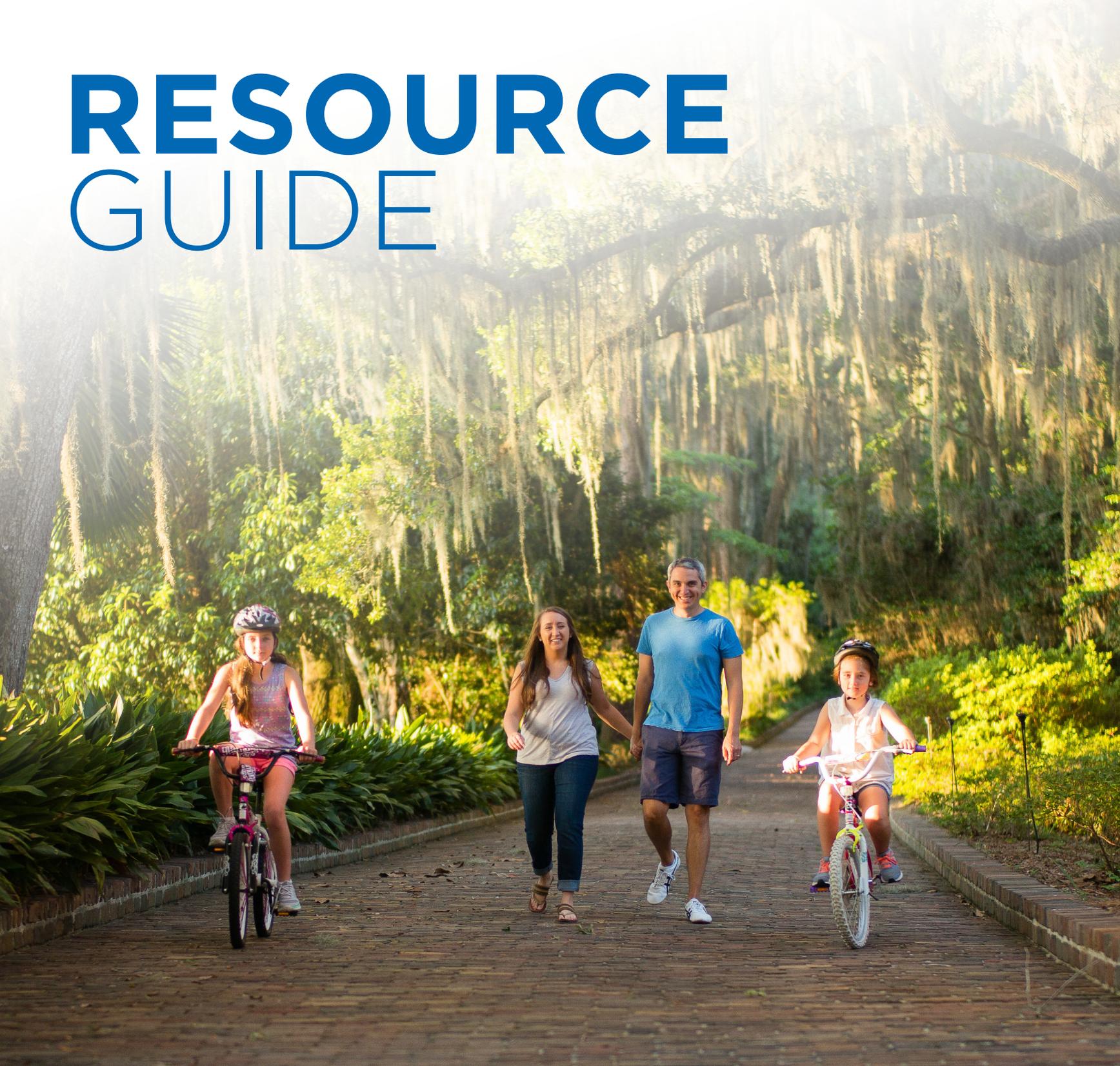


RESOURCE GUIDE



LOCAL. TRUSTED.

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LOCAL. TRUSTED.

About Capital Health Plan

Becoming a member of Capital Health Plan (CHP) helps protect you against the high cost of health care. We offer comprehensive care through our network of physicians, hospitals and other service providers, with competitive premiums and robust plan designs.

Service Area and Eligibility

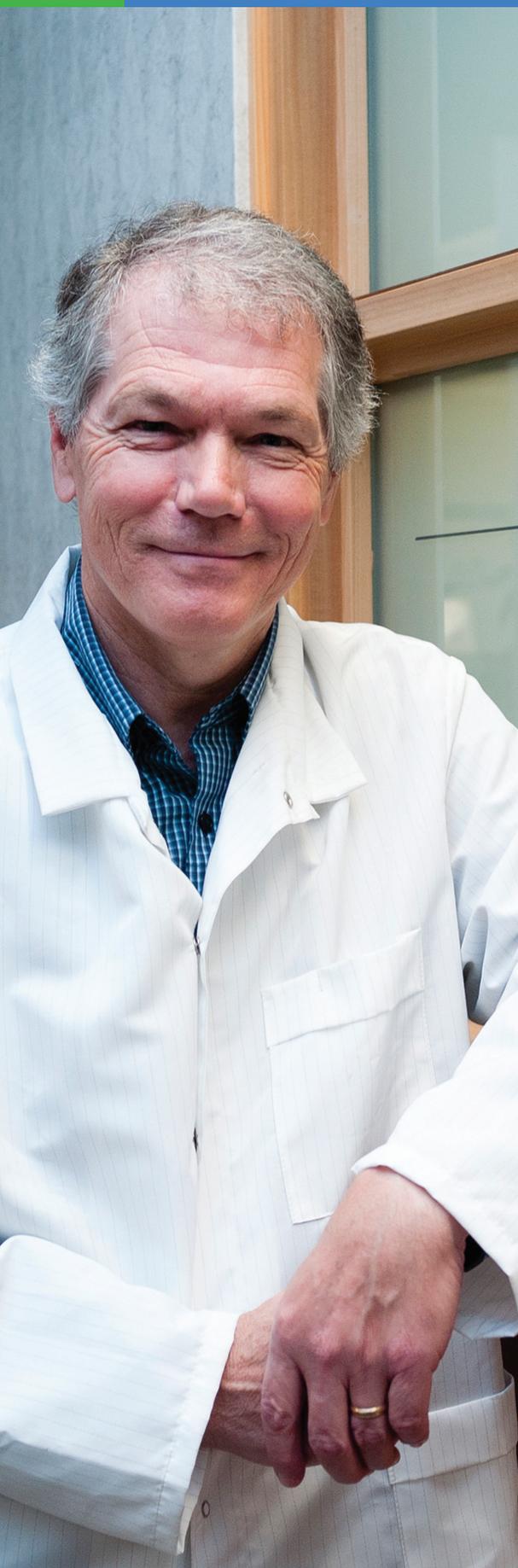
Capital Health Plan proudly serves Calhoun, Franklin, Gadsden, Jefferson, Leon, Liberty, and Wakulla counties in Florida.

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.



LOCAL. RESOURCE.

With our commitment to preventive care, Capital Health Plan offers our members something unique. Not only do we manage their health care through our large provider network, but we also have physicians and medical professionals who deliver care directly to our members at two high-quality health centers.



CHP Centerville Place Health Center 2140 Centerville Place, Tallahassee, FL

The Centerville Place Health Center offers primary care physician services, X-ray and lab services, CHP's Colon Screening Program, and an eye care center. This facility is also home to CHP's Urgent Care Center.

CHP Governor's Square Health Center 1491 Governor's Square Blvd., Tallahassee, FL

The Governor's Square Health Center offers primary care physician services, X-ray and lab services, digital mammography, select imaging services, and an eye care center. This facility is also home to CHP's Center for Chronic Care.

CHP Administrative Services 1545 Raymond Diehl Rd., Tallahassee, FL

The Administrative Services facility is home to CHP's Medicare Sales, Member Services, and Sales & Account Management departments. Appointments are available and walk ins are welcome.

Questions?

Member Services

**850.383.3311
or 1.877.247.6512**

8:00 a.m. - 5:00 p.m.,
Monday - Friday

Medicare members, please call:

850.523.7441 or 1.877.247.6512

October 1 - February 14:

8:00 a.m. - 8:00 p.m., seven days a week

February 15 - September 30:

8:00 a.m. - 8:00 p.m., Monday - Friday

TTY 850.383.3534 or 1.877.870.8943

Sales & Account Management:

850.523.7333

8:00 a.m. - 5:00 p.m., Monday - Friday

LOCAL. EVERYWHERE.

Physician Network

Capital Health Plan members have access to a network of over 450 physicians, including exclusive access to the Physician Group of Capital Health Plan located at CHP's two health centers.

CHP's health centers offer a broad range of preventive, primary and specialty care services including evening and weekend urgent care, lab services, X-ray digital mammography, colon screening, an eye care service, wound care, and a center focused on the needs of chronically ill members.

The Physician Group of Capital Health Plan is focused solely on taking care of CHP members. Whether you are a longtime patient or new to their practice, every aspect of your patient-centered medical care is coordinated by a primary care physician dedicated to improving your health.

In addition, Capital Health Plan also has an extensive network of affiliated primary and specialty care physicians located throughout our service area who provide care to our members in their own offices. Capital Health Plan's network also includes hospitals and other clinical facilities throughout the service area and Centers of Excellence located throughout the Southeast for use when medically appropriate.

National Pharmacy Network

Capital Health Plan has a nationwide pharmacy network. To find a pharmacy near you, visit capitalhealth.com/network and use the Pharmacy Locator.

Worry-Free Travel

Capital Health Plan members are covered for urgently needed care anywhere and anytime in the United States, and for emergencies anywhere in the world. We also participate in the BlueCard Program® and the Away From Home Care® programs. These programs provide coverage when appropriate for our members who are traveling outside the service area or living outside the area for an extended time.

The BlueCard Program®

When you travel outside Capital Health Plan's service area, your coverage travels with you, The BlueCard® Program, including BlueCard Worldwide®, gives you access to BlueCard® participating providers and the independent BlueCross® and/or BlueShield® organizations throughout the world for both emergency and urgent care services. As with your Capital Health Plan membership, you won't have to fill out any claim forms or pay upfront when receiving services—as long as you use a BlueCard® provider.

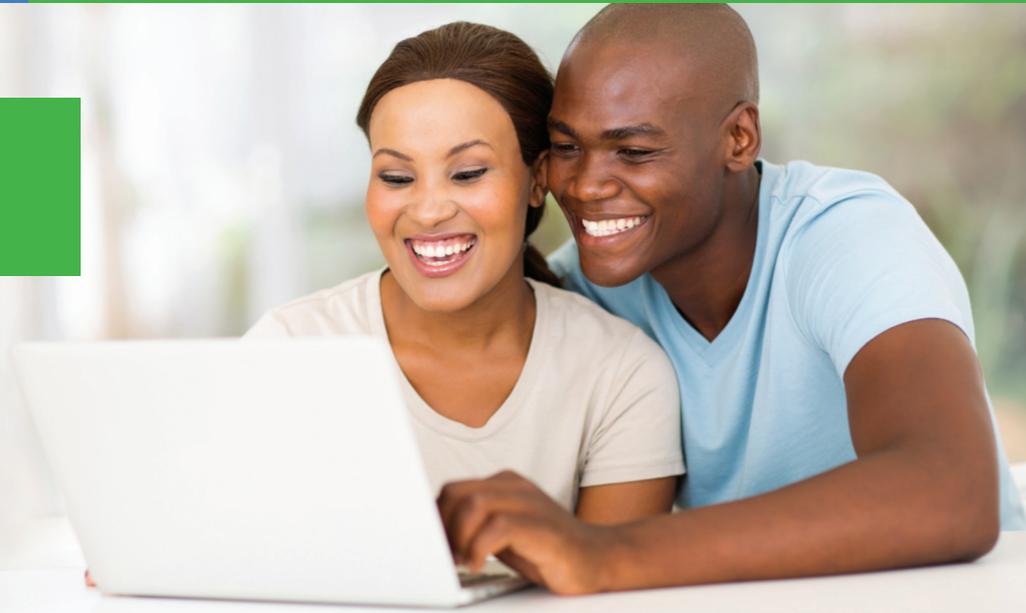
Away From Home Care® (AFHC®)

Capital Health Plan participates in AFHC® to cover routine and emergency care for members who are out of our service area for 90 or more consecutive days. Members can take advantage of the AFHC® benefit when families are apart, such as when a child is away at college, or during periods of long-term travel. Members should call Capital Health Plan Member Services to check their eligibility and to begin the application process.

LOCAL. ANSWERS.

Online Tools

No matter what you want to know, we'll help you find the answer.



Healthwise® Knowledgebase

The Healthwise® Knowledgebase is a searchable medical encyclopedia providing descriptions of symptoms, pictures, and treatment options. Covering more than 8,000 topics on health conditions, medical tests and procedures, medications, and everyday health and wellness issues, this tool helps members learn more about their health and become active partners with their doctors.

- **Video Library**

The Healthwise® Video Library is a searchable database of educational videos on a range of health topics. These videos will show members things that might be difficult to grasp with just words—“how-to” medical instructions, explanations of complex concepts, even illustrations of medical procedures that members may be facing. Videos that explain what will happen, and why, can help reduce anxiety.

- **Symptom Checker**

Symptom-based interactive topics can help members assess health concerns and determine when to seek care from a health professional. Members will receive treatment recommendations based on individual responses to triage questions. Topics also include significant self-care information so members can learn how to treat conditions at home when appropriate and prevent a future occurrence. The information will also help members prepare for appointments.

- **Shared Decision Making tools**

Decision Points help members determine the right course of action when making critical health treatment decisions. Members can even “try on a decision” to see what works best for them. Decision Points provide the framework and information necessary for members and their doctors to make wise health care decisions together.

Visit capitalhealth.com to:

- Access benefit documents and order a new ID card through CHPConnect.
- Search for a provider, facility, pharmacy, or medication.
- Check your symptoms, watch in-depth health videos, read health articles, and use online medical decision-making tools with the Healthwise® Knowledgebase.

Health Information Line

24-hour resource staffed by health care professionals who can assist members with their health-related questions. 850-383-3400.

Amwell: Telehealth Services

Amwell offers a faster, easier way to see a physician. You can have a video visit with a doctor anytime via the web or via our mobile app. Amwell is easy to use, private, and secure. Enrollment is free, and the cost per visit is just \$15.00*. Available day or night, Amwell is perfect when you're traveling, your physician's office is closed, you're feeling too sick to travel to see someone in person, or you are looking for an alternative to an Urgent Care visit. Through Amwell, you can take care of the most common issues, such as colds, flus, fevers, rashes, sinusitis, ear infections, and pink eye.

*The \$15.00 copayment may vary, depending on your plan or level of coverage.
Not available for State of Florida employee members.

Health & Fitness Reimbursement

Reward yourself for working hard! Capital Health Plan members can receive up to \$150 per calendar year, per household, to put toward health and fitness expenses.





Capital Health
P L A NSM



An Independent Licensee of the Blue Cross and Blue Shield Association

Nondiscrimination and Accessibility Notice (ACA §1557)

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. Capital Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Capital Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services at one of the numbers listed below.

If you believe that Capital Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Capital Health Plan's Compliance and Privacy Officer:

2140 Centerville Place
Tallahassee, FL 32308

Phone: Member Services 850-383-3311, 1-877-247-6512, TTY 850-383-3534 or 1-877-870-8943,
Fax: 850-523-7419, Email: memberservices@chp.org. Medicare members or prospective members call 850-523-7441 or 1-877-247-6512 (TTY 850-383-3534 or 1-877-870-8943) 8:00 a.m. - 8:00 p.m., seven days a week, October 1 - February 14; 8:00 a.m. - 8:00 p.m., Monday - Friday, February 15 - September 30. State of Florida members call 1-877-392-1532, 7:00 a.m. - 8:00 p.m.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Member Services Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human
Services, 200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Have a disability? Speak a language other than English? Call to get help for free.
1-877-247-6512, TTY/TDD 850-383-3534 or 1-877-870-8943**

Vous souffrez d'un handicap ? Vous parlez une autre langue que l'anglais ? Appelez pour obtenir une aide gratuite. 1 877 247 6512, Télécopieur/ATME 850 383 3534 ou 1 877 870 8943

Hai una disabilità? Non parli inglese? Chiama uno di questi numeri per chiedere assistenza gratuita: 1-877-247-6512, TTY/TDD 850-383-3534 o 1-877-870-8943

**هياي نا اجملا ةدعاسملا يلع لوصح ل لصتا؟ ةيزي لجنلا ةغلل ريغ ةغل ثدحت له؟ ةقاع نم يناعت له
1-877-247-6512 و 850-383-3534 لوصح ل لصتا ل يفتاهلا لاصتالا زاغج TDD/ي صنلا فتاهلا تTY و 1-877-870-8943**

Haben Sie eine Behinderung? Möchten Sie mit uns in einer anderen Sprache als Englisch kommunizieren? Rufen Sie an, um kostenlos Unterstützung zu erhalten. 1-877-247-6512, TTY/TDD 850-383-3534 oder 1-877-870-8943

¿Tiene una discapacidad? ¿Habla algún otro idioma que no sea inglés? Llame para obtener ayuda
1-877-247-6512, TTY/TDD 850-383-3534 o al 1-877-870-8943
gratis.

نی اے ناگیار کمرک تفاعی رد یارب؟ دی نیک یم تب حص یسی لگنا زجب ی نابز هب؟ دی راد ی صاخ ی ناوتان
دی ری گب سامت اه هرامش
1-877-247-6512, TTY/TDD 850-383-3534 ای 1-877-870-8943

અનુગતતા છે? ઇંગલેશિ કરતાં અન્ય ભાષા બોલો છો? નશ્ચિલ્ક મદદ મેળવવા કોલ કરો. 1-877-247-6512, TTY/TDD 850-383-3534 અથવા 1-877-870-8943 પર

Ou gen yon andikap? Ou pale yon lang ki pa Anglè? Rele pou jwenn èd pou gratis?
1-877-247-6512, TTY/TDD 850-383-3534 oswa 1-877-870-8943

장애가 있으십니까? 영어가 아닌 다른 언어를 사용하십니까? 전화하십시오. 무료로 도와드립니다. 1-877-247-6512, TTY/TDD 850-383-3534 또는 1-877-870-8943

Jesteś osobą niepełnosprawną? Mówisz w języku innym niż j. angielski? Zadzwoń, aby uzyskać bezpłatną pomoc. 1-877-247-6512, TTY/TDD 850-383-3534 lub 1-877-870-8943

Tem algum tipo de incapacidade? Fala outra língua que não o inglês? Ligue para obter ajuda gratuitamente. 1-877-247-6512, TTY/TDD 850-383-3534 ou 1-877-870-8943

Ваши возможности ограничены по состоянию здоровья? Вы не говорите по-английски? Обратитесь за бесплатной помощью по телефону: 1-877-247-6512, TTY/TDD 850-383-3534 or 1-877-870-8943

您是殘障人士嗎？您不會說英語嗎？請撥打電話以免費獲取幫助。電話號碼：1-877-247-6512；TTY/TDD（聽障人士）：850-383-3534 或 1-877-870-8943

Ikaw ba ay may kapansanan? Ikaw ba ay nakakapagsalita ng ibang wika maliban sa Ingles? Tumawag upang makakuha ng lib्रेng tulong. 1-877-247-6512, TTY/TTD 850-383-3534 o sa 1-877-870-8943.

您是否是障礙人士？您是否不會講英語？請撥打電話以取得免費協助。
1-877-247-6512，聽障者請使用 TTY/TDD 850-383-3534 或 1-877-870-8943

พิการหรือเปล่า? พูดภาษาอื่นที่ไม่ใช่ภาษาอังกฤษหรือเปล่า? โทรเพื่อขอความช่วยเหลือฟรี
1-877-247-6512, TTY/TDD 850-383-3534 หรือ 1-877-870-8943

Quý vị có khuyết tật? Quý vị nói ngôn ngữ khác mà không phải tiếng Anh? Vui lòng gọi để được trợ giúp miễn phí. 1-877-247-6512, TTY/TDD 850-383-3534 hoặc 1-877-870-8943

If you have any questions or concerns related to this, please call our Member Services Department, Monday through Friday 8 am – 5 pm at 850-383-3311 or 1-877-247-6512. Medicare members or prospective members call 850-523-7441 or 1-877-247-6512 (TTY 850-383-3534 or 1-877-870-8943) 8:00 a.m. - 8:00 p.m., seven days a week, October 1 - February 14; 8:00 a.m. - 8:00 p.m., Monday - Friday, February 15 - September 30. State of Florida members call 1-877-392-1532, 7:00 a.m. - 8:00 p.m.

Capital Health Plan contact information is located on our website: <http://www.capitalhealth.com/Capital-Health-Plan/Contact-Us>



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P.O. Box 15349
Tallahassee, FL 32317-5349
850.383.3311
capitalhealth.com