

Healthline



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Fitness with Purpose Through Our Champions

Dr. Amy Neal

Childhood obesity affects 1 in 5 American children, ultimately resulting in long-term health issues like diabetes, heart disease, weakened joints, and low self-esteem. Capital Health Plan (CHP) has been standing up to create a healthier community by encouraging children in the Big Bend to tackle fitness with a purpose through CHAMPIONS, a health and wellness program for K-8 public school students.

CHAMPIONS is offered at more than 50 schools in Leon, Gadsden, Jefferson, Wakulla, Calhoun, and Liberty counties, reaching over 100,000 kids since its inception in 2003. The program supplements the regular school-based P.E. curriculum with lessons that employ body weight exercises, tactical-themed gameplay, positive character development, and nutrition education.

Childhood obesity results from many factors beyond behavior, genetics, and metabolism. Everything from school environments to access to places for physical activity and access to healthy, affordable foods can contribute to children's health. Improving diet and exercise habits is one of the best ways for children to achieve a healthy weight.

Kids spend most of their day at school - seven hours, on average - so it's crucial that they have a healthy, supportive environment to promote empowering behavior. Schools play a large role in helping students get the recommended 60 minutes of physical activity every day, which will improve their health, grades, and ability to stay on task.

In fact, there is a connection between childhood obesity and children with low educational engagement, behavioral problems, and school absences. Exercise works as fuel for the brain, boosting performance and keeping the body and mind fit. CHAMPIONS participants have been shown to have increased their aerobic capacity, reduced absenteeism, spend more time engaging in physical activity, and maintain a more normalized body mass index (BMI).

Empowered by the CHP's CHAMPIONS program, students can achieve confidence in their physical abilities and gain a positive relationship with exercise - all of which can lead directly to a happier and healthier adults.

Blood Pressure is More Than Just the Numbers

Amanda Miles, BSN, RN

According to the Centers for Disease Control (CDC), almost half of American adults have high blood pressure (hypertension) that is not controlled. Many people are unaware they have hypertension and, because it has no symptoms, it can quietly worsen until it causes unnecessary disease and even death. The risk is real. Uncontrolled high blood pressure can lead to:

- Heart attack
- Stroke
- Kidney disease and dialysis
- Blindness
- Dementia
- Severe illness from COVID-19

What causes or contributes to high blood pressure? According to Paul Reed, director of the U.S. Office of Disease Prevention and Health Promotion, some of the reasons for developing high blood pressure include:

- Having diabetes
- Having heart disease or plaque in the arteries ('hardening of the arteries')
- Being overweight
- Getting too little exercise
- Not eating a healthy diet
- Smoking or drinking too much alcohol
- A lifestyle or community without easy access to fresh fruits and vegetables and safe exercise areas (called 'Social Determinants of Health')

When a doctor treats only the blood pressure number, without considering the patient's Social Determinants of Health, opportunities may be lost for the most effective treatment plan. Every individual is different, but here are some things to consider when blood pressure is a health concern:

- Having the blood pressure checked regularly by a health professional. The best place is the office of a Primary Care Provider.
- Measuring blood pressure at home. The National Institute of Health (NIH) recommends this for individuals with high blood pressure.
- Taking time in the doctor's office to talk about lifestyle barriers, including access to medication, healthy food, and exercise.
- Working on small changes. Small changes can reap big benefits.

Everyone has challenges. Working with a health care provider to overcome lifestyle obstacles, and to develop the best individual treatment plan, can prevent the 'silent killer' called hypertension from ruining a life. That life may be yours.





Join CHP for an Upcoming Medicare Seminar

Toni Kilgore, Medicare Sales Manager

If 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!

By attending an in-person seminar that is 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.

To reserve your spot, please visit 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**

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

capitalhealth.com/calendar

March 2023

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April 2023

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| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

■ Seminar begins at 10:00 a.m.
 ■ Seminar begins at 5:30 p.m.
 ■ Savvy Senior Program



Feel Positive About Growing Older

Dr. Alice Pomidor

In less than 10 years, every member of the Baby Boomer generation will have reached the age of 65. While many people see aging as a negative experience, it doesn't have to be. Using healthy aging practices can help ensure that growing older is a positive experience.

At Capital Health Plan (CHP), we believe in an "Age-Friendly Health System," dedicating specialized care to those 65 and up. Whether your needs are chronic and complex or preventive and routine, CHP promotes a balanced approach to connecting the body and mind.

CHP is raising the bar for quality care by devoting the Nancy Van Vessel, M.D., Center for Healthy Aging to focus exclusively on age-friendly care. The Center for Healthy Aging uses the "Four Ms" approach to define an Age-Friendly Health System:

- **What MATTERS:** Knowing and meeting each older adult's specific health and quality-of-life goals and tailoring care to the individual.
- **MEDICATION:** Choosing medications, when needed, that minimize negative impacts across settings of care and support quality-of-life goals.
- **MENTATION:** Using mental activity to prevent, identify, treat, and manage dementia, depression, and delirium.
- **MOBILITY:** Ensuring that older adults can move about safely every day in order to maintain function and do What Matters.

Although there can be challenges to aging, from taking multiple medications per day to experiencing varied levels of disability, a holistic approach to aging can help improve your mobility, independence, and overall quality of life.

We encourage our older members to approach aging with positivity!

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

Offering comprehensive and affordable health plans to better serve you.

EMPLOYER GROUPS • INDIVIDUAL & FAMILY • MEDICARE



As one of Florida's top rated health plans, we are committed to providing our members and their families with affordable and comprehensive health coverage. For over 40 years, we have worked closely with the local medical community to ensure that members have access to quality care.

We now offer Individual and Family plans, in addition to Medicare and Group plans. Our plans offer:



Comprehensive Coverage

Your CHP plan provides comprehensive medical care, including primary care and specialist services; inpatient and outpatient care; hospitalization; mental health and behavioral health services; maternity and newborn care; testing; and X-ray and lab services.



Prescription Drug Coverage & Home Delivery

Your CHP plan covers a wide range of medical prescriptions, including generics, name brand, and mail order options.



Telehealth

You can receive 24-hour access to care for non-emergency medical and behavioral health issues through network providers and via the web and mobile devices through our telehealth provider Amwell.



Preventive Care

Routine health screenings and tests, including the seasonal flu shot, are covered under your plan. Be sure to schedule your wellness exam with your primary care physician (PCP).



Capital Health Plan's 3 Health Centers

CHP health centers are located throughout our community and are exclusive to our members. They offer a broad range of services including access to CHP exclusive physicians, evening and weekend urgent care services, labs, X-rays, digital mammography, colon screening, and wound care.

KNOW SOMEONE WHO'S NOT CURRENTLY A CHP MEMBER?

We have a team ready to answer all of their questions. Please have them call to speak with a CHP representative:

Medicare
850.523.7441

Individual & Family
850.523.7220

Employer
850.523.7333

Metropolitan Health Center

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

Medical Operations

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

Administrative Services

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

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

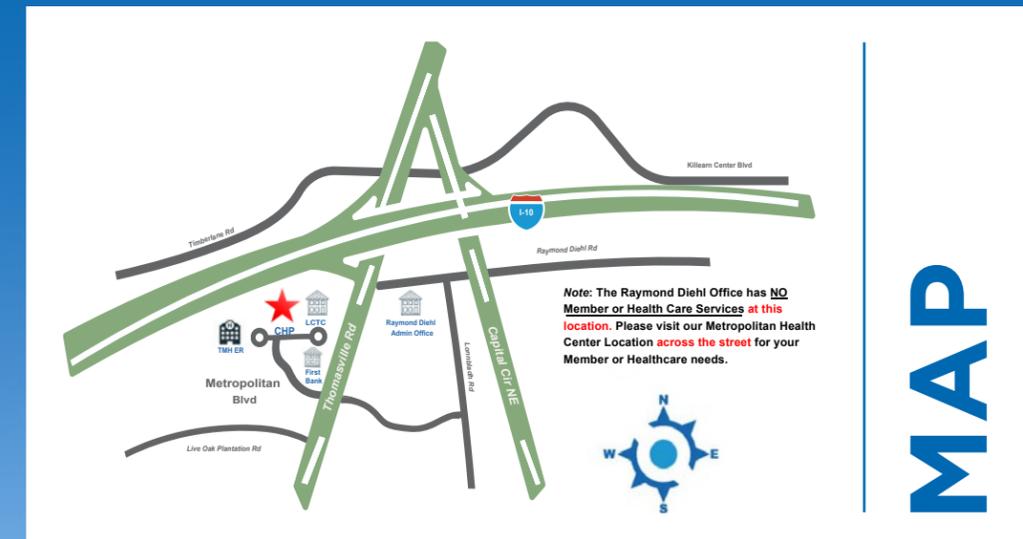
1264 Metropolitan Blvd, Tallahassee, FL 32312

Take I-10 East:

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

Take I-10 West:

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



Capital Health Plan Welcomes New Doctors

The Physician Group of Capital Health Plan (CHP) proudly welcomes three primary care physicians to its family of medical professionals: Dr. Alice Pomidor, Dr. Elizabeth Dickens, and Dr. Amanda Shearer. With the addition of these medical practitioners, CHP continues to expand and further provide its members with improved clinical access and affordable care.



Dr. Alice Pomidor

Dr. Pomidor is board-certified in Geriatrics at the Nancy Van Vesseem Center for Healthy Aging at the Metropolitan location. She graduated from medical school at the Feinberg College of Medicine of Northwestern University in Chicago, then completed her family medicine residency and geriatrics fellowship training in the Cleveland-Akron area in Ohio. She is known for being quite thorough, attentive and dedicated to her patients. She very much enjoys taking care of her patients and supporting their caregivers.

When not in the office, Dr. Pomidor enjoys music, reading, walking her dogs, and spending time with her family.



Dr. Elizabeth Dickens

Dr. Dickens is Family Medicine board-certified and works at the Centerville Place location. A native Floridian, she went to medical school at the Florida State University College of Medicine. After completing her residency training in Waco, Texas she practiced in Quincy, Florida. She is known for her attention to detail, good listening skills and dedication to her patients. She loves being a doctor, explaining, "I really enjoy taking care of my patients, knowing their family." Keeping the "family" in Family Medicine is important to her.

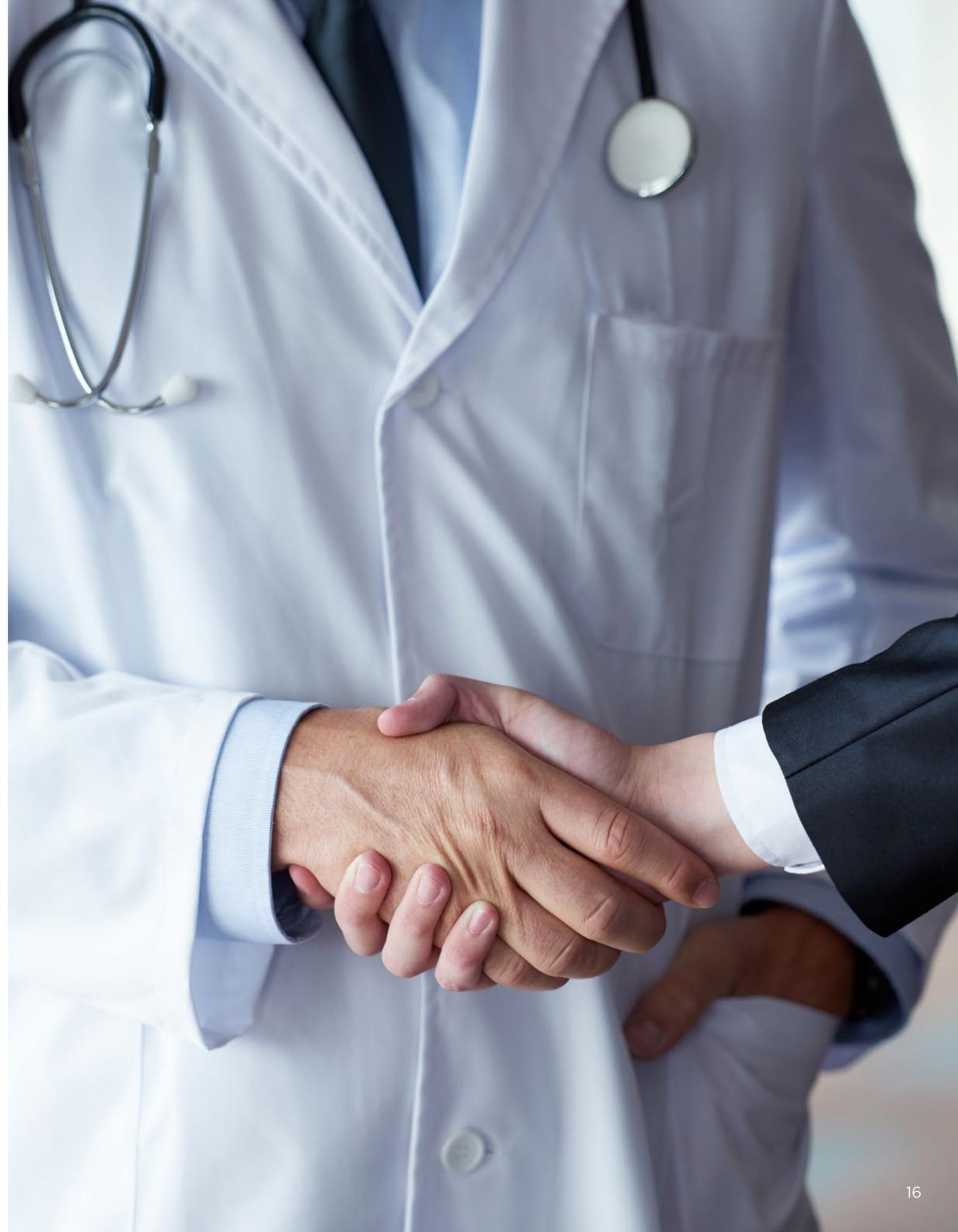
When not in the office, Dr. Dickens enjoys cooking, promoting literacy and spending time with her family.



Dr. Amanda Shearer

Dr. Shearer is a board-certified Family Medicine physician at the Governor's Square location. Dr. Shearer grew up in rural Northeast Florida and has a passion for helping others. She attended the Florida State University College of Medicine and has lived in Tallahassee since that time. She later attended the Tallahassee Memorial Healthcare Family Medicine Residency Program. Dr. Shearer believes in providing compassionate, comprehensive, high-quality care to her patients with a focus on preventive health. She enjoys working as a team with her patients to find answers to their problems and helping them understand their medical conditions.

During her free time, Dr. Shearer enjoys being outdoors, walking, and spending time with her family and friends.





Looking Into Cataract Awareness

Understanding the Importance of Eye Health
Dr. Daniel Lazar

The new year is here and Cataract Awareness should remain top of mind.

Capital Health Plan (CHP) wants the community to understand the importance of eye health and to talk to a doctor if you believe you're at risk for cataracts.

So what are cataracts? Cataracts occur when the lens in your eye becomes cloudy as natural proteins in the body build up over time. Some say vision with cataracts is like trying to look through a fogged-up windshield or dusty glass: blurry and hazy. Cataracts are a common part of aging - by the time they reach age 65, more than 90% of people in the United States will develop cataracts. It's estimated that more than 24 million Americans have cataracts.

Cataracts don't interfere with your vision all at once - they can develop so slowly that some individuals aren't even aware they're experiencing vision loss! Symptoms can include a slight change in color perception, double vision in one eye, frequent changes in their eyeglass prescription, and light sensitivity.

For CHP members of all ages, the most important thing to note is that cataracts aren't just present in older patients. Certain pre-existing conditions can make you more susceptible at a young age including diabetes, smoking, sun exposure, or other types of eye surgery. Be mindful to take care of pre-existing conditions, wear your sunglasses, and maintain a healthy diet. And

as always, discuss any concerns with an eye doctor and make sure to schedule your annual eye exam!



CHP 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 members who have multiple complex conditions and need help navigating their care. Participation in Case Management is voluntary and members are encouraged to work closely with their primary care physician in determining if these services are appropriate in their individual circumstance. Case Management referrals may be made by contacting:

**Capital Health Plan Member Services
(850) 383-3311**



Breast Cancer

Learn About Early Signs & Detection
Dr. Elizabeth Dickens

One in eight women in the United States will develop breast cancer in their lifetime - and, though rare, men can also receive that same unwanted diagnosis. Because it is one of the most common cancers for women in the U.S., learning how to detect breast cancer and be proactive toward your breast health can save your life.

While many breast cancer diagnoses have unknown causes, genetic and environmental factors are known to be associated. You can avoid some of the biggest risk factors - including living a lifestyle with a poor diet and lack of exercise, consuming alcohol frequently, and being overweight or obese. In addition, your risk is increased if you received radiation therapy to your chest before age 30 or took prescribed combined hormone replacement therapy for menopause. Genetic factors that can't be changed, such as gender, age, and race, also contribute as risk factors. Women are 100 times more likely than men to get breast cancer, with the risk increasing for women over the age of 55, who are Caucasian, and who have a family or personal health history that involves breast or ovarian cancer.

Those diagnosed with breast cancer typically notice few symptoms before their diagnosis, and these signs don't always equate to a breast cancer diagnosis. However, any changes in your breast should always be brought to your doctor's attention. Being cautious and receiving professional screenings could help catch a problem early, when it is easier to treat and the prognosis is better. A change in the

appearance or feel of your breast or nipple may indicate breast cancer - things like tenderness, change of skin textures, change in size or shape, or lumps, along with any discharge.

If you choose to perform self-examinations, you should receive careful instruction from your doctor and bring any abnormal findings to them right away. Self-examinations are NOT a replacement for mammograms. Mammograms use an X-ray to examine the breast tissue, and can detect breast cancer even before lumps can be felt. Mammograms can reveal clusters of calcium, fatty cells, cysts, and cancer. If a mammogram finds anything concerning, additional tests like an ultrasound, MRI, or biopsy may be conducted to provide clearer answers. Mammograms are our BEST tool for early detection and studies have proven they reduce mortality from breast cancer. There are varying recommendations about when to start and stop and how often to get a mammogram. The decision is based on your personal history and personal preferences and should be something you discuss with your doctor.

Breast Cancer Awareness aims to spread knowledge on the disease and save lives. Learning the signs of breast cancer and tips for detecting unusual changes will help maintain your health. Next time you see a pink ribbon, let it be a reminder to make sure you are up to date with your mammogram and to educate those around you.



Fall Prevention Awareness

Learn How to Prevent & Handle Falls

Lori Clemmons, RN

More than 1 in 3 people over the age of 65 experience falls each year. As people get older, what once may have been a simple stumble can be a life-changing tumble, as bones are more susceptible to breaking and the result could be a permanent disability. Falls can occur for many reasons, from safety hazards to slow reflexes, but being aware of the risk factors and following preventive practices are helpful ways to avoid them.

Don't Forget to Exercise

Healthy aging practices are shown to prevent falls and fall-related issues. Exercising keeps muscles, joints, tendons, and ligaments strong while maintaining your balance and coordination. It's especially important to keep up with fitness as you age because bones become weaker over time, and physical activity strengthens your bone density.

Communicate With Your Doctor

Communicating with your doctor will give insight into the potential causes of a fall. Regular visits to the doctor could detect health-related issues that affect your ability to balance. Diabetes, heart disease, low blood pressure, muscle weakness, and foot pain are all risk factors for falls. Even more significantly, alerting your doctor of a past fall, even if you didn't feel hurt, can bring awareness to an issue - such as a vision issue that requires correcting or a bad reaction to a medication.

If you're prescribed medications, ask your doctor about potential side effects that could make you feel tired or dizzy. Medications like anti-anxiety drugs or antihistamines suppress

the central nervous system, reducing alertness and reaction time. In fact, the more medications you take, the more likely you are to experience a fall. Learning about side effects is a great way to be mindful and more aware of when you may be drowsy and, therefore, more vulnerable to falling.

How to Handle a Fall

Falling can be scary and painful, but staying calm will get you up quicker. If you experience a fall, make sure to take a deep breath and collect yourself so your blood pressure has time to decrease before you attempt to stand up. Assessing whether you have any pain or discomfort will also help in planning how to get up so you don't worsen a potential injury.

If you do have a fall, the best way to get up is, if you can, roll onto your hands and knees and crawl to a stable surface like a bed or chair capable of supporting your weight. Slowly get yourself in a kneeling position and use the stable surface to get one leg up at a time. Make sure to sit down once you're off the ground, and take time to rest. If you are injured, always call 911 and visit your doctor.

And if possible, carry a phone or alert system so you can get help sooner if you experience a fall. If you can't get up on your own, call 911 or someone nearby.

The new year is here - please talk to your physician if you are concerned about a fall.

CAPITAL HEALTH PLAN URGENT CARE

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

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

**METROPOLITAN
HEALTH CENTER**

1264 Metropolitan Blvd.
Tallahassee, Florida 32312

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

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

You can now book appointments online.

Go to the CHP Urgent Care webpage:

capitalhealth.com/urgentcare

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



Urgent Care is Here to Better Serve You!



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

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

Other Urgent Care Options Include:

TMH Main Urgent Care Center

850-431-7816

1541 Medical Drive, Tallahassee, Florida 32308

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

TMH Southwood Urgent Care Center

850-431-3868

3900 Esplanade Way, Tallahassee, Florida 32311

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

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

Sunday | Closed

TMH Crawfordville Walk-In

850-926-7105

15 Council Moore Road, Crawfordville, FL 32327

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

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

Sunday | Closed

TMH Quincy Walk-In

850-875-3600

178 Lasalle Lefall Drive, Quincy, Florida 32351

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

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

Sunday | Closed



Information Central

Mary Goble, MSN, RN

INFORMATION CENTRAL

Annual Notice: Important Plan Information Available on Our Website

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

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

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





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



HEALTH OR WELLNESS OR
PREVENTION INFORMATION

