina
- Waymart Family Health Center, Waymart, Pennsylvania*

*Denotes a health care organization that is or includes a health center funded by the Health Resources and Services Administration

Scrubbing the Germs Away:

THE HEALTH BENEFITS OF HAND-WASHING



One of the simplest, but most effective, ways to protect yourself from diseases is properly washing your hands. Maintaining good hygiene can keep you and your loved ones safe and healthy, especially during the colder months.

Hand-washing is a simple task, but it's more than merely running water over your hands for a few seconds. It's up to you to decide whether to use warm or cold water, but either way it must be clean. It's also important to keep in mind that you should be scrubbing your hands with soap for at least 20 seconds – which, as we teach kids, is about how long it takes to sing the ABC song. Remember to get all areas of your hands, including the back of your hands, between your fingers, on your palms, and under your nails. This ensures that all areas of your hands are clean and germ-free.

As we navigate through flu season, hand-washing can play an instrumental role in preventing the flu and other related viruses. With different viruses constantly spreading, keeping yourself clean reduces your risk of catching and spreading diseases.

Should you find yourself without soap and water, an effective alternative is a hand sanitizer or alcohol-based hand wipe containing at least 60% ethyl alcohol or isopropanol. Keeping these products on hand is a convenient way to eliminate germs and prevent viruses. While these methods do reduce the number of germs on your hands, washing with soap and water remains a more effective method.

While washing your hands may seem like a minor thing to do, it's extremely important to help you stay healthy. Other practices, such as getting vaccinations and wearing masks, are also instrumental to keeping you healthy during flu season. Capital Health Plan is available to help you safely navigate through all seasons. For further information on best practices to stay healthy and CHP's resources to help, visit capitalhealth.com.

CAPITAL HEALTH PLAN URGENT CARE

Although it is often best to seek care with your primary care doctor, when you cannot wait, urgent care is a great option for your non-life-threatening medical needs that require same-day attention.

Capital Health Plan members have several options for urgent care needs, including the CHP Urgent Care Center, located at:

METROPOLITAN HEALTH CENTER

1264 Metropolitan Blvd.
Tallahassee, Florida 32312

Monday - Friday | 11:00a.m. - 10:00p.m.
Weekends | 9:00a.m. - 8:00p.m.
Holiday hours may vary.

Our urgent care is unique because our clinical staff have collectively over 50 years of urgent care medicine experience and serve only CHP members. Our office has access to laboratory services and onsite imaging. We are excited to offer online scheduling for most conditions, accessed through our website.

You can now book appointments online.

Go to the CHP Urgent Care webpage:

capitalhealth.com/urgentcare

and click the link that looks as the one shown below:

SCHEDULE SAME-DAY APPOINTMENT >

Urgent Care is Here to Better Serve You!



**Telehealth is also available
for appropriate conditions.**

Call Capital Health Plan Urgent Care at
850-383-3382 to schedule a virtual visit.

Other Urgent Care Options Include:

TMH Main Urgent Care Center

850-431-7816

1541 Medical Drive, Tallahassee, Florida 32308

Monday - Sunday | 9:00a.m. - 9:00p.m.

TMH Southwood Urgent Care Center

850-431-3868

3900 Esplanade Way, Tallahassee, Florida 32311

Monday - Thursday | 9:00a.m. - 9:00p.m.

Friday - Saturday | 9:00a.m. - 5:00p.m.

Sunday | Closed

TMH Crawfordville Walk-In

850-926-7105

15 Council Moore Road, Crawfordville, FL 32327

Monday - Thursday | 9:00a.m. - 8:00p.m.

Friday - Saturday | 9:00a.m. - 5:00p.m.

Sunday | Closed

TMH Quincy Walk-In

850-875-3600

178 Lasalle Lefall Drive, Quincy, Florida 32351

Monday - Thursday | 9:00a.m. - 8:00p.m.

Friday - Saturday | 9:00a.m. - 5:00p.m.

Sunday | Closed

Protecting My Personal Health Information

In a world where everything is driven by technology, we must continuously keep the protection of information – particularly health information – at the forefront of our minds.

The Health Insurance Portability and Accountability Act, commonly known as HIPAA, ensures that health information maintained by entities covered under its rules are protected and secured. These entities include physician practices, health care clearinghouses (hospitals, academic medical centers, etc.) and health plans. Recently, a great deal of discussion has been focused on patients having more access to their health information, as pre-approved patient portals and mobile applications have made it easier for patients to share their information across providers.

While HIPAA protects information shared within these pre-approved resources, the question becomes what happens to the health information that's maintained by the patient. With so many consumers relying on smart phones and tablets, it's become more and more popular for patients to store their personal health information on these devices and other applications. While HIPAA does require that the privacy and security of health information be ensured by the entities it covers, the same rule does not apply when the information is stored on and shared to personal devices.

To safeguard your personal health information, it's important to have a good understanding of the vulnerability of the information you maintain and how it may be shared when stored on your smart devices. While it's not possible to delete your digital footprint (the history of your online activity) completely, there are steps you can take to reduce the information that's collected and shared.

Below are a few helpful tips:

- **Just don't do it!** The best way to avoid having your personal health information shared across applications is to avoid saving it to smart devices in the first place. Doing your research to determine which application may be used to protect your information is very important.
- **Avoid sharing location information.** Turning off the location settings on your device reduces the likelihood that apps will be able to access the name, location, date, and time when you visited your doctor's office. This also helps prevent your information from being shared across other applications.
- **Know what information your app will have access to.** Before quickly agreeing to the terms of a new application, first review the permissions to see what it is you're authorizing the app to access to.
- **Avoid logging into an app with a social media account.** Use your email instead. By logging into apps with your social media account, you are consenting to the exchange of information between that account and your app – and the information can flow both ways.
- **Update your apps.** As updates come out for your various applications, download the updates, as out-of-date software is at an increased risk of being hacked.
- **Before disposing, delete.** When you get a new cell phone or tablet, it's important to ensure that all your personal health information is completely removed from the old device. Do your best to delete all data, and remove and destroy the SIM card if it's not going into your new device.

Your personal health information is one of your most important assets, and with so much of it now digital, it's vital that you keep it safe. Be sure to take the time to use a few simple steps to help protect it, and yourself.



Capital Health Plan - Medical Records Frequently Asked Questions

Q. I am the subscriber on the plan and I need to request medical records for my spouse and minor children on my plan. Am I able to do so?

A. Yes, with a signed Authorization to Disclose Protected Health Information form. All dependents over the age of 18 will need to complete and sign their own authorization form. The form for minor children may be completed and signed by the subscriber on the plan. If a minor is age 13 or older and has super confidential information in the chart (such as HIV/AIDS, STDs, treatment for alcohol/substance abuse, and/or treatment for pregnancy), the child must also sign the authorization form.

Q. May I give verbal authorization for my medical records to be released?

A. No. Capital Health Plan requires that all request for medical records be submitted in writing on a valid Authorization to Disclose Protected Health Information form.

Q. What is the processing time for a medical record request?

A. Medical record request are completed within 10 business days of receipt of a valid Authorization to Disclose Protected Health Information form.

Strengthening Your Body:

THE IMPORTANCE OF QUITTING SMOKING AND STAYING ACTIVE



To feel your best and live an enriching life, it's important to prioritize your health. If you're a smoker, one aspect of prioritizing your health would be to quit smoking. Carrying through on a decision to avoid smoking may be a long and challenging process, but it's a major step toward a healthier life.

Within a few hours of permanently quitting the habit, your blood pressure will decrease and you'll start to feel more energized. Results are almost immediate, and you'll continue to feel better the longer you remain smoke-free. After quitting smoking for one month, you'll be able to take deeper breaths and find yourself coughing less. If you continue the stick with it, your risk of heart disease, stroke, and cancer will decline over the years.

Some people who have smoked for extended periods may fear it's too late to quit, but this is not true. It's never too late to stop smoking – and when you do, your health will improve at any point of time. Still, it's more beneficial to quit smoking early on.

People who quit smoking significantly lower their risk of developing cancer, lung diseases, heart attacks, strokes, and blood vessel diseases. They also get sick less often and heal faster. The benefits of smoking are almost limitless – you'll even find that your senses of taste and smell will improve.

If you don't think you can stop smoking for yourself, then quit for the people you care about. By staying smoke-free, you can reduce your family members' exposure to secondhand smoke. Your children will also be less likely to start smoking if you don't smoke – and if you're pregnant, your baby will benefit from a better flow of oxygen.

Quitting smoking can help you enjoy the simpler things in life, like taking a few deep breaths if you're feeling overwhelmed or taking a brisk walk outside. Capital Health Plan is here to help you feel your best so you can enjoy these little moments. This includes CHP's upcoming Walk With a Doc outing on Nov. 18 in Cascades Park. Join other members of the community and Dr. Amy Neal as they engage in light exercise and informative conversation. Your body will thank you for taking the time to better yourself and stay active.

By quitting smoking, you are putting yourself and your loved ones first. While smoking can be difficult to walk away from, CHP is here to assist and cheer you on. Contact your primary care physician with any questions or concerns and take part in CHP initiatives, including Walk With a Doc, to help you live your life to its fullest potential. For more information on healthy practices and the upcoming Walk With a Doc event, **visit capitalhealth.com**

40+ YEARS AS NORTH FLORIDA'S MOST TRUSTED HEALTH PLAN

Offering comprehensive and affordable health plans to better serve you.

EMPLOYER GROUPS • INDIVIDUAL & FAMILY • MEDICARE





Information Central

Mary Goble, MSN, RN

Annual Notice: Important Plan Information Available on Our Website

In accordance with the National Committee for Quality Assurance (NCQA), Capital Health Plan (CHP) members have online resources to access information 24 hours a day, 7 days a week, 365 days a year. Below is some important information that can be found on the website by visiting www.capitalhealth.com:

<p>Network Directory</p> <p>The Network Directory is a tool where you can search to find network primary care physicians, specialty physicians, hospitals and other facilities where medical care is provided.</p>	<p>About Your Care</p> <p>In this section you can find information on how we improve services for our members, Advanced Directives/Living wills, CHP's device management program, preventive health guidelines, and more.</p>
<p>CHPConnect</p> <p>Through CHP Connect, our online web portal, you can view your member handbook and summary of benefits. The documents outline how to receive primary/specialty care, how to receive care in an emergency, how to submit a claim or a complaint, how to appeal a decision made by us, copayments and other costs, benefits that are excluded from the plan and information on restrictions outside of the CHP provider network.</p>	<p>Programs/Procedure & Medication Center</p> <p>Under the Providers Section, you can review CHP's health care decision making processes, our affirmative statement about incentives, an explanation of appeal rights, how we evaluate new technology, how to reach us with specific questions about coverage issues, and information about your medications.</p>
<p>Compliance</p> <p>Under the About Us section, you can learn about your rights and privacy. Included are the Member Rights & Responsibilities, how we use and disclose your personal health information, and how we use that information through our secure processes.</p>	<p>Frequently Asked Questions (FAQ)</p> <p>In this section you can learn how to obtain language assistance from CHP, as well as how to obtain care after normal office hours, when outside the service area and in case of emergencies.</p>

Medicare National Coverage Determination (NCD)

From time to time, the federal agency that runs Medicare announces new or revised information about coverage under the Medicare program. Capital Health Plan is required to notify its Medicare members of this information on our website and in our member newsletter.

To review new or revised coverage rules, access Original Medicare's coverage policies at: <https://go.cms.gov/3SjLy7G> or contact Capital Health Plan Member Services to request additional information.

Case Management Program

The Capital Health Plan (CHP) Case Management Program is a service offered to all CHP members. Our case managers can offer assistance to those who have experienced a critical incident or have multiple complex conditions and need help navigating their care.

Participation in case management services is voluntary and you can discontinue participation at any time. Members are encouraged to work closely with their primary care physician in determining if these services are appropriate in their individual circumstance. Members, or caregivers, may also self-refer by contacting Capital Health Plan Member Services at 850-383-3311

Women's Health & Cancer Rights Act, 1998 (WHCRA)

In compliance with this act, mastectomies and related reconstructive surgery are covered benefits for Capital Health Plan members. Coverage includes reconstruction of the surgically altered breast, as well as surgery and reconstruction of the other breast for a symmetrical appearance. Coverage is also available for breast prostheses and for the physical complications of mastectomy, including lymphedemas. If you have any questions, please call Capital Health Plan Member Services.

For printed copies of these documents or further assistance,
please **contact CHP Member Services at 850-383-3311.**

CONNECT TO CARE

what to know **BEFORE** you go

AMWELL TELEHEALTH

Amwell.com

Allergies or coughing

Cold, flu, or fever

Earache

Minor infections, including UTIs

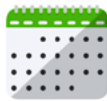
Upper respiratory symptoms



REMOTE
ACCESS



QUICK
RESPONSE



AVAILABLE
24/7

CHP URGENT CARE

850.383.3382

Allergies or coughing

Cold, flu, or fever

Minor infections, including UTIs

Strains, sprains, or breaks

Nausea, vomiting, diarrhea

Minor burns



LOWER
COPAY



SHORTER
WAIT TIME



EXTENDED
HOURS

EMERGENCY ROOM

If you have a life-threatening illness or injury, call 911 right away.

Major trauma

Stroke

Chest pain

Severe abdominal pain

Numbness in limbs

Severe shortness of breath



HIGHER
COPAY



LONGER
WAIT TIME



OPEN
24/7



Learn more about CHP resources at [CapitalHealth.com](https://www.CapitalHealth.com)



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