



# healthline

A PUBLICATION OF CAPITAL HEALTH PLAN

VOL. 26, NO. 2

FALL 2020



4

COVID-19: Where Can You Be Tested?

6

Medicare AEP Webinars and Seminar Schedule

8

Age-Friendly Care: Focusing on Mentation

11

Learning How to Cope with Stress & Anxiety

12

Meet Our Newest Physician Dr. Rebecca Wendt

16

Medicare & You

CON  
TEN  
TS



# COVID-19: Where Can You Be Tested?

by Adekunle Omotayo, M.D., FACP

**A**s concern about coronavirus (COVID-19) continues, Capital Health Plan is ready to do its part to help protect the community. That includes providing members with access to the best advice from health care professionals so they can take appropriate preventive steps.

**If you or a family member has recently traveled to an area of risk or if you think you may have been exposed to the virus and have symptoms of respiratory illness, you should call your primary care physician (PCP) for further instructions. It's important to call your PCP ahead of time rather than coming directly into their facility. By calling ahead, they can direct you to the most appropriate care and take precautions to protect other patients and employees.**

## Symptoms

The signs of COVID-19 are similar to those of the common cold or flu, including fever, cough, and shortness of breath. In more serious cases, the virus can cause pneumonia and be fatal. Authorities say those most at risk are the elderly and individuals who already have underlying health conditions, including cardiovascular diseases, diabetes, chronic kidney diseases, cancer, and hepatitis B.

## Where to Seek Testing

Capital Health Plan, as an HMO, uses a defined network. This means that Capital Health Plan has contracted with facilities, providers, and suppliers to provide you with health care services, helping to ensure that your premiums and out-of-pocket costs remain affordable. Below are options within the network where you can seek COVID-19 testing for a \$0 copayment:

- Primary Care Physician (PCP): All PCP offices will be able to discuss your testing options, even if you are not experiencing symptoms. Please call your PCP first to make arrangements for testing.
- At-Home Test Kit: LabCorp offers an at-home testing kit that can be ordered online by visiting [pixel.labcorp.com](https://pixel.labcorp.com).
- If you are seeing a specialist within the network, you may seek testing from their office. Please call your doctor first to make arrangements for testing.
- If you are in a hospital, they may also test you. Only those with a serious emergency should go to the ER, as you could be infected there or infect others.
- LabCorp is the only laboratory in our network and if a doctor orders an antibody test for you, you will go to

a LabCorp Patient Service Center for the blood sample collection.

### Types of Tests Available

There are two types of tests that your doctor may recommend for COVID-19: viral swab tests and antibody tests.

- A viral swab test tells you if you have a current infection.
- An antibody test may tell you if you have had a previous infection.

**We are focusing on what matters most to you — the patient.**

LabCorp offers an at-home viral swab testing kit that can be ordered online by visiting [pixel.labcorp.com](https://pixel.labcorp.com). LabCorp does not administer the viral swab test at their Patient Service Centers; you will have to seek the test from one of your in-network doctors if you prefer an in-person test.

An antibody test may not be able to show if you have a current infection because it can take 1-3 weeks after infection for your body to produce antibodies. An antibody test must be ordered by a physician, you cannot go directly to a LabCorp Patient Service Center for testing.

### Telehealth Visits

It's easy to get care and advice through our telehealth provider Amwell - without an

in-person visit. Amwell allows a patient to have live, on-demand video visits with a physician that are available 24 hours a day. To take advantage of this service, please visit Amwell online at [amwell.com](https://amwell.com) or download their app for Apple or Android devices.

Additionally, many providers within our network have telehealth capabilities for certain appointments. Please call your doctor to inquire if this service is available to you.

### Resources

Please visit the Florida Department of Health's dedicated COVID-19 webpage at [FloridaHealth.gov/COVID-19](https://FloridaHealth.gov/COVID-19). This remains the best and most up-to-date resource for information and guidance regarding COVID-19 in Florida.

For other questions related to COVID-19 in Florida, please contact the Florida Department of Health's dedicated COVID-19 Call Center by calling 1-866-779-6121 or emailing [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov). The Call Center is available Monday through Friday, 8:00 a.m. to 5:00 p.m.

For national information, please visit the CDC website at [cdc.gov/coronavirus](https://cdc.gov/coronavirus).

For Capital Health Plan information, please visit [capitalhealth.com/news/coronavirus](https://capitalhealth.com/news/coronavirus).



Dr. Omotayo serves as Capital Health Plan's Medical Director and is also an Internal Medicine Physician at the Governor's Square Health Center. He is heavily involved in overseeing CHP's health care delivery system.





# Join CHP at an Upcoming Medicare Webinar or Seminar

Learn More about Your Medicare Options at CHP with Toni Kilgore, Medicare Sales Manager

Now that you're approaching retirement, Medicare can seem complicated and confusing. It helps to start thinking about your choices ahead of time — before you have to make decisions about your Medicare coverage. Did you know that we offer **Employer Group Retiree and Individual Medicare Advantage plans**? If you are a State of Florida member or with an employer group offering benefits through us, 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 webinars or in-person seminars to learn more about your plan options with us.

By attending a webinar or in-person seminar that's most convenient for you, you will have a more in-depth overview about Medicare and the plans that CHP offers and learn why our local Medicare plan options keep getting better. One of our local representatives will answer your Medicare questions at the end of the seminar, help you enroll online, or make an appointment to discuss your options one-on-one.

All in-person seminar attendees will be required to wear face masks and CDC recommended protocols will be strictly adhered to. To reserve your spot, please visit [capitalhealth.com/calendar](http://capitalhealth.com/calendar) or call us at 850.523.7441 (TTY: 850.383.3534), 8:00am – 8:00pm, seven days a week. Let us relieve your stress by helping you find and enroll in the right Medicare plan for you!

## UPCOMING IN-PERSON SEMINARS

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

Visit [capitalhealth.com/calendar](http://capitalhealth.com/calendar) for additional dates, times, and webinars.

### October 2020

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 2020

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 2020

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		

\*Silver Advantage (HMO), Advantage Plus (HMO) & Preferred Advantage (HMO) seminar  
 \*\*Retiree Advantage (HMO) seminar

■ Seminar begins at 10:00 am  
 ■ Seminar begins at 2:00 pm  
 ■ Seminar begins at 5:30 pm





# Age-Friendly Care: Focusing on Mentation

by Lori Clemmons, RN, Nursing Director of the  
Nancy Van Vessem, M.D., Center for Healthy Aging

**C**apital Health Plan took the proactive step of developing the **Nancy Van Vessem, M.D., Center for Healthy Aging** to better meet the needs of our older adult population. Since then, the Center has become nationally recognized as an Age-Friendly Health System, committed to care excellence. The philosophies of this health care movement are designed to enhance the care of older adults using a practice model known as the “4Ms framework”:

- Understanding what **MATTERS** to older adults;
- Reducing or eliminating **MEDICATIONS** that are harmful, not helping, or no longer needed.
- Focusing on **MENTATION** in order to prevent, identify, treat, and manage dementia and depression.
- Ensuring that older adults have **MOBILITY**, to move safely every day, and prevent injury.

This article focuses on **MENTATION**, better known as mental health, the third component of the 4Ms framework.

Age-Friendly health care includes screening for dementia and depression — both illnesses that impact mentation. Recognizing these problems has become of even greater importance in recent months as the COVID-19 pandemic has changed everyone’s daily life. Social distancing requirements have led to another epidemic of loneliness, increased anxiety, and physical and mental deconditioning across every age group. In a survey conducted by the Centers for

Disease Control, 40.9% of respondents reported at least one adverse mental or behavioral health condition, including symptoms of anxiety disorder or depressive disorder, symptoms of a trauma and stressor-related disorder (TSRD) related to the pandemic, and have started or increased substance use to cope with stress or emotions related to COVID-19.

In an effort to protect those at highest risk of serious complications from COVID-19, older adults have greatly restricted interactions with family, friends, the medical community and the general public. The challenges of social isolation can make older adults more vulnerable to rapid declines in cognition and mental health. Social isolation can reveal new problems, or worsen existing ones.

You may be wondering how you can help. Here are some suggestions we’ve compiled:

- Make frequent contact with family and friends of all age groups. Utilize social media and video chatting to have safe and regular interactions to check in, and check on the people you care about. Talk about how everyone is feeling. Be aware of any changes you may notice in the way your loved one thinks or feels.
- Go outside for a walk or engage in other socially distanced outdoor





# CHP Urgent Care

New telehealth options available at CHP Urgent Care to better serve you

activities.

- Volunteer your time. There are plenty of opportunities to volunteer in a safe way. Review [Powerof.org](http://Powerof.org) and search for volunteer activities in the Tallahassee area.
- If you suspect a problem in yourself or a loved one, contact your primary care physician. Arrangements can be made for in-person or telehealth visits to discuss any new or worsening symptoms of depression, anxiety, or cognitive decline.

If you still have concerns about depression or memory loss, please ask your Primary Care Physician (PCP). If cognitive testing is appropriate, **The Nancy Van Vessem, M.D., Center for Healthy Aging** offers the Montreal Cognitive Assessment (MOCA) testing performed by nurses with special training and certification.

We are also pleased to announce that we have added the services of a geriatric medical social worker, to connect patients and their families to available community resources. The social worker will interview and assess for social barriers to care and provide information and assistance connecting patients to those resources. If you feel you could benefit from this service, your PCP can help with a referral to this program.

Capital Health Plan Urgent Care, located at the new Metropolitan Health Center, now provides an option of a video visit, also known as telehealth! Urgent Care is a great alternative if your doctor is unavailable or for after-hours care. CHP's Urgent Care is staffed by physicians, nurse practitioners, and nurses. Medical conditions typically treated include:

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

To help reduce contact, you can enroll in our Patient Portal to receive your medical documents electronically prior to your next visit. Learn more at [nextmd.com](http://nextmd.com).



**CALL US AT:**

**CHP  
Urgent Care**

1264 Metropolitan Blvd.,  
Tallahassee, FL 32312

Monday - Friday 11AM - 10PM  
Saturday - Sunday 9AM - 8PM  
(850) 383-3382



COLLEGE



TLC  
FOR LEASE

AMERICA'S  
Bank

Directional signpost with multiple yellow arrows pointing in various directions.

Informational signpost with a map or directions.

Building signage on the right side of the street.





# Learning How to Cope with Stress & Anxiety

Mary Goble, RN, MSN, discusses available resources and ways to cope with stress

**F**ear and anxiety surrounding COVID-19 and the unknown can be overwhelming and may cause strong emotions in adults and children. Additionally, social distancing can make us all feel isolated and lonely, which increases stress.

However, there are ways to cope with fear and stress with factual information and learning about local resources for assistance:

- Get the facts from trusted sources such as the [CDC.gov](https://www.cdc.gov) website.
- Visit [capitalhealth.com](https://capitalhealth.com) and click on Healthwise® for evidence-based COVID-19 information including videos, articles, and how to talk to your children about the virus.
- Take media breaks from the news, Facebook, Twitter, and other outlets that may provide false or misleading facts.
- Maintain contact with others through video chats or meeting outside while practicing social distancing.

It is also important to maintain good health during the pandemic to avoid added stress on your body:

- Avoid or limit alcohol and excessive sweets.
- Get enough sleep to help boost your immune system.
- Eat a healthy diet and maintain a regular schedule that includes exercising each day. Even a 10-minute walk outside can elevate your mood.

Sometimes our emotions can get the better of us, but consider channeling your emotions into one of these healthy alternatives:

- Try writing in a journal daily.
- Take up a hobby you never had time for in the past.
- Take a virtual class or learn to play an instrument.
- Connect with your community to find ways to help.

If you or someone you know talks about feelings of hopelessness or self-harm, talking with a Mental Health Professional may provide assistance on how to cope. Big Bend 211 is available 24 hours per day by calling 2-1-1 or visiting [211bigbend.org](https://211bigbend.org). Capital Health Plan also has a Behavioral Health Provider search tool on our website at [capitalhealth.com](https://capitalhealth.com) for your convenience.

The Capital Health Plan Health Information Line is available 24 hours per day for you to speak to a Registered Nurse about health-related information and resources available. To reach the Health Information Line, please call 850.383.3400.





# Meet Our Newest Physician: Dr. Rebecca Wendt

Dr. Wendt joins the Physician Group of  
Capital Health Plan

**R**ebecca Wendt is board-certified in family medicine and will be practicing as a Primary Care Physician (PCP) with the Physician Group of Capital Health Plan at the Centerville Place Health Center.

Dr. Wendt is a graduate of the University of Arizona College of Medicine-Phoenix. She was a chief resident in Family Medicine at St. Anthony North Family Medicine in Westminster, Colorado. She worked previously in South Bend, Indiana, as an urgent care provider while her husband finished a fellowship in sports medicine.

A childhood spent accompanying her brother to doctors' appointments opened Dr. Wendt's eyes to the possibility of a career in medicine, family medicine in particular. She enjoys taking care of the whole family by understanding family dynamics and teaching patients - and their families - about disease processes and precautions.

Her husband, Dr. Luke Stowers, is a new physician at the Tallahassee Orthopedic Clinic. When she is not practicing medicine, Dr. Wendt can be found practicing the piano, cooking, and reading a variety of novels.

### How To Select a PCP

One of the most important health care decisions you will ever make is selecting your PCP. If you would like to select Dr. Wendt or any other PCP in our network accepting new patients as your PCP, please follow these steps:

- View our Provider Directory at [capitalhealth.com](http://capitalhealth.com).
- On the Provider Directory, use the drop-down menu in the category labeled Accepting New Patients and select Yes.
- Next, use the drop-down menu in the category Primary Care Physicians and select Yes.
- Click on the green Apply button.
- Review the list of PCPs accepting new patients and choose the one you would like to have as your health care partner.
- Notify Capital Health Plan Member Services by calling with your decision so we can update your records.



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

**Ray Sanders**  
Member Services





# Telehealth: How To Have a Successful Visit

Henry Gunter, MD, discusses CHP's new telehealth capabilities and how to make the most of your visit

**A** telehealth visit is similar to an office visit – except you don't have to come into the office. Many Primary Care Physicians (PCP) in the Capital Health Plan network are scheduling telehealth visits, as is Capital Health Plan's Urgent Care Center at the new Metropolitan Health Center. Please contact your PCP or call the CHP Urgent Care Center at 850.383.3382 to discuss if a telehealth visit is right for you.

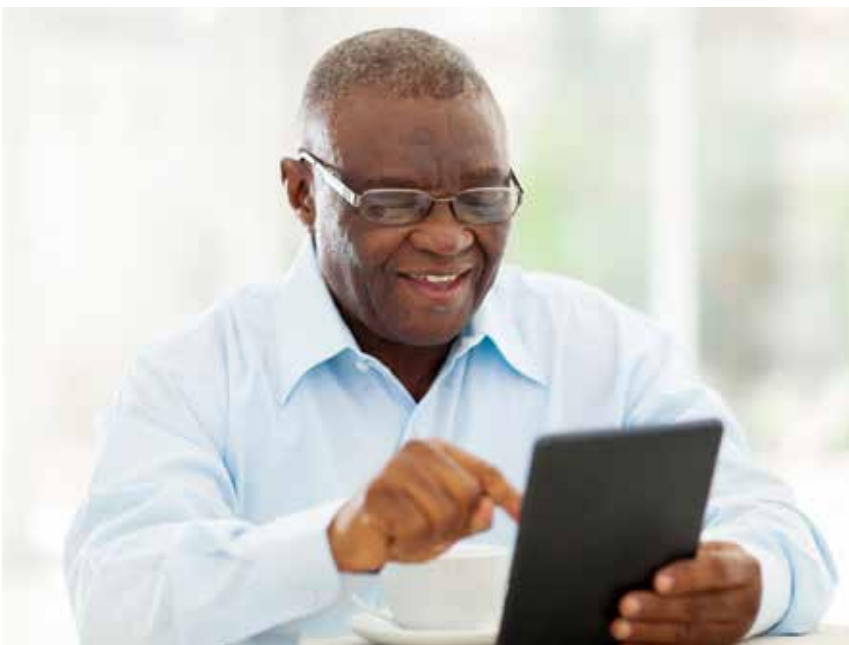
Here are some tips and general steps to help your telehealth visit be successful.

## **BEFORE YOUR VISIT**

- Review the directions for accessing your provider's telehealth visit and their office number nearby in the event you are disconnected.
- Ensure that your device is fully charged, the camera is on, and the microphone is working.
- Find a quiet space with proper lighting and dress comfortably.
- Create a list of your current medications and doses to share with your provider.

## **DURING YOUR VISIT**

- Speak clearly be sure to provide information about your symptoms.
- Answer your provider's questions as clearly and to the point as possible.
- Make notes of the provider's recommendations and be sure to ask questions if something is unclear.
- Determine how you should follow up after your visit, if necessary.



Your doctor will determine if further consultation, testing, or treatment is needed. This may include scheduling for an in-person consultation, ordering lab tests or imaging, or providing a prescription to your pharmacy.

# 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](http://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](http://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](http://capitalhealth.com/members/about-your-care).

## Compliance

Learn about your rights and privacy. Our website includes information on 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](http://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](http://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](http://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](http://capitalhealth.com/faq).

## 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 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.

# 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](http://capitalhealth.com/state).

## Prescription Drug Coverage Changes

Our formularies, better known as the list of covered prescription drugs, are changing January 1, 2021. CHP has a nationwide pharmacy network available to our members (who receive their pharmacy benefits through CHP) with over 50,000 pharmacies. The 2021 formularies are available online. Visit [capitalhealth.com/formulary](http://capitalhealth.com/formulary) to see if the 2021 changes affect your medications. When it's time for your 2021 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](http://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](http://capitalhealth.com) and select the link in the footer of the homepage.



Capital Health Plan  
P.O. Box 15349  
Tallahassee, FL 32317-5349

PRSR STD  
US POSTAGE  
**PAID**  
TALLAHASSEE FL  
PERMIT NO 420

DO NOT FORWARD/RETURN



HEALTH OR WELLNESS OR  
PREVENTION INFORMATION

## Medicare and You

Join us in-person or virtually to  
discover the right Medicare plan for you

Your local plan keeps getting better and that means getting more out of your Medicare coverage. The Medicare Annual Enrollment Period begins October 15 and you can receive expert guidance to help find the right plan for you, including our **new lower and no premium cost options!**

Our local Medicare experts will answer your questions during a one-on-one appointment, at any of our in-person seminars, or even during our virtual webinars!

All in-person seminar or one-on-one appointment attendees will be required to wear a face mask and CDC recommended protocols will be strictly adhered to. To reserve your spot at an in-person seminar, please visit [capitalhealth.com/calendar](https://capitalhealth.com/calendar) or call us for an appointment at 850.523.7441 (TTY: 850.383.3534), 8:00am – 8:00pm, seven days a week. Let us relieve your stress by helping you find and enroll in the right Medicare plan for you!