

# Healthline



TABLE OF

# CONTENTS

3.	Advance Care Planning
5.	Unlocking Memories
7.	Medicare Enrollment Period
8.	Individual & Family Plan Enrollment Periods
9.	The People Behind the Record
11.	Get to Know Our New President & CEO
13.	Flu Season Is Almost Here
14.	Embracing Healthy Aging
15.	Information Central
17.	Women's Health Care Month is in Full Bloom
18.	Promoting Healthier Futures
19.	Quality Care Confirmed by Top NQCA Scores
20.	4.5 Out of 5 Stars Healthcare Quality Rating
21.	CHP Metropolitan Health Center Information





## Advance Care Planning: SECURING YOUR FUTURE HEALTH CARE WITH AN ADVANCE DIRECTIVE

**Mary Goble, MSN, RN**

As we go about our lives, it's easy to overlook the possibility of unforeseen health complications or the need for end-of-life care. However, taking the time to engage in advance care planning is a gift to your loved ones in that ensures your wishes are honored and provides peace of mind for both you and your loved ones.

One method of advance care planning is having an advance directive. This is a document that outlines your preferences for medical care in the event that you're unable to communicate or make decisions for yourself due to a severe injury or illness. It serves as a written expression of your wishes regarding the type of medical care you would like to receive.

There are two common types of advance directives: a living will and a medical power of attorney. Capital Health Plan has chosen to provide our members with Five Wishes, a 12-page advance directive that includes both the medical power of attorney and living will along with other items that become important for your healthcare providers and family to know about.

There are at least five reasons to use Five Wishes:

- **It's easy to use:**

Five Wishes is written in everyday language. You check what you do want, cross out what you don't want and add as much or as little additional direction as you want. Your own wishes in your own words. It's comprehensive: You designate the person you want to make health care decisions for you when you can't speak for yourself, and you define and specify the kind of life support treatment you would want or not want. Five Wishes also allows you to describe how comfortable you want to be; how you want people to treat you; and what you want your loved ones to know. You can also change it as your situation or thinking changes. For those whose first language is not English, Five Wishes is available in 30 other languages (bilingual).

- **It helps guide the discussion:**

Five Wishes also helps start and structure the often difficult discussions about uncomfortable topics. The focus of discussion is on protecting your dignity, comfort and your personal, spiritual and family concerns.

- **It's a legal document:**

Your completed, signed and properly witnessed Five Wishes meets all Florida legal requirements for durable power of attorney for health care (Wish 1) and living will (Wish 2). And when you give copies of your completed form to others, such as your physician, family and caregivers, it gives them a more complete picture of all your desires.

- **It brings peace of mind:**

When you complete your Five Wishes, you've truly given a gift to yourself and others. With Five Wishes, everybody's on the same page. Nobody has to guess and second-guess because you've already clearly stated your wishes. Guilty feelings and stressful family conflict are avoided. Should the seriously ill person pass away, the family is consoled in that they knew and honored their loved ones wishes to the very end.

It's significant to note that you have the flexibility to modify or revoke a living will at any time. Additionally, an advance directive will become effective only if you reach a point where you are no longer competent to make or communicate your health care decisions. To ensure accurate understanding and implementation of your wishes, it's a good idea to share copies of your living will with your health care professional and discuss its directives with your family members.

**To get your copy of Five Wishes, contact CHP's  
Health Information Line at (850) 383-3400.**







## Unlocking Memories:

### SHINING A SPOTLIGHT ON ALZHEIMER'S AND BRAIN AWARENESS MONTH

**Dr. April Graham**

Alzheimer's is a progressive neurological disorder that affects millions worldwide, and closer to home the Florida Department of Health says it was the ninth leading cause of death in Leon County in 2021. This month, Capital Health Plan is shining a light on the disease that affects 580,000 people aged 65 and older in Florida each day.

Alzheimer's is a type of dementia that can impact memory, eventually affecting how well people speak, think, and conduct daily activities. The brain disorder gets worse over time, but how quickly that happens can vary. Individuals affected by the disease might not notice memory problems at first, but later may have trouble finding the right words or making decisions. They can also get confused about what time or day it is. Sometimes, these changes can lead to anger, anxiety, or depression. If that happens, there are different ways to manage those feelings with lifestyle changes.

Alzheimer's can be diagnosed by doctors through several tests to make sure the symptoms you or a family member are experiencing are actual signs of the disease and not another condition. Diagnosing Alzheimer's may include memory tests that show how well a person can perform daily tasks, as well as blood tests or an exam to look at the brain.

There is currently no cure for Alzheimer's, but there are medicines that may slow the symptoms for a while and make the condition easier to live with. Those affected by the disease can diligently maintain an appointment calendar, schedule activities for their own best times of the day, and exercise. Meanwhile, families of Alzheimer's patients will have to keep in mind that the disease will bring good and bad days and could produce a wide array of emotions, both for the patient and for them. Working with a health care professional can help create a safe and comfortable environment and make tasks of daily living easier.

Alzheimer's disease remains an ongoing challenge, with far-reaching consequences for individuals, families, and society. While progress has been made at unraveling the complexities of Alzheimer's, there is still much work to be done. Continued research, public awareness, and support for individuals and families affected by this devastating disease are crucial in pursuing a future where the brain disorder is curable. Working together, medical science and the public can strive toward a world in which memories are preserved, cognitive abilities are maintained, and the burden of Alzheimer's disease is lifted.

**To learn more about this disease and other conditions,  
go to: <https://www.healthwise.net/capitalhealth/Content/>**







## The Medicare Enrollment Period is Underway!

OCTOBER 15 – DECEMBER 7

Learn more about our Medicare Enrollment Period and figure out which plan is right for you by visiting our website:

[capitalhealth.com/medicare-2024](https://capitalhealth.com/medicare-2024)

## Individual & Family Plan Enrollment Periods are Coming Up!

NOVEMBER 1 – DECEMBER 15

Effective Date: January 1, 2024

DECEMBER 16 – JANUARY 15

Effective Date: February 1, 2024

Learn more about individual and family plans by visiting our website:

[capitalhealth.com/GetCHP](https://capitalhealth.com/GetCHP)



# The people behind the record:

## UNDERSTANDING THE ROLE OF HEALTH INFORMATICS AND INFORMATION MANAGEMENT PROFESSIONALS IN YOUR HEALTH CARE

Latoya Watson

It's 8:30 p.m. as a concerned mom pulls into the parking lot at Capital Health Plan's Urgent Care center in Northeast Tallahassee. Mom explains that her 5-year-old son has been ill most of the day and has a fever that peaked at 102 degrees. She tried treating the fever at home but couldn't get it to come down. The physician enters the exam room, completes an assessment of the boy, and begins entering notes. It's when those first notes are entered that the work of a Health Informatics and Information Management (HIIM) professional begins.

HIIM professionals have a responsibility to uphold the privacy, security, and integrity of each patient medical record from the beginning until the very end. However, it's not their responsibility alone – this protection is part of a collective effort shared among physicians, clinical staff, administrators, and information technology professionals alike. Each of these individuals plays an integral role in protecting the privacy of your medical records.

While much of what these professionals do happens behind the scenes, their work is critical to CHP's (and any other health organization's) overall success. HIIM professionals, including Electronic Health Record Technicians and Electronic Health Record Specialists, help ensure that patient records are properly organized and documentation is accurately and promptly scanned and indexed into the patient's chart, allowing access to multiple health care professionals who may need the information. Coders, also HIIM professionals, work hand in hand with clinical staff to ensure that the patient's medical record is accurate, not only for payment but for continuity of care. And when members request a copy of their medical records, an HIIM Release of Information professional will ensure that everything is complete and issued within legal guidelines. No matter a person's role within the Health Informatics and Information Management profession, whether entry level or management, the responsibility of HIIM professionals remains the same: to organize, oversee, and uphold the integrity of the patient medical record.

### Capital Health Plan Medical Records Frequently Asked Questions

Q1. How do I request a copy of my medical record?

A1. In order to obtain a copy of your medical records, you must complete a medical record request form. You may request a copy of this form from the physician's office you'd like to request the records from.

Q2. In what formats may I request my medical records?

A2. The Privacy Rule (45 CFR 164.524) grants patients the right to receive their medical records electronically or in their preferred form or format as long as the physician practice has the ability to readily produce it in that format. If it cannot be produced, a hardcopy or another format agreed upon by both the member and the provider can be given. Other formats offered include USB, CD-ROM, Secured Email, and/or Application Programing Interface (API). Application Programming Interface (API) is an interface used to make it easier for patients to access and share their protected health information. Contact your physician's office for more information about APIs.

Q3. Who may access my medical records?

A3. Your medical records can be requested by you as the patient, your legal representative, your health care provider, and clinical staff responsible for your care. There are limited circumstances under which other third parties may access your medical records without authorization, including in cases of continuing care, medical review, and/or for legal purposes.







## Capital Health Plan Names New CEO Sabin Bass will succeed retiring John Hogan

Capital Health Plan today announced that long-time President and CEO John Hogan is retiring from his position and will be succeeded by Sabin Bass, who has served as Capital Health Plan's Executive Vice President and Chief Financial Officer.

During his 44 year tenure as CEO, Hogan oversaw the extraordinary growth of the organization, guiding Capital Health Plan to recognition as one of the top health plans in the nation. Under his leadership, Capital Health Plan became known for its focus on quality, affordability, and member satisfaction. The plan currently serves over 30% of the population in nine counties of Florida's Big Bend.

"On behalf of the Board of Directors, the management team, and Capital Health Plan's staff, we extend our deepest gratitude to John for his dedication, leadership, and community impact over more than four decades," said Ken Boutwell, Chairperson. "John has left an indelible mark on Capital Health Plan and our community. We wish him the best on his well-deserved retirement and the next chapter of his life's journey. Looking forward, we believe that Sabin will be a tremendous leader for Capital Health Plan and continue to fulfill our mission. Sabin has a deep knowledge of Capital Health Plan, as well as proven finance leadership. We look forward to the same collaborative and compassionate leadership that John created at Capital Health Plan with Sabin for many more years."

"It has been an honor and a privilege to play a role in developing Capital Health Plan to serve individuals, families, and thousands of employers throughout the Big Bend area," Hogan said "I am tremendously proud of what Capital Health Plan has accomplished and deeply appreciate the support from our members and the dedication of our staff, Board of Directors, and medical community that made all of that possible."

Bass will rise to the position of President and CEO in August. He has been with Capital Health Plan since 2003, initially serving as Senior Vice President, Finance & Chief Financial Officer, and since 2018 in his current role of Executive Vice President, Finance & Chief Financial Officer. He has broad senior management experience with managed care organizations and HMO's, including Healthsource, CIGNA, and Amerigroup Corporation, successfully supporting and managing the rapid growth of those companies.

"I want to thank John for his distinguished leadership and impact over the past 44 years with Capital Health Plan, as well as his mentorship and unwavering support," Bass said. "I also want to thank the Board of Directors, for its confidence in me as I step into this role. I am excited about the opportunity to work with the Board of Directors, our leadership team, and staff in the continued pursuit of our mission: To improve the health of our communities by providing high quality, comprehensive healthcare plans with low administrative costs, delivered through primary care focused, patient-centered healthcare."

# 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





# Flu Season is Almost Here

Flu season is right around the corner. According to the Centers for Disease Control and Prevention (CDC), the best time to get an influenza vaccine is before flu starts circulating in the community. That time each year changes but getting vaccinated by the end of October is ideal although the vaccine can continue to be given well into the next year. Unless advised otherwise by their doctor, anyone over six months of age should receive the flu vaccine. Although there are several influenza vaccine products available, there is no recommendation made by the CDC for any specific one, so you should talk with your doctor to see what works best for you. Stay healthy this flu season: wash your hands, cover your mouth or nose if you need to cough or sneeze, clean and disinfect surfaces frequently touched at home and at work, and always limit contact with others if you are sick. Let us all do our part for our community to stay healthy.



## Embracing Healthy Aging: YOUR PATH TO WELLNESS

Dr. Lynn Jones

Aging is an inevitable and natural process we all experience as we journey through life. While we can't control the passage of time, we can certainly influence how we age and the quality of our later years. In fact, CHP's Nancy Van Vessel, M.D., Center for Healthy Aging is all about adding quality to the aging process. Healthy aging isn't just about living longer; it's also about maintaining physical vitality, mental acuity, and emotional well-being. Let's explore some essential aspects of healthy aging, with practical tips to help you embrace the journey with grace and vitality.

Think of healthy aging as a journey to feeling great as you get older. Family history might pass down health issues, but you're not automatically locked into that fate. You have control over the way you will age. As time goes on, things change. Metabolism slows down, and you might need less food. Sleep habits shift, and glasses might become necessary. Around age 50, bones and matters of the heart change. These are all normal parts of aging.

So what can you do to enjoy the healthiest life as you age?

### 1. Prioritize Physical Well-Being

Being active is one of the most important things you can do for your health at any age. Physical activity keeps your body strong and can even improve your mood. It can consist of anything from walking to jogging to working out at the gym. The important thing is to be active in some way almost every day.

### 2. Eat Healthy

Focus on a balanced diet rich in fruits, vegetables, whole grains, protein, and low-fat dairy foods. Avoid salty foods and foods with a lot of fat in them. Meanwhile, stay hydrated and be mindful of portion sizes to maintain a healthy weight.

### 3. Nurture Your Mind

Maintaining your mental health is also essential as you age. Strive to protect your emotional health by connecting with friends, family, and members of your community. Meanwhile, try your best to keep your stress at a minimum.

### 4. Stay Curious

Be curious and continue to learn new things – whether it's picking up a musical instrument, learning a new language, or exploring a new hobby. These new skills will help keep your brain active and challenged to protect or improve your memory and mental sharpness.

Aging well is a journey worth embracing. By combining movement, eating healthy, and making smart choices in your routine, you can help write your life's best chapters. As time goes on, you'll become a shining example of graceful aging. Cheers to a healthy, vibrant life!





# Information Central

Mary Goble, MSN, RN

# INFORMATION CENTR

**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](http://www.capitalhealth.com):

<b>Network Directory</b> 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.	<b>About Your Care</b> 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.
<b>CHPConnect</b> 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.	<b>Programs/Procedure &amp; Medication Center</b> Under the Providers Section, you can review CHP's health care decision making processs, 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.
<b>Compliance</b> 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.	<b>Frequently Asked Questions (FAQ)</b> 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.

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

**Medicare National Coverage Determination (NCD)**

<p>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.</p> <p>To review new or revised coverage rules, access Original Medicare's coverage policies at: <a href="https://go.cms.gov/3SjLy7G">https://go.cms.gov/3SjLy7G</a> or contact Capital Health Plan Member Services to request additional information.</p>
<p><b>Case Management Program</b></p> <p>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.</p> <p>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 at 850-383-3311</p>
<p><b>Women's Health &amp; Cancer Rights Act, 1998 (WHCRA)</b></p> <p>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.</p>





# Women’s Health Care Month is in Full Bloom

Dr. Lynn Jones

Right now and every day is a good time to celebrate women’s health care. Health experts work to raise awareness of the challenges and diseases women may face every year. The goal is to encourage them to take care of themselves and put their health first.

Some health care issues women may face include reproductive conditions, breast cancer, and such age-related diseases as osteoporosis and menopause. The list goes on, but these are a few well-known everyday challenges women must consider every day.

Reproductive health includes everything from pregnancy to sexually transmitted infections. Pregnancy alters the body in extreme ways, so women need to know what changes they can expect and how they should react to these changes. Most women have healthy pregnancies, but it’s vital to have regular checkups so your doctor or midwife can find and treat any potential problems. It is also important to receive recommended vaccines during pregnancy to protect yourself and your baby.

If you are sexually active, there’s also the risk of developing a sexually transmitted infection. Sometimes women do not have any symptoms. Untreated sexually transmitted diseases can cause pelvic inflammatory disease and lead to infertility. It is recommended that all sexually active women 24 years or younger and all women 25 and over who are at increased risk for infection receive annual screening. If you believe you may have a sexually transmitted disease, talk to your health care professional. Meanwhile, cervical cancer is a real risk to women that can be discovered with a pap test, which is a medical screening performed to check for changes in the cells of the cervix. You will have to ask your doctor how often you should get a pap test since it’s different for everyone.

Early detection of breast cancer is also very important. If you are over 40 years of age, it is time to start discussing breast cancer screening with your doctor. There are many different recommendations, and it is important to discuss this with your doctor to find out what is right for you. Breast cancer is unfortunately common – in Leon County in 2019, the incidence rate was 123 cases per 100,000 residents – so, it’s essential to prioritize your health by planning and attending regular checkups with your doctor.

As women age, they may be prone to more diseases. Osteoporosis is a condition that can affect men but is more common in women over 65. It makes your bones thin, fragile, and easy to break. Doctors usually diagnose osteoporosis by using a DEXA scan, which checks for weak bones. To treat osteoporosis, you may take medicine that builds bone strength. Changing your daily routine to include more calcium and vitamin D foods, as well as exercising, also helps treat this disease. Bone loss also increases around menopause, which happens to most women around age 50 – whenever the menstrual cycle permanently stops. Menopause is a normal and natural aspect of aging and does not need treatment unless you experience painful or uncomfortable symptoms.

Women have to put their well-being first throughout the year. Women’s bodies are constantly developing and changing, so knowing when these changes may happen and how to deal with them is crucial. You can find a doctor in your area to help you navigate those health care changes by going to <https://capitalhealth.com/directories/provider-directory>.



# Promoting Healthier Futures with Capital Health Plan

Dr. Amy Neal

Experts from Capital Health Plan are working to bring awareness to childhood obesity, which is an issue increasingly affecting our state and nation. We strive to foster healthy development and strengthen initiatives aimed at preventing childhood obesity, which occurs when a child’s weight exceeds the recommended range for their age and height – jeopardizing their overall well-being. Data from Florida Health Charts show that in 2021 almost one-third of Florida’s public middle and high school students indicated that they were grappling with overweight or obesity issues.

Obesity is a complex health concern with no single approach or solution. Obesity can be caused by numerous factors, including a person’s:

- Activity level
- Eating habits (what and how they eat)
- Genetic makeup
- Medications
- Underlying health problems

Many parents find themselves concerned about their children’s eating habits, fearing that their children might be eating too much or too little. Children commonly form preferences for particular foods, often less-than-nutritious things like mac and cheese, PB&J, chicken nuggets, etc. To alleviate worries while promoting healthy eating habits, it’s important to understand the roles both parents and children play in the eating process.

**Parents:** Your job is to offer healthy and nutritious food options at meal times. You decide what food is available, when it’s available, and where it’s available. You have the authority to create a healthy environment to support your child’s well-being.

**Children:** A child’s job is to properly select the amount of food they’ll eat. Children can have the autonomy to determine their own appetites and food preferences. When parents respect this autonomy, they allow their children to develop a positive relationship with healthy eating habits.

By understanding these unique roles, you can foster a balanced approach to healthy eating and proper nutrition for your children. Capital Health Plan recognizes the importance of fostering healthy lifestyles in children to effectively combat obesity. Among ways to help prevent childhood obesity:

- Eat together as a family as frequently as possible
- Make healthy food choices for meals
- Create a schedule for meal times to keep predictability
- Have meals often enough so snacking isn’t necessary
- Create a meal-time environment with no distractions such as TV
- Set screen time limits on electronic devices
- Integrate physical activity into your child’s daily life
- Stay up-to-date on doctors and dentist appointments

By prioritizing children’s health, creating supportive environments, and teaching healthy eating strategies, we can pave the way for a healthier future. Let’s all unite during National Childhood Obesity Week – and beyond – to build a society where children thrive, free from the burdens of obesity.



# Capital Health Plan’s Commitment to Quality Care Reaffirmed by Top NCQA Scores

Capital Health Plan (CHP), your trusted Health Maintenance Organization (HMO) in the Big Bend area, has once again secured its position as a leader in providing top-quality care to its members. The National Committee for Quality Assurance (NCQA), a highly regarded non-profit organization dedicated to enhancing health care quality, has awarded CHP with impressive scores, reaffirming its place among the nation’s best.

“We are immensely proud to receive this prestigious recognition from NCQA,” said Sabin Bass, President & CEO of Capital Health Plan. “Our team’s unwavering commitment to delivering exceptional care to our members lies at the core of our mission. Being consistently rated among the nation’s highest plans is a testament to our dedication. As we continue to serve our community, we draw additional motivation from such acknowledgments.”

The recently released NCQA Private Health Insurance Plan Ratings for 2023 show that CHP’s Commercial Plan has been awarded an impressive 4.5 out of 5 stars. This accolade makes CHP the highest-rated and sole NCQA 4.5-star Commercial Plan in Florida. The Medicare Health Insurance Plan Ratings for 2023 also recognized CHP’s Medicare Plan, giving it an equally exceptional 4.5 out of 5 stars. In fact, CHP is one of only two Medicare Plans in the state to attain this remarkable score.

In addition to these impressive ratings, CHP has received a perfect 5 out of 5 in such categories as “Member Rating of the Plan” and “Satisfaction with Health Care.”

Ken Boutwell, Chairman of CHP’s Board of Directors, commented, “Achieving these NCQA scores wasn’t just an organizational goal; it was a promise to our community. CHP, with its rich history since 1982, continues to uphold this promise with immense pride.”

These outstanding ratings are determined by integrating scores from various sources, including the Healthcare Effectiveness Data and Information Set (HEDIS®), feedback from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®), and NCQA Accreditation standards. These scores reflect consumer feedback and evaluate the effectiveness of different plans in both preventing and addressing health issues.

To delve deeper into Capital Health Plan’s commitment to delivering exceptional care and its impressive achievements, visit [capitalhealth.com](https://capitalhealth.com). Capital Health Plan remains dedicated to providing the highest quality health care services to its valued members, ensuring a healthier and happier community for all.



# Capital Health Plan Medicare Plan Achieves 4.5 Stars for Healthcare Quality

Capital Health Plan (CHP) has once again been recognized as a national health care leader, earning 4.5-out-of-5-star rating from the Centers for Medicare & Medicaid Services (CMS).

The 4.5 -star outcome in the CMS Star Ratings for 2024 validates CHP’s commitment to quality while solidifying its position as a top-rated plan in Florida. CHP is the leading plan in Tallahassee, according to the CMS ratings, and is among only a small percentage of plans in the country to receive this coveted rating.

Published annually, the CMS Star Ratings help Medicare consumers make health care decisions that best suit them. Measurements of the quality of health and pharmacy services in Medicare Advantage prescription drug plans can provide consumers and caregivers with insight into the comparative benefits, costs, and quality of various plans, assisting with decision-making. CHP earned its rating in part through its results on clinical indicators as well as survey feedback directly from you, our current members.

**Capital Health Plan (CHP)** is committed to offering affordable, comprehensive health care to its members. Now in its 39th year, CHP has grown to serve over 130,000 members in the Florida Panhandle and has an extensive physician network that includes three exclusive CHP health centers that provide preventive, primary, and specialty care services. Based out of Tallahassee, FL, it is an independent licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield companies. For more information, visit [www.capitalhealth.com](https://www.capitalhealth.com).

**Centers for Medicare & Medicaid Services (CMS)** is part of the Department of Health and Human Services (HHS). Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

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





# 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 Vessel, 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  
P.O. Box 15349  
Tallahassee, FL 32317-5349



HEALTH OR WELLNESS OR  
PREVENTION INFORMATION



An Independent Licensee of the Blue Cross and Blue Shield Association