

healthline

A PUBLICATION OF CAPITAL HEALTH PLAN

VOL. 25, NO. 1

FALL 2019



5

CHP maintains National Committee for Quality Assurance (NCQA) Ratings

6

CHP announces new Metropolitan Health Center opening October 28, 2019

8

Join CHP at an upcoming Medicare seminar to better understand your retirement options

9

CHP Urgent Care is moving to the new Metropolitan Health Center in October

11

Meet Dr. Mary Jane Tucker and understand how to identify your headache triggers

13

Meet Dr. Cielo Rose who discusses how diabetics can save themselves from testing their blood sugar

CON
TEN
TS





CHP Maintains Top NCQA Ratings

Capital Health Plan (CHP) has continued its recognition as a top national health care provider - receiving a superior distinction from the National Committee for Quality Assurance (NCQA). Each year, NCQA rates health plans across the country, and CHP has earned top ratings since NCQA began comparing health plans in 2005.

“It is a great honor to be recognized for the quality of care and customer service consistently provided to our members,” said John Hogan, CEO of Capital Health Plan. “Our staff, medical community and members drive these results and we have been very fortunate for so many years to serve such a supportive community that has excellent healthcare resources.”

According to NCQA’s Private Health Insurance Plan Ratings 2019-2020, CHP’s Private Commercial Plan is rated 4.5 out of 5. According to its NCQA’s Medicare Health Insurance Plan Ratings 2019-2020, CHP’s Medicare Plan is rated 4.5 out of 5. No other health plan in Florida, and only five health plans in the nation, achieved higher ratings than CHP for their Commercial and Medicare plans. The NCQA reviewed over 1,000 health plans this year.

“Since we began in 1982, CHP has been committed to providing affordable and comprehensive health coverage in the counties we serve,” said Ken Boutwell, Chairman of the Board. “CHP cares about the local community, and we’re

pleased that so many people choose us to manage their health care needs.”

Ratings are calculated based on combined scores of Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and NCQA Accreditation standards. Scores include the results of consumer surveys and compare the success of various plans in preventing and treating medical conditions.

CHP will soon be offering a new option to continue meeting the health care needs of the Tallahassee community, opening their Metropolitan Health Center this fall. The facility will be located off Thomasville Rd. near I-10 and will be the third major CHP patient care facility to open. The Metropolitan Center will include physician offices, urgent care, imaging, lab services, wound care, and the new Nancy Van Vesse, M.D., Center for Healthy Aging - named for CHP’s former chief medical officer.

National Committee for Quality Assurance (NCQA) is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. NCQA’s HEDIS® is the most widely used performance measurement tool in health care. NCQA’s website (www.ncqa.org) contains information to help consumers, employers, and others make more informed health care choices. Submit questions related to press releases through My NCQA.



New Health Center Opens October 28, 2019

CHP Opens Third Health Center This Fall with
The Future In Mind

Capital Health Plan (CHP) will soon be offering a modern new option to meet the health care needs of our growing membership when we open our Metropolitan Health Center in Tallahassee this fall. The facility will be located at **1264 Metropolitan Boulevard**, near Thomasville Rd. just off I-10, and will be CHP's third major patient care facility to open. The Metropolitan Center will include physician offices, urgent care, imaging, lab services, wound care, and the new Nancy Van

Vessem, M.D., Center for Healthy Aging – named for the late Dr. Nancy Van Vessem, CHP's former Chief Medical Officer.

In 37 years of serving this community, CHP has witnessed significant growth with our membership and the new center will enable us to continue supporting the health care needs of our community long into the future. The Metropolitan Health Center will also help us directly address the needs of the aging population in our region. Our new

From Southeast Tallahassee:

- Head north on Capital Circle NE
- Turn left on Hermitage Blvd.
- Turn right on Lonnbladh Rd.
- Turn left on Metropolitan Blvd.

From Northwest Tallahassee:

- Follow Capital Circle SW to I-10 East
- Take Exit 203, right on Thomasville Rd.
- Take first right on Metropolitan Blvd.

location, physicians, and services were specifically selected with the needs of those members in mind.

The new Nancy Van Vesseem, M.D., Center for Healthy Aging will focus on age-friendly care for older adults, with an emphasis on the “4Ms”: what **M**atters to patients, **M**edication, **M**obility and **M**entation. Additionally, CHP’s

This center is designed with our growing senior population in mind.

Center for Complex Care is relocating to the new location to treat patients with more serious and ongoing medical issues. The focus on healthy aging is needed in the Tallahassee area, where Census figures show the 65+ population is growing rapidly.

Since our start in 1982, CHP has grown from 5,000 members to over 135,000. Our extensive network of physicians and specialists has also increased dramatically in that time, increasing from 75 to over 500 in our seven county service area. Although known for our prominence in the local community, CHP has been consistently recognized on a national scale for its exceptional levels of service and quality care for its members.

We are pleased to open this member-only facility on **Monday, October 28, 2019.**

WE ARE MOVING

Capital Health Plan
Metropolitan Health Center
1264 Metropolitan Blvd. • Tallahassee

The new Capital Health Plan Metropolitan Health Center is located in northeast Tallahassee just off Thomasville Road behind the Leon County Tax Collector’s office and will be open on **MONDAY, OCTOBER 28, 2019.**

Urgent Care

850.383.3382

11:00 a.m. - 10:00 p.m., Monday - Friday
9:00 a.m. - 8:00 p.m., Saturday - Sunday

Center for Complex Care

850.523.7410

8:00 a.m. - 5:00 p.m., Monday - Friday

Center for Healthy Aging

850.523.7410

8:00 a.m. - 5:00 p.m., Monday - Friday

LabCorp

8:00 a.m. - 5:00 p.m., Monday - Friday

Wound Care

850.523.7444

8:00 a.m. - 5:00 p.m., Monday - Friday

Imaging

850.383.3326

8:00 a.m. - 5:00 p.m., Monday - Friday

Join CHP At an Upcoming Medicare Seminar

Learn More about Your Medicare Options with CHP

Come to one of our seminars to find out why CHP is receiving local and national recognition for its Medicare offerings.

Trust us, you'll notice the difference.

Did you know that CHP offers employer group retiree and individual Medicare Advantage plans? If you are a State of Florida member or with an employer group offering benefits through CHP, ask your benefit administrator for more information!

Join us during this year's **Annual Enrollment Period, beginning October 15 and ending December 7**, at one of our upcoming seminars to learn more about your options with CHP. A local CHP representative will be happy to go over your specific Medicare options and help you find a plan that best meets your needs at the end of the seminar.

By attending a seminar that's most convenient for you, you will have a more in-depth overview about Medicare and the plans that CHP offers. To reserve your seat, please visit capitalhealth.com/calendar.

UPCOMING SEMINARS

Join us at an upcoming **Medicare Advantage (HMO)** seminar at 1491 Governor's Square Boulevard, Tallahassee, FL.

Visit capitalhealth.com/Medicare for additional dates and times.

October 2019

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**		

November 2019

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

December 2019

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				

*Advantage Plus (HMO) & Preferred Advantage (HMO) seminar

**Retiree Advantage (HMO) seminar

■ Seminar begins at 10:00 am

■ Seminar begins at 5:30 pm

CHP Urgent Care Moves to New Metro Health Center

Our Urgent Care Center is moving to better serve you

CHP URGENT CARE IS MOVING

Beginning **Monday, October 28, 2019** we will relocate to 1264 Metropolitan Boulevard, Tallahassee, FL.

Visit capitalhealth.com for additional information.

850.383.3382

11:00 a.m. - 10:00 p.m., Monday - Friday

9:00 a.m. - 8:00 p.m., weekends

Holiday hours may vary.

By appointment only.

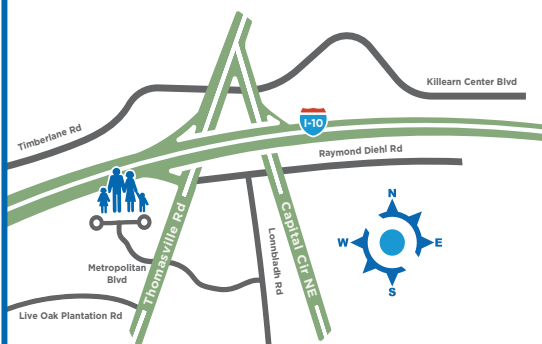
Capital Health Plan's Urgent Care is moving to the new Metropolitan Health Center! **Beginning Monday, October 28, 2019, Urgent Care will accept patients at 1264 Metropolitan Blvd., in Tallahassee.**

Urgent Care is a great alternative if your doctor is unavailable or for after-hours care. Medical conditions typically treated at urgent care include:

- allergies or coughing
- cold, flu or fever
- minor infections, including UTIs
- strains, sprains, or breaks
- nausea, vomiting, diarrhea
- minor burns

CHP's Urgent Care is staffed by physicians, nurse practitioners, and nurses.

DIRECTIONS TO URGENT CARE



From Southeast Tallahassee:

- Head north on Capital Circle NE
- Turn left on Hermitage Blvd.
- Turn right on Lonnbldh Rd.
- Turn left on Metropolitan Blvd.

From Northwest Tallahassee:

- Follow Capital Circle SW to I-10 East
- Take Exit 203, right on Thomasville Rd.
- Take first right on Metropolitan Blvd.

Know Where To Go When You Need Care

Understand the difference between different settings of care

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



Questions?

850.383.3311
or 1.877.247.6512

8:00am - 5:00pm,
Monday - Friday

Tiffany Strunk
Member Services

Medicare members, please call:
850.523.7441 or 1.877.247.6512

October 1 - March 31:
8:00am - 8:00pm, seven days a week

April 1 - September 30:
8:00am - 8:00pm, Monday - Friday

TTY 850.383.3534 or 1.877.870.8943

State of Florida members, please call:
1.877.392.1532, 7:00am - 8:00pm, Monday - Friday



Knowing What Triggers Your Headaches

Mary Jane Tucker, MD, discusses the source of headaches

Having a headache is no fun, especially when the weather is beautiful and you'd rather be outside. Everyone gets headaches sometimes, but knowing your triggers—the actions, emotions, foods, and even weather conditions that cause your headaches—can help you avoid many of them.

Some triggers are common, while others may be unique to you. A few might even surprise you. For example, did you know that taking over-the-counter pain medicine too often can actually cause more headaches? Let's talk about two common headaches, how they are triggered, and explore your treatment options to stay pain-free.

Tension headaches are the most common kind of headaches. They cause aching, tightness, pressure, and pain around the forehead, temples, or back of the head and neck. They tend to happen again and again, especially if you are under stress. They aren't usually a sign of anything serious.

Migraine headaches are throbbing headaches that last from 4 to 72 hours, usually on one side of your head. They may be triggered by certain foods or smells. They may cause nausea and vomiting. And light may make the pain worse. Some people have an aura—like seeing wavy lines or flashing lights—before the headache starts.

Keeping a headache log or diary may help you in identifying your headache triggers. When you have a headache, keep note of the following: what did you eat or drink, the overall state of your health, what are the

weather conditions, and the location of the headache. Also be sure to include how badly it hurt (rate on a 1 to 10 scale) and what actions you took to relieve your headache, such as taking medication or lying down in a dark room.

Over time, you may see a pattern for your headaches. For example, you may develop a headache after you have eaten certain foods. When you identify your headache triggers, you can take steps to avoid them. Keeping a regular headache log can also help your doctor determine the best course of action if they persist.

You can try some of the methods below to help reduce your triggers to headaches:

- Try to reduce stress.
- Make sure you sleep, exercise, and eat on a regular schedule.
- Try not to strain your eyes when you use your smart device.
- Apply a cold, moist cloth or ice to the back of your neck.
- Rest in a quiet, comfortable dark room.
- Avoid grinding or clenching your teeth.

For more information on Headaches, visit our Healthwise® Knowledgebase at [capitalhealth.com](https://www.capitalhealth.com).

Growing up in Crawfordville, FL, Dr. Tucker joined CHP in July 2019. She enjoys caring for multiple generations of families and believes a family physician is at the heart of it all. Dr. Tucker is currently accepting new patients.





Save Your Fingers: Blood Sugar Testing

Cielo Z. Rose, D.O., M.P.H., discusses the importance of Diabetes care

Blood sugar testing is an important part of Diabetes care; but do you need it? According to the most recent guidelines released by the American Diabetes Association, there is not enough evidence to self-test if you are only taking diabetic medication by mouth that does not carry the risk of causing very low blood sugar or if you are not adjusting your medication based on the blood sugar results.

In general, the frequency of testing is dependent on the type of Diabetes you have and which medication you take. Ask your physician if you can save your fingers!

Testing your own blood sugar is a tool, not a treatment. It can be expensive, time consuming, and painful. One study linked self-testing to depression in some people. Multiple studies have shown no real benefit in many people with diabetes.

Some medications require accurate blood sugar levels for the correct dose. With that in mind, you may need to continue testing your own blood sugar if you use:

- Insulin of any type.
- Any medication for diabetes that can cause very low blood sugar.

You may be able to stop testing your own blood sugar levels if you use:

- A medication that is not known to cause very low blood sugar.
- Diet control as diabetes treatment.

If you test your own blood sugar now, please **do not stop** unless the doctor who treats your diabetes tells you to do that.

For more information on blood sugar, visit our Healthwise® Knowledgebase at [capitalhealth.com](https://www.capitalhealth.com). If you have questions about how to care for diabetes, please contact the CHP Health Information Line at 850.383.3400.

Dr. Rose joined CHP this month at the Center for Healthy Aging. She is an Assistant Clinical Professor at the FSU College of Medicine, can speak Spanish, and is board certified in Internal Medicine. Dr. Rose is currently accepting new patients.



Important Member Announcements

Stay Up-To-Date with CHP's Member Announcements on our website

Annual Notice

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 by visiting capitalhealth.com. For printed copies of any documents, including our Quality Improvement Program, or for further assistance please contact Capital Health Plan Member Services.

Network Directory

The Network Directory is an online tool where you can search to find network primary care physicians, specialty physicians, hospitals, and other facilities where medical care is provided. Visit capitalhealth.com/directories/provider-directory.

About Your Care

On our website you can find information on how we improve services for our members, including information on Advance Directives/Living Wills, CHP's case management program, CHP's disease management program, preventive health guidelines, and more. Visit capitalhealth.com/members/about-your-care.

Compliance

Learn about your rights and privacy. Our website includes information on are the Member Rights & Responsibilities, how we use and disclose your personal health information, and how we use that information through our secure processes. Visit capitalhealth.com/about-us#chp-compliance.

Programs/Procedures and Medication Center

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. Visit capitalhealth.com/providers.

CHPConnect

Through CHPConnect, our secure online web portal, you can view your member handbook and summary of benefits. These documents outline how to receive services for 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. Visit capitalhealth.com.

Frequently Asked Questions (FAQs)

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. Visit capitalhealth.com/faq.

Important Member Announcements

Stay Up-To-Date with CHP's Member Announcements on our website

Attention State of Florida Members

Capital Health Plan has recently updated your plan benefit documents. These documents are available to you 24 hours a day, 7 days a week at capitalhealth.com/state.

Prescription Drug Coverage Changes

Our formularies, or better known as a list of covered prescription drugs, are changing January 1, 2020. CHP has a nationwide pharmacy network available to our members (who receive their pharmacy benefits through CHP) with over 50,000 pharmacies. The 2020 formularies are available online. Visit capitalhealth.com/formulary to see if the 2020 changes affect your medications. When it's time for your 2020 open enrollment, be sure to read your policy information thoroughly and work with your group administrator to understand any changes in your coverage.

Your CHP Dollar

Administrative costs represent less than 4% of our total revenues, one of the lowest levels in the nation. Capital Health Plan's overhead has been below 5% of revenues for over 25 years.



Women's Health & Cancer Rights Act, 1998

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.

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 www.cms.gov/medicare-coverage-database/reports/national-coverage-whats-new-report.aspx or contact Capital Health Plan Member Services to request additional information.

Federal Non-Discrimination Notice

Capital Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-247-6512 (TTY: 1-877-870-8943).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-247-6512 (TTY: 1-877-870-8943).

To view the full notice, please visit capitalhealth.com and select the link in the footer of the homepage.



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Tallahassee, FL 32317-5349

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HEALTH OR WELLNESS OR
PREVENTION INFORMATION

Flu Vaccination

Ask your Primary Care Physician about
your flu vaccination today

Influenza (flu) is a viral infection. The flu is usually caused by influenza viruses A and B; however, there are different strains of the flu virus every year. The flu causes fever, body aches, headaches, dry cough, and a sore throat. It usually takes 1 to 4 days to get symptoms of the fly after you have been around someone who has the virus.

Some people are at higher risk with flu such as young children, pregnant women, older adults, and people with long-term illnesses or with impaired immune systems.

Protect yourself today and ask your doctor for your flu vaccine! The U.S. Centers for Disease Control recommends that everyone 6 months old and older should receive the flu vaccine each year. The vaccine prevents most cases of the flu. But even if you do get the flu after you've had the vaccine, your symptoms will be milder and you'll have less chance of complications from the flu. It is important to know that you cannot get the flu from the flu vaccine.

