

Health **LINE**SM

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remembering

OUR ESTEEMED FRIEND AND COLLEAGUE,

Dr. Nancy Van Vessem, while continuing her legacy, p. 2

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CELEBRATING
THE LIFE OF

Dr. Nancy Van Vesseem

AUGUST 8, 1957 - NOVEMBER 2, 2018



March 15, 1994, was a red-letter day for Tallahassee and Capital Health Plan. That's the day Dr. Nancy Van Vesseem joined Capital Health Plan and began her clinical practice in internal medicine, with additional leadership responsibilities as Associate Medical Director. Her extraordinary skills as both a physician and clinical leader quickly made an impact for her patients, our members, and the medical community.

Established as Capital Health Plan's first Chief Medical Officer 15 years ago, Dr. Van Vesseem was a guiding, visionary force serving the health care needs of thousands of families in our community. Her work was driven by three objectives: improving population health, improving the care and service patients receive, and reducing cost trends to preserve affordable access to health care. She accomplished her work by combining her extensive medical knowledge and leadership skills with her optimistic spirit and genuine compassion for people.

Dr. Van Vesseem was highly respected as a clinical leader. She loved Tallahassee and devoted her career to improving health and health care in the Big Bend area. Her work included medical education, serving on the faculty of the Florida State University College of Medicine and as a member of its Tallahassee campus Advisory Board at the time of her passing. Her commitment to medical education was driven by concerns that as our community ages, we face a growing shortage of general internal medicine physicians providing primary care services in our region.

To honor Dr. Van Vesseem's memory and to help improve this situation, Capital Health Plan and the Florida State University College of Medicine have established the **Nancy Van Vesseem, M.D. Memorial Fund**.

The purpose of the fund is to provide scholarship support to medical students committed to becoming general internal medicine physicians — her specialty — or geriatricians practicing in outpatient settings in the Tallahassee area.

It is our hope that this memorial fund will be one component of sustaining Dr. Van Vesseem's memory and legacy of service for our community and future generations of physicians and patients.

Dr. Nancy Van Vesseem

AUGUST 8, 1957 - NOVEMBER 2, 2018





Lynn Jones, MD, Internal Medicine physician at CHP's Center for Complex Care, addresses obesity.

What Actually Causes Weight Gain, and What Can We Do About It?

“The Obesity Code: Unlocking the Secrets of Weight Loss,” written by Jason Fung, MD, explores what causes weight gain.

Over years as a kidney specialist, he developed an insight on why many adults find it difficult, if not impossible, to achieve long-term weight loss. The standard advice of “calories in, calories out” or, said another way, “eat less, exercise more” is examined from the perspective of the role of hormones, insulin primarily, on energy stored as fat.

Below is an outline of the book discussed in six parts:

PART I - The Epidemic

Part I explores the timeline of the obesity epidemic and the contribution of the patient's family history, and shows how both shed light on the underlying causes of weight gain.

PART II - The Calorie Deception

Part II reviews the current caloric theory in depth, including exercise and overfeeding studies. The shortcomings of the current understanding of obesity are highlighted.

PART III - A New Model of Obesity

Part III introduces the hormonal theory of obesity, a robust explanation of obesity as a medical problem. These chapters explain the central role of insulin in regulating body weight and describe the vitally important

role of insulin resistance.

PART IV - The Social Phenomenon of Obesity

Part IV considers how the hormonal obesity theory explains some of the associations of obesity. It explores why obesity is associated with poverty and what we can do about childhood obesity.

PART V - What Is Wrong With Our Diet

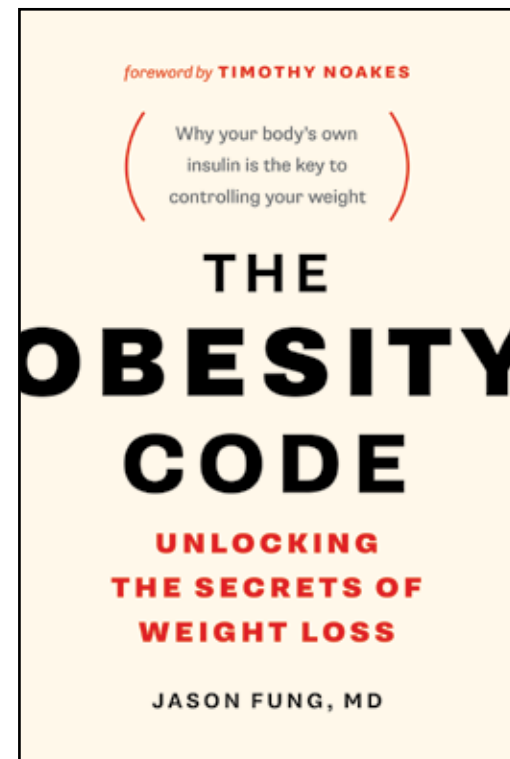
Part V explores the role of fat, protein, and carbohydrates — the three macronutrients in weight gain. In addition, the book examines one of the main culprits in weight gain (fructose) and the side effects of artificial sweeteners.

PART VI - The Solution

Part VI provides guidelines for lasting treatment of obesity by addressing the hormonal imbalance of high blood insulin. Some dietary guidelines for reducing insulin levels include reducing added sugar and refined grains, keeping protein consumption moderate, and adding healthy fat and fiber. Intermittent fasting is an effective way to treat insulin-resistance without incurring the negative effects of calorie reduction diets. Stress management and sleep improvement can reduce cortisol levels and control insulin.

If you are struggling to lose weight, and in particular if you are insulin resistant or diabetic, I highly recommend reading this book. It is not only what you eat but also

when you eat it that keeps your body in a fat storage mode. If you have wondered why metabolism slows down as we age or why it is so difficult to keep excess weight off, then consider reading this book.



Subscribe to Dr. Fung's YouTube channel by visiting youtube.com/user/drjasonfung for additional information.

From Your Local Member Services Department

I'm thinking about retiring from my job when I turn 65. What do I need to know and how can I learn about my health care coverage choices with Capital Health Plan?

Congratulations! When retiring, navigating your Medicare options can seem overwhelming. It helps to start thinking about your choices ahead of time — before you have to make decisions about your Medicare coverage.

Capital Health Plan designed a seminar series — Medicare Made Easy — to help you understand the different parts of Medicare, how and when to enroll in Medicare, and your Medicare options in an easy-to-understand presentation. We encourage you to attend one of our upcoming seminars:



Friday, June 28



Friday, September 27

To RSVP for a Medicare Made Easy seminar, please call Capital Health Plan Member Services at the telephone numbers below. Additionally, depending on your age and employer, you may be eligible for a Capital Health Plan retiree plan or a Medicare Advantage plan.

Can't make one of the scheduled seminars above? Please call Capital Health Plan Member Services to request that your **FREE** Medicare Made Easy guide to be mailed to you. This informative guide outlines Medicare enrollment eligibility and how Medicare is organized, provides an overview of Medicare supplement plans, discusses your Medicare coverage options, and outlines the Medicare enrollment periods. It also provides additional resources for Medicare information.



Raymond Sanders
Member Services

Questions?

850.383.3311
or **1.877.247.6512**

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

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



Tara Loucks, APRN, Clinical Director of CHP's Colon Screening Program, discusses the new screening guidelines.

New Colorectal Cancer Screening Guidelines Begin At Age 45

The American Cancer Society released new recommendations regarding colorectal cancer screening in March 2018. Among the major guideline changes, the **new recommendation for colon screenings note that screenings should begin at age 45** for everyone, and periodic screening should continue through age 75.

Colorectal cancer is a cancer of the large intestine or rectum, and it is the second leading cause of cancer deaths in the United States. The primary goals of screening are to prevent cancer from occurring and to detect colon cancer early, when the chance of survival is highest.

There are several methods for colon cancer screening, including colon exams to inspect the lining of the colon such as a flexible sigmoidoscopy or colonoscopy, CT colonography, or submitting a stool sample. The advantage of having a flexible sigmoidoscopy or colonoscopy is that precancerous growths, known as adenomas, can be painlessly removed during the exam before cancer cells develop, therefore, preventing colon cancer from occurring.

It is important to know your family history, as the risk of colon cancer increases if you have a close relative who was diagnosed with colon cancer before age 60 and/or if two relatives on the same side of the family had colon cancer at any age. Even a family history of several large or high risk precancerous adenomas occurring in a close relative before age 60 can increase your own risk. Talk with your family about colon screening and learn about the results of their exams so you can discuss it with your primary care physician.

Colon cancer screening is an important part of staying healthy. It may sound like an embarrassing subject to broach, but it is a crucial one as it can save your life. Schedule your appointment today to initiate or update a colonoscopy (or flexible sigmoidoscopy) by calling the Capital Health Plan Colon Screening Program at 850-523-7350.

Colon Cancer At A Glance

45+

Begin screening at age 45. Several types of tests can be used. Talk to your doctor about which option is best for you.

76+

Talk to your doctor about continued screening from ages 76-85. Take into account your overall health and screening history.*



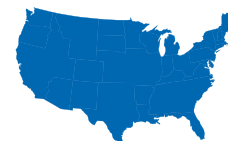
On average, your risk is about 1 in 20, although this varies widely according to individual risk factors.



People with a first-degree relative (parent, sibling, or offspring) who has colon cancer have two to three times the risk of developing the disease.



Colon cancer is the second leading cause of cancer-related death in the U.S.



There are currently more than one million colon cancer survivors in the U.S.

*People should no longer continue screening past age 85.



Meet Our New Doctors

The Physician Group of Capital Health Plan (PGCHP) is pleased to introduce our newest primary care physicians: Dr. Chiu and Dr. Turner. The PGCHP is focused solely on taking care of Capital Health Plan members exclusively at our health centers. Whether you are a longtime patient or new to the practice, every aspect of your patient-centered medical care is coordinated by your primary care physician (PCP) dedicated to improving your health.



Dr. Christine Chiu

Dr. Chiu is a native of Jacksonville, FL, and received her medical degree from the University of Florida. Board Certified in Family Medicine, Dr. Chiu enjoys working with her patients of all ages and has been practicing medicine in Tallahassee since 2010. She is also a clinical professor for the Florida State University College of Medicine.



Dr. Mary Jane Tucker

Dr. Tucker grew up in Crawfordville, FL, and received her medical degree from the Florida State University College of Medicine. Board Certified in Family Medicine, Dr. Tucker enjoys caring for multiple generations of families and believes a family physician is at the heart of that goal. When she isn't caring for patients, Dr. Tucker enjoys trying new recipes, running, and biking. Dr. Turner will start accepting patients in July 2019.

Dr. Chiu is currently accepting new patients and Dr. Tucker will start accepting new patients in July! If you would like to choose one of the above doctors as your PCP, please call Capital Health Plan Member Services.



Lori Clemmons, RN, Clinical Nurse Manager of CHP's Center for Complex Care, discusses tips on how to prevent falling.

Don't Be Another Statistic: How You Can Help Prevent Falling

More than one-third of all adults age 65 and older fall each year. Half of all falls happen in and around the home.

As we age, many physical factors put us at an increased risk of falling, such as hearing loss, vision loss, lack of mobility, and loss of muscle mass. The average person will lose about 1% of their muscle mass per year after the age of 45. It is important to begin safeguarding your home so you don't become another fall statistic:

- Install nightlights so you can see clearly when up at night.
- Rearrange furniture so there is a clear path from room to room.
- Secure or remove area rugs from high-traffic areas.
- Store frequently used items in an area where you can reach them without using a step stool or reaching over your head.
- Install grab bars in your bathroom, next to your toilet, and in your bathtub or shower area.
- Be sure you have a sturdy handrail accessible when using stairs.
- Improve lighting in your home so it is well lit.
- Wear shoes at all times, both indoors and outdoors.

Getting around your home safely can be a challenge if you have injuries or health problems that put you at a higher risk of falling. Many health factors can play a role in falling, such as poor eyesight, balance problems, side effects of medications, and weakened legs. Take charge today with these helpful tips for your good health to reduce your risk of falling:

- Make an appointment with your doctor and bring all of your medications (both prescription and over-the-counter), supplements, and vitamins with you to the appointment to review.
- Ask your doctor if any of your medications put you at a higher risk of falling. If yes, ask if it can be changed to something safer.
- Use one pharmacy to fill all of your prescriptions, as your local pharmacist can compare your medications in order to alert your doctor of unsafe combinations.
- Have your vision checked annually.
- Ask your doctor about balance exercises you can do to help strengthen your body.

For more information, call the Capital Health Plan Health Information Line at 850-383-3400, 24 hours a day, 7 days a week to speak with a health professional, or visit the Healthwise® Knowledgebase at capitalhealth.com.



Medication Adherence: Taking Medicines As Prescribed

Taking medicine as your doctor suggests will improve your health and may prevent future health problems. If you don't take your medications properly, you may be putting your health, and perhaps your life, at risk.

There are many reasons people do not take their medications as instructed, such as the cost of the medication, difficulty obtaining the medicine, fear of side effects, feeling ashamed of having a disease or condition, or finding that the medication is too hard or complex to take. Below are some tips to taking medications and making sure you stick to your dosing schedule:

- Ask your doctor if a generic form of the medication is available, as it could be a significant cost savings compared to the brand-name drug.
- If you take multiple medications, ask your doctor if a combination medication is appropriate to reduce the total number of medications you take.
- Ask your doctor to write a 90-day supply and ask for the simplest way to take your medication.
- Talk to your pharmacy about auto-refills so they will call you when your medication is ready to pick up.
- Ask your doctor about mail-order prescriptions so your medications can be delivered directly to your door.
- Use pill boxes as a reminder to sort and take daily medications.



If you have side effects from a medication or want to discontinue the use of a medication for any reason, talk with your doctor. Communication is key to taking your medications as prescribed, and your doctor will not know if you discontinue using a medication unless you tell them.

> MAKE THE MOST OF YOUR NEXT DOCTOR'S VISIT

Are you connected with CHPConnect? CHPConnect is Capital Health Plan's secure, electronic patient portal that provides you with a review of your diagnoses, preventative screening dates, certain lab results, and so much more that your doctor(s) provide. To help you prepare for your next doctor's visit, log into CHPConnect and review the information provided. Having this information will help your doctor coordinate your care and ensure timely action. Additionally, your doctor may have a dedicated patient portal associated with their medical practice. If your doctor has not told you about a patient portal, be sure to ask them at your next visit. Become an active participant in your care by staying well informed!

How to Log Into CHPConnect

Visit healthtrioconnect.com. If you already have an account, enter your User ID and Password. If you do not, click on Member under New User Registration and follow the prompt.



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

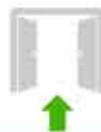
Severe shortness of breath



HIGHER
COPAY



LONGER
WAIT TIME



OPEN
24/7



*Amwell is not a covered benefit for State of Florida members.

Capital Health Plan in the Community

As part of our ongoing commitment to community health, Capital Health Plan promotes healthy activities in our service area and encourages residents to take strides toward healthier lifestyles.

Join Capital Health Plan in supporting upcoming events in our community:

April 6, 2019

Juvenile Diabetes Walk
Genesis Church
Event begins at 9:00 a.m.

April 27, 2019

March for Babies Walk
The Pavilion at The Centre of Tallahassee
Event begins at 9:00 a.m.

May 11, 2019

Run for Wakulla Springs
Wakulla Springs State Park
Event begins at 7:00 a.m.

September 2, 2019

Bluebird Run for Brookie B.
JR Alford Greenway
Event begins at 7:00 a.m.

For more information and additional events, please visit capitalhealth.com/calendar.



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.

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.



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

SPRING SURVEY 12

We need your help! Recently, a short survey about your health care was sent to a random sample of Capital Health Plan's membership. If you received one, you can help us improve the services we provide by responding to the survey.

The survey is a part of a national project by the National Committee for Quality Assurance (NCQA), a nonprofit group that helps the public learn more about health care plans around the country. The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you.

Because we are asking only a few people to take the survey, it is very important that you fill out the survey and return it right away.

Thank you for helping Capital Health Plan continue our service to you!

