

healthline

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Age-Friendly Healthcare for Older Adults

by Lynn Jones, M.D.

More people in the United States are living longer and healthier lives. According to the U.S. Census Bureau, within the next ten years one in five residents will be of retirement age. In our local area, we are right on track with this trend. Our senior population is growing and many older adults are choosing to retire in the Tallahassee area. This population has greater medical complexity — about 75% have at least two chronic conditions and over 40% are taking five or more medications. Recognizing these trends and, in an effort to successfully meet the needs of our older adult population, Capital Health Plan took the proactive step to develop the **Nancy Van Vesse, M.D., Center for Healthy Aging**. Our journey led us to a collaboration with the John A. Hartford Foundation and the Institute for Healthcare Improvement, two leaders in healthcare quality, safety, and innovation. For our work, we have been recognized as an **Age-Friendly Health System – Committed to Care Excellence**. We are early adopters of the philosophies of this movement which provides care for older adults based on four essential elements, called the 4Ms Framework.

What does it mean to provide age friendly healthcare?

Age-Friendly care addresses the four elements (4M's) of an Age-Friendly Health System:

- Understanding what **MATTERS** to the older adult
- 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 injuries

Why is Age-Friendly care important?

This framework has proven to have better outcomes for patients, reducing the cost of healthcare for patients, and lowering the burden of healthcare. Our goal is to understand your needs, values, and preferences to individualize your health care.

Where is the Nancy Van Vesse, M.D., Center for Healthy Aging located and what services are provided?

We are located in Capital Health Plan's new Metropolitan Health Center. We

have Age-Friendly Primary Care, a Fall Prevention Clinic, a Geriatric Assessment Clinic, a Cognitive Screening Clinic, laboratory services, x-ray, ultrasound, Urgent Care, Wound Care, and physical therapy all together in one location.

What is Age-Friendly Primary Care?

Age-Friendly Primary Care is currently delivered by Board Certified Internal Medicine Physicians who are dedicated to providing care guided by the 4M's. Internal Medicine Physicians specialize

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

in the care of adults and can often simplify patient care by reducing the number of specialists a person needs to see.

What is the Fall Prevention Clinic?

Preventing falls is very important to the Physicians Group of Capital Health Plan. All members over 65 are currently screened once a year with a questionnaire developed by the Center for Disease Control (CDC). If they have a positive screen, they are referred to the **Nancy Van Vesseem, M.D., Center for Healthy Aging's Fall Prevention Clinic**. At the Fall Prevention visit, a trained nurse performs an evaluation that includes orthostatic vital signs, vision screening, strength and balance testing,

a medication review, and evaluation for the need for assistive devices. A physical therapist is on-site to evaluate and help formulate a treatment plan for improving strength and balance. The findings of the evaluation are reported back to the person's primary care physician.

You can check your risk for falling by completing the questionnaire at <https://www.cdc.gov/steady/pdf/STEADI-Brochure-StayIndependent-508.pdf>. If you score 4 points or greater, you can call the Nancy Van Vesseem, M.D., Center for Healthy Aging at 850-523-7410 for a Fall Prevention Clinic visit.

What is a Geriatric Assessment?

Your Primary Care Physician can request a consult from the Geriatric Assessment Clinic. A Geriatrician from the Florida State University's College of Medicine, a Registered Nurse, and a Geriatric social worker currently participate in this program. Some reasons for referral could include input on reducing medications, evaluation of driving safety, and input on risks and benefits for elective surgical procedures.

What is Cognitive Screening?

Your Primary Care Physician can request cognitive testing. A Registered Nurse with special training and certification will perform the Montreal Cognitive Assessment (MOCA). This is a specialized test that evaluates several different types of memory and brain functioning. The results can help your Primary Care Physician to identify problems and develop an appropriate diagnostic and treatment plan.



Dr. Jones is an internal medicine physician with the Physician Group of Capital Health Plan and practices within the Nancy Van Vesseem, M.D., Center for Healthy Aging.



What You Need to Know About the Coronavirus

Adekunle Omotayo, MD, discusses the Coronavirus epidemic and resources available

As concern about coronavirus (COVID-19) grows globally and right here in Florida, 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.

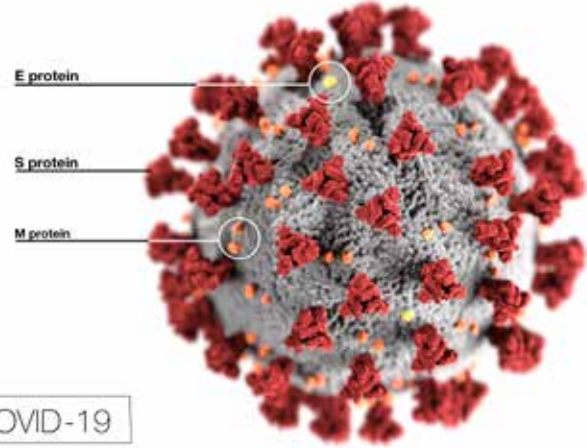
If you or a family member has recently traveled to an area of risk or if you think you may have been exposed to the virus and have symptoms of respiratory illness, you should call your primary care physician (PCP) for further instructions. It's important to call your PCP ahead of time rather than coming 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.

What

The Centers for Disease Control (CDC) defines COVID-19 as a respiratory illness that can spread from person to person.

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.



COVID-19



Guidance for people at higher risk for severe COVID-19 illness

The CDC recommends that people at higher risk of severe illness should:

- Avoid public and private crowds of any size.
- Avoid persons coming to your home who are ill or may have been exposed to the virus.
- Avoid visiting health care facilities (like nursing homes, clinics, and hospitals) except to get medical care.

People at higher risk include those:

- Over 60 years of age
- With underlying health conditions including heart disease, lung disease, or diabetes
- With weakened immune systems
- Who are pregnant

There is no evidence that children are more susceptible to COVID-19. In fact, most confirmed cases have occurred in adults. Caregivers of children with underlying health conditions should consult their doctor about whether their children should stay home. Anyone who has questions about whether their condition puts them at risk for COVID-19 should call their primary care physician.

Testing & Costs

The Centers for Disease Control does not recommend testing people who are not showing signs of COVID-19 (cough, fever, difficulty breathing). **For patients with symptoms that meet the criteria, you will not have to pay for laboratory costs related to COVID-19 testing.** We believe that cost should not be a barrier to testing for our members who may have been affected by this virus. Capital Health Plan will not charge member cost-sharing (including, but not limited to, copayments, deductibles, and coinsurance) for all medically necessary laboratory testing for COVID-19.

In the event you are diagnosed with COVID-19, additional services, including hospital admission (if applicable) will be covered and charged according to your normal plan coverage rules.

Prescriptions

It is a good idea to fill your prescriptions through a mail-order service, especially during the COVID-19 outbreak, not only because you can avoid standing in line at the pharmacy but also because with most prescriptions you can get a 3-month supply.

Capital Health Plan members are allowed to obtain early refills up to a 30-day supply of routine medications at any participating pharmacy nationwide. This means you can get your medications filled earlier than normal, if necessary. Controlled substance medications are not included in this early refill. Members who are impacted by this should work directly with the prescribing physician and their pharmacy.

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://www.amwell.com) or download their app for

Apple or Android devices.

This is not a covered benefit for all plan options and copayment amounts will vary by plan design. Please consult your Summary of Benefits for additional information.

Prevention

COVID-19 is primarily spread from person to person, which means that to become infected, a person must be within six feet of someone who has the virus. There is no medical cure at the moment and utilizing common preventive practices when you are sick are still important.

- Wash your hands with soap and warm water for at least 20 seconds.
- Cover your mouth when coughing or sneezing, preferably into a disposable tissue or into your elbow.
- Sanitize any public area you are in.
- Stay home when you are sick.
- Avoid close contact with anything showing symptoms of respiratory illness.

According to the CDC, these preventive measures are simple but effective ways to help keep the common cold, flu, and coronavirus from spreading.

Resources

Please visit the Florida Department of Health's dedicated COVID-19 webpage at [FloridaHealth.gov/COVID-19](https://www.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. 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://www.cdc.gov/coronavirus).

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

Join CHP for National Healthcare Decision Day

On April 16, 2020, be sure to ask for your Five Wishes booklet and take charge of your care

National Healthcare Decision Day is April 16, 2020 and exists to inspire, educate and empower the public about the importance of advance care planning, also known as Advance Directives. Capital Health Plan's preferred Advance Directive of choice is called Five Wishes.

Five Wishes is an easy-to-use legal advance directive document. It helps all adults, regardless of age or health, to consider and record how they want to be cared for at the end of life. It is America's most popular living will with more than 35 million copies in circulation.

Five Wishes is unique among all other living will and health agent forms because it speaks to all of a person's needs: medical, personal, emotional and spiritual. Five Wishes also helps guide and structure discussions amongst your family and physician making conversations easier.

Current statistics reveal that only 20% of the population has completed an Advance Directive. You may think that your loved ones and doctors will automatically know what you want when you are very ill, but in reality, everyone has different wishes and it's important to make them clearly known. Expressing your wishes helps empower your family, friends and doctors to make the best decision when the time comes, and helps avoid disagreements about what to do. Completing Five Wishes can help you and your loved ones gain peace of mind around these difficult decisions.

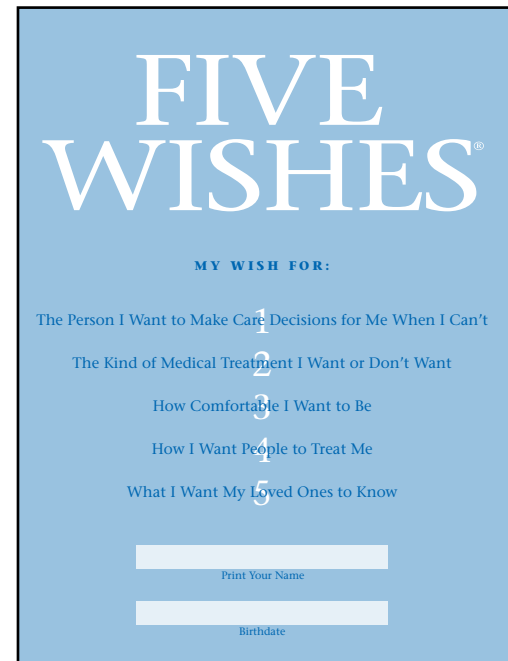
In the month of April, Capital Health Plan encourages you to download your

Five Wishes by visiting capitalhealth.com/fivewishes. You may also call the CHP Health Information Line at (850) 383-3400 to have a copy mailed to you or if you have questions about Five Wishes.

Be sure to take the following steps to use Five Wishes:

- Review Five Wishes, with your family/friends as well.
- Fully fill out the Five Wishes booklet.
- Follow the included directions for signing your Five Wishes booklet.
- Discuss your completed Five Wishes with your doctor and give them a copy.
- Discuss your completed Five Wishes with your family/friends and give them a copy.
- Place your completed Five Wishes booklet in an easily and publically accessible place (i.e. a desk, an envelope on your dresser, etc.), and also complete the wallet card that comes with Five Wishes in the event medical personnel need to find it.

Life can change at any time. Please give your family the gift of having completed an Advance Directive today.



CHP Urgent Care

Our Urgent Care Center has relocated to better serve you

Capital Health Plan Urgent Care is now located at the new Metropolitan Health Center! 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

At your next Urgent Care visit, ask the receptionist for the new CHP Urgent Care magnet so you'll have the most up-to-date information available!



**CHP
Urgent Care**
1264 Metropolitan Blvd.,
Tallahassee, FL 32312

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





Hey CHP, I'm Ready to Retire! What now?

Understand what you need to do to keep receiving benefits from CHP after you retire

Congratulations! 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. By requesting one of our Medicare Made Easy Guides, we can help you better understand Medicare and your options so that you can make the best choice for your needs.

In our Medicare Made Easy Guide, you can get answers to some common questions such as:

- Do I need to sign up for Medicare before I turn age 65?
- Can I be refused for Medicare coverage?
- How do I enroll in Medicare?
- How do I know if I have the right coverage?
- What are the different parts of Medicare and what do they cover?
- What plan options are available to me?

Call us for your FREE Medicare Made Easy Guide to learn more about your options!



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



High Blood Pressure & Your Medications

Mary Jane Tucker, M.D., discusses the need for taking your medications properly

High Blood Pressure, also known as hypertension, is a common diagnosis but it's vital that you take your medication as prescribed. Most people take more than one pill for high blood pressure and many doctors will work to find the right combination for you.

Here are some best practices to ensuring you take your medications as prescribed:

- Make your medicine schedule as simple as possible. Take your medicines when you are doing other things, like eating a meal or getting ready for bed. This will make it easier for you to remember to take them.
- Take a list of your medications — or bring them with you — when you visit your doctor. Include any medicines that were prescribed by other doctors and all your nonprescription medicines including vitamins and supplements. Review the list with your doctor, and discuss any side effects you are having or may need to watch for.
- Talk with your doctor if you are having problems with your medicine schedule. Your doctor may be able to change your medicines or change the times you take them.
- Talk with your doctor if you have any changes in your health that might affect your blood pressure, such as weight gain, side effects of medicines, or another medical problem.
- Consider daily or weekly pill containers. These can help you remember which medicines to take and when to take them.
- Follow healthy lifestyle habits.

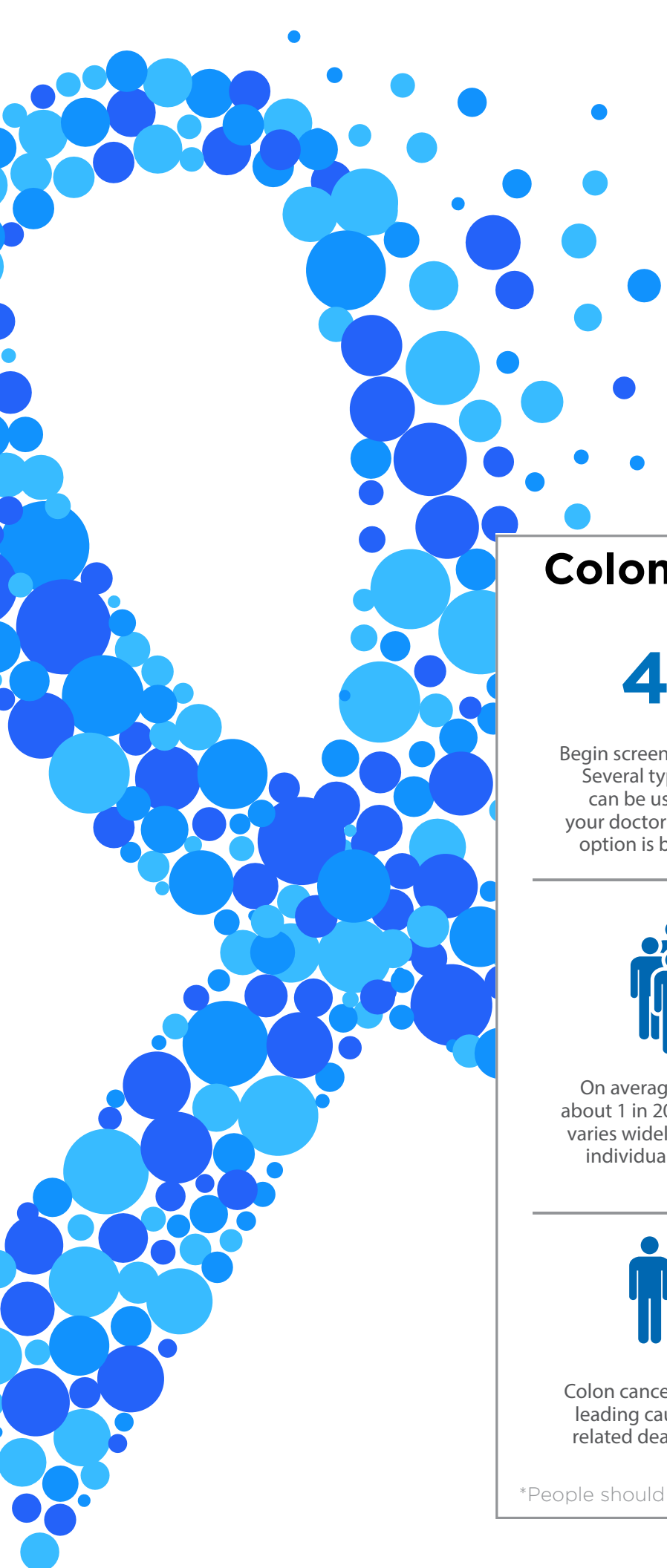
These include staying at a healthy weight, exercising, not smoking, and following a healthy eating plan. If you do these things, your doctor may be able to reduce the amount of medicine you take.

Your blood pressure naturally goes up and down throughout the day. But if your blood pressure stays high, it can cause damage to your blood vessel walls and gets worse over time if left untreated.

Having high blood pressure is serious, but there is good news! There are many ways to help manage high blood pressure such as medications, healthy eating, and staying active. Talk with your doctor today about what options are best for you.

Growing up in Crawfordville, FL, and attending medical school at Florida State University, 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 a strong healthcare team. Dr. Tucker is currently accepting new patients.





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.*



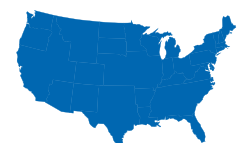
On average, your risk is about 1 in 20, although this varies widely according to individual risk factors.



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 deaths 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.



Colon Cancer Screening: A Crucial Topic to Broach

Tara Loucks, APRN, discusses the importance of Colon Screening

Many people avoid talking about difficult subjects that could potentially be lifesaving like colon screening, but asking someone “Have you done your colon cancer screening?” could provide you with a wealth of pertinent, lifesaving information.

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. In May, 2018, the American Cancer Society released new recommendations that **everyone should start colon cancer screening beginning at age 45** and, according to the U.S. Preventative Services Task Force (USPSTF), screening should continue for everyone through age 75, and in **some cases should continue screening through age 85**.

A family reunion is an opportune time to learn your family history and it is important information because the risk of colon cancer doubles if you have a close relative (i.e., parent, sibling or child) who was diagnosed with colon cancer before age 60 and, if two relatives have had colon cancer (including grandparents), the risk increases further. If a close relative (i.e., parent, sibling or offspring) has had multiple, or large, or high risk precancerous polyps (called adenomas) before age 60, that can increase your own risk. Take the time to talk with your family about screening and find out the results of their exam so that you can ask your health care provider if you should start screening early (i.e., before age 45)

or if you should be screened more often.

The USPSTF lists several options as acceptable methods for colon cancer screening such as structural exams of the colon (i.e., flexible sigmoidoscopy, colonoscopy, or CT colonography) or stool studies that check for blood or DNA. The benefit of having a flexible sigmoidoscopy or colonoscopy as compared to other screening methods is that growths can be painlessly removed during the exam, before cancer cells develop, therefore, preventing colon cancer from occurring.

It is ideal to be screened for colon cancer before symptoms occur, but if you have developed symptoms such as unexplained abdominal pain, rectal bleeding, or a change in bowel habits, you should notify your doctor immediately, no matter how recently you have had an exam. If you have never had a colon exam, if your last flexible sigmoidoscopy or CT colonography was more than 5 years ago, or of your last colonoscopy was more than 10 years ago you should update the exam even if you are having no symptoms.

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. If you're not sure which screening option is right for you, contact your primary care physician to have an important discussion about periodic screening and its role in disease prevention.

Connect to Care & Know Where To Go

Know your options for connecting to medical care that best meets your needs

Today your options for where to get your medical care are greater than ever before. You may not even have to leave your home to get the care you need and you can choose what works best for you.

Telehealth allows a patient to have live, on-demand video visits with a physician that are available 24 hours a day, 365 days a week. Capital Health Plan's telehealth

provider is Amwell*. Amwell is a great alternative for when Urgent Care is closed and is only a \$15 copayment.

Amwell allows our members to have visits anywhere in the United States and anytime via their mobile app that is available for Apple and Android users. If you have a laptop with video capabilities, you can even have a visit wherever there is internet access via their

website. Appointments are not necessary and, if necessary, prescriptions can be sent electronically to the pharmacy of your choice.

Be sure to download the Amwell app and enroll today! Be sure to have your Capital Health Plan ID card available during your initial enrollment and use service key CHP. For more information, please visit amwell.com.

*Amwell is not a covered benefit for all plan options and copayment amounts will vary by plan design. Please consult your Summary of Benefits for additional information about this service.

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**



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**

Important Member Announcements

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

Annual Spring Survey

We need your help! Recently, a short survey about your healthcare 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!

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.

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.

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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DO NOT FORWARD/RETURN



HEALTH OR WELLNESS OR
 PREVENTION INFORMATION

Mental Health Provider Search Tool

We've made finding a Mental Health Provider easier with our new website tool

Capital Health Plan has added a new tool for finding an in-network Mental Health Provider on the homepage of our website, capitalhealth.com. This tool allows you to see participating Mental Health Providers in our network, with searchable fields to narrow your search, including a new ages served category within each profile.

The ages served categories — Children, Adolescents, and Adults — were implemented to better assist members in locating the most up-to-date information and the most appropriate provider for their needs.



Behavioral Health

Search our network to find mental health providers for members of Capital Health Plan.