

Healthline



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Fall Safety:

STAY SAFE AND ENJOY THE SEASON

As the leaves start to change and the air cools, fall brings new opportunities to enjoy the great outdoors, travel, and take part in seasonal festivities. While the cooler weather may be a relief, it's still important to stay mindful of safety. The National Safety Council (NSC) promotes safety year-round, so we've gathered a few tips to keep you and your family safe and healthy this fall.

Stay Warm and Dry:

With cooler days and chilly nights, it's important to prepare for varying temperatures. Keep these tips in mind to stay comfortable and avoid fall-related health risks

- **Dress in layers** to adjust to temperature changes throughout the day.
- **Stay dry** by wearing water-resistant gear, especially when participating in outdoor activities like apple picking or hiking.
- **Avoid overexertion** in cold weather, as it can increase your risk of hypothermia. Pace yourself and take breaks when necessary.

Don't Let Fall Bugs Bite:

Insects like ticks and mosquitoes can remain active well into fall, especially in wooded areas. Protect yourself with these precautions:

- **Use an EPA-registered insect repellent** when spending time outdoors.
- **Dress in long sleeves and pants**, especially when walking through grass or leaves.
- **Check for ticks** after hiking or playing outdoors, and shower to remove any lingering bugs.
- **Seek medical attention** if you or a loved one experiences severe reactions to insect bites.

Be Safe Around Water:

While fall may not be swimming season, safety around water is still critical, especially when visiting lakes, rivers, or areas near water features during fall activities.

- **Avoid water activities** if you don't know how to swim, and consider taking swimming lessons if you plan to engage in water sports.
- **Never swim alone** and always be aware of your surroundings.
- **Watch for slippery surfaces** near lakes and rivers, as wet leaves can cause accidents.
- **Be prepared** by knowing CPR and basic water rescue techniques.

Fall Travel Safety:

Whether you're taking a scenic drive through the countryside or heading to visit family, travel safety is key. Stay safe with these fall travel tips:

- **Prepare your car for cooler weather**, checking your tires, brakes, and windshield wipers before hitting the road.
- **Pack an emergency kit** with essentials like blankets, a flashlight, water, and a first aid kit.
- **Stay alert** by avoiding distractions, alcohol, and drowsy driving. The roads can become slick with wet leaves, so be cautious and drive defensively.
- **Mind your step** when walking in unfamiliar areas, whether indoors or outdoors, as falling leaves can make sidewalks and paths slippery.

Food Safety for Fall Gatherings:

With fall celebrations like Thanksgiving on the horizon, keep food safety in mind as you prepare meals for family and friends:

- **Wash your hands frequently**, especially when handling food.
- **Pack and store food properly** when traveling or hosting outdoor gatherings.
- **Stay aware of food allergies** when sharing meals with others, and label dishes when possible.

By following these tips, you can enjoy a safe and fun-filled fall. For more information on safety throughout the season, visit the National Safety Council at <https://www.nsc.org>.



Meet Our Newest Physicians

with the Physician Group of Capital Health Plan



Dr. William "Barry" Bradley

William "Barry" Bradley grew up in Panama City, Florida before moving to Tallahassee to attend Florida State University. He earned both his bachelor's degree in exercise physiology and his medical degree from FSU. While completing his medical education at the FSU College of Medicine, Barry enjoyed learning about every organ system and disease process, in addition to building relationships with patients of all ages and backgrounds. This led him to find his home in Family Medicine. He completed his residency training at Tallahassee Memorial Healthcare and is thankful for the opportunity to serve the members of CHP as a primary care provider.



Dr. Jeremy Maxwell

Dr. Maxwell is a board-certified Family Medicine physician at the Centerville Place location. He was born in Jamaica and after graduating with his medical degree from The University of the West Indies in Jamaica, he completed his Family Medicine Residency at Tallahassee Memorial Hospital in 2024. He enjoys building relationships and providing continuity of care with patients of all ages. In his spare time, he enjoys spending quality time with his family, playing and watching sports, going to the beach, walking the trails of parks within Tallahassee, and exploring new cuisines.



Dr. Mervin Wallace

Dr. Wallace is board certified in Family and Geriatric Medicine and will be practicing as a Primary Care Physician at the Nancy Van Vesse, M.D., Center for Healthy Aging located at the Metropolitan Boulevard location. Dr. Wallace has practiced medicine in Tallahassee since 2006. He performed his residency in Brooklyn, NY at the State University New York system, Kings County Hospital Center/SUNY Downstate Medical Center and completed his Geriatric Medicine Fellowship at North Shore University Hospital, in New Hyde Park, NY.

For more information or to select one of these physicians as your primary care physician, please **call member services** at **(850) 383-3311**

CAPITAL HEALTH PLAN AWARDED 4.5 OUT OF 5 STARS FROM NCQA AND CMS!

NCQA Ratings

Capital Health Plan has again been recognized by the National Committee for Quality Assurance (NCQA). In the 2024 NCQA Health Plan Ratings, CHP maintains its position as one of the highest-rated health plans in the nation.



- CHP's Commercial Plan is rated 4.5 out of 5 stars in NCQA's Private Health Insurance Plan Ratings 2024, making CHP the highest-rated and only NCQA 4.5-star Commercial Plan in Florida. Out of over 1,000 health plans reviewed by NCQA, only three plans in the nation were rated higher than CHP in the Commercial line of business.
- NCQA's Medicare Health Insurance Plan Ratings 2024 awarded CHP's Medicare Plan a rating of 4.5 out of 5 stars, making it the highest-rated and only 4.5-star Medicare plan in Florida.
- CHP scored a 5 out of 5 for "Member Rating of the Plan" and "Satisfaction with Health Care."

The ratings are based on comprehensive evaluations by NCQA using data from the Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®), and NCQA Accreditation standards, which assess health plans' effectiveness in providing care, preventing illness, and keeping members healthy.

CMS Star Ratings

CHP has also maintained a 4.5-star rating from the Centers for Medicare & Medicaid Services (CMS) for its Medicare plans in 2025, positioning it among the nation's top-rated plans



This prestigious rating highlights CHP's unwavering commitment to quality care, outstanding customer service, and strong clinical outcomes. The CMS Star Ratings assist Medicare consumers in making informed choices by evaluating health plans based on quality and cost.

Centers for Medicare & Medicaid Services (CMS) is part of the U.S. 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.

Upcoming Nov – Dec

Savvy Senior Presentations and Medicare Benefit Seminars

Check our website at
capitalhealth.com/calendar
for more information.

SAVVY SENIOR SERIES

Fall Prevention

- December 6, 2024, 12:00 pm
Governor's Square Health Center
1491 Governor's Square Blvd., Tallahassee

MEDICARE BENEFIT SEMINARS

Silver Advantage (HMO), Advantage Plus (HMO), & Preferred Advantage (HMO)

- November 22, 2024, 10:00 am
Governor's Square Health Center
1491 Governor's Square Blvd.,
Tallahassee
- December 6, 2024, 10:00 am Governor's
Square Health Center
1491 Governor's Square Blvd.,
Tallahassee

CHPConnect: Your All-In-One Health App

In the whirlwind of everyday life, managing your health should feel like a breeze anywhere you are. CHPConnect, the official mobile app of Capital Health Plan (CHP), has quick and easy access to all your health information at your fingertips. Here are key features that make CHPConnect a must-have for all CHP members:

Find a Provider or Facility With Ease

Do you need to locate a doctor, specialist, or healthcare facility in your network? The "Find a Provider" feature lets you quickly search for and pinpoint the healthcare professionals or services you need anywhere. CHP ensures that finding care is always convenient.

View Recent Medical and Pharmacy Claims

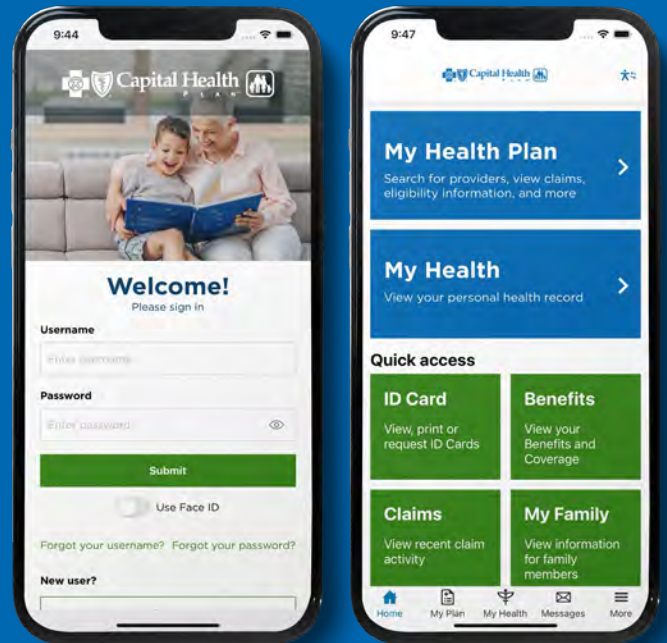
Are you wondering about your claims? CHPConnect offers a list of your most recent medical and pharmacy claims. The app helps you keep track of your healthcare expenses and ensures you always know the status of your claims.

Access Your Card Anytime

Understanding your health plan is critical to making informed decisions. The app allows you to review your plan's benefits, including up-to-date information on deductibles, out-of-pocket costs, and a detailed benefit summary. This feature guarantees that you're always aware of what is covered under your plan.

Stay Informed About Deductibles and Out-of-Pocket Costs

No more guessing! CHPConnect updates you on how much you've spent toward your deductible and out-of-pocket maximums. This real-time access helps you manage your healthcare budget and plan for upcoming expenses.



Getting started with CHPConnect is simple. Use your existing CHP credentials to register in the app. Once you've registered, you'll receive an access code via mail or by calling Member Services at 850-383-3311.

CHP Members can download the app from Apple's App Store and Google Play. Search for "CHPConnect" or scan the QR code found on CHP's website to get started. If you need more information about the app, visit capitalhealth.com/mobile-app.

With its user-friendly features, CHPConnect makes managing your health simple and accessible. From finding providers to reviewing your benefits, this app ensures you have the tools to stay on top of your healthcare. Register today and take advantage of the CHPConnect app.

CONNECT TO CARE

what to know **BEFORE** you go

AMWELL TELEHEALTH

Amwell.com

Allergies or coughing

Cold, flu, or fever

Earache

Minor infections, including UTIs

Upper respiratory symptoms



REMOTE
ACCESS



QUICK
RESPONSE



AVAILABLE
24/7

CHP URGENT CARE

850.383.3382

Allergies or coughing

Cold, flu, or fever

Minor infections, including UTIs

Strains, sprains, or breaks

Nausea, vomiting, diarrhea

Minor burns



LOWER
COPAY



SHORTER
WAIT TIME



EXTENDED
HOURS

EMERGENCY ROOM

If you have a life-threatening illness or injury, call 911 right away.

Major trauma

Stroke

Chest pain

Severe abdominal pain

Numbness in limbs

Severe shortness of breath



HIGHER
COPAY



LONGER
WAIT TIME



OPEN
24/7



Learn more about CHP resources at [CapitalHealth.com](https://www.CapitalHealth.com)



Capital Health Plan Advantage Plus (HMO), Preferred Advantage (HMO) and Retiree Advantage (HMO) are HMO plans with a Medicare contract. Enrollment in Capital Health Plan Advantage Plus, Preferred Advantage and Retiree Advantage depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/ coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. You must continue to pay your Medicare Part B premium. 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 ed pou lang ki disponib gratis pou ou. Rele 1-877- 247-6512 (TTY: 1-877-870-8943).

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 by visiting capitalhealth.com/urgentcare

Go to the CHP Urgent Care webpage and click the link that looks as the one shown below:

SCHEDULE SAME-DAY APPOINTMENT >

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

*Visit our website for additional locations.

Celebrating 20 Years of CHP CHAMPIONS™

TALLAHASSEE, FLA., SEPT. 19, 2024

Capital Health Plan (CHP), the Big Bend's trusted health care partner, today proudly marked the 20th anniversary of its CHAMPIONS™ Student Fitness Program with a celebration at Gilchrist Elementary School, where the program began. CHP CHAMPIONS™ Student Fitness Program is a local initiative dedicated to promoting community health and reducing childhood obesity through school-based fitness activities.

The program was the focus of a news conference featuring Mayor John Dailey, CHP President and CEO Sabin Bass, Titus Sports Academy CEO Adam Faurot, Leon County School Board Member Laurie Cox, President & CEO Greater Tallahassee Chamber of Commerce/World Class Schools Sue Dick, CHP Family Medicine Physician Dr. Amy Neal, Rocky Hanna, Leon County Superintendent of Schools and Gilchrist, Elementary Principal Scotty Crowe.

Since 2004, the CHP CHAMPIONS™ Student Fitness Program has benefited over 20,000 students a year and over 120,000 unique students across six counties. The program's curriculum enhances gross motor skills, flexibility, posture, balance, and coordination, fostering long-term physical development and a healthier future for our community's youth.

"In the 2022-23 school year alone, the CHP CHAMPIONS™ Student Fitness Program reached a record 20,400 students," said Sabin Bass, President and CEO of Capital Health Plan. "Reaching the 20-year milestone is a testament to our partners' commitment to improving children's health and fitness, and we look forward to many more years of enhancing the lives and well-being of children throughout the community."

<https://www.mychampions.com/impact>





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



HEALTH OR WELLNESS OR
PREVENTION INFORMATION

