

RESOURCE GUIDE



LOCAL. TRUSTED.

TABLE OF CONTENTS

3. **Local. Trusted.**

Learn more about the highest-rated health plan in Florida.

4. **Local. Resource.**

Find clinical locations and administrative services.

5. **Local. Everywhere.**

Explore our health plan network.

6. **Local. Answers.**

Access online tools and health resources.





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.

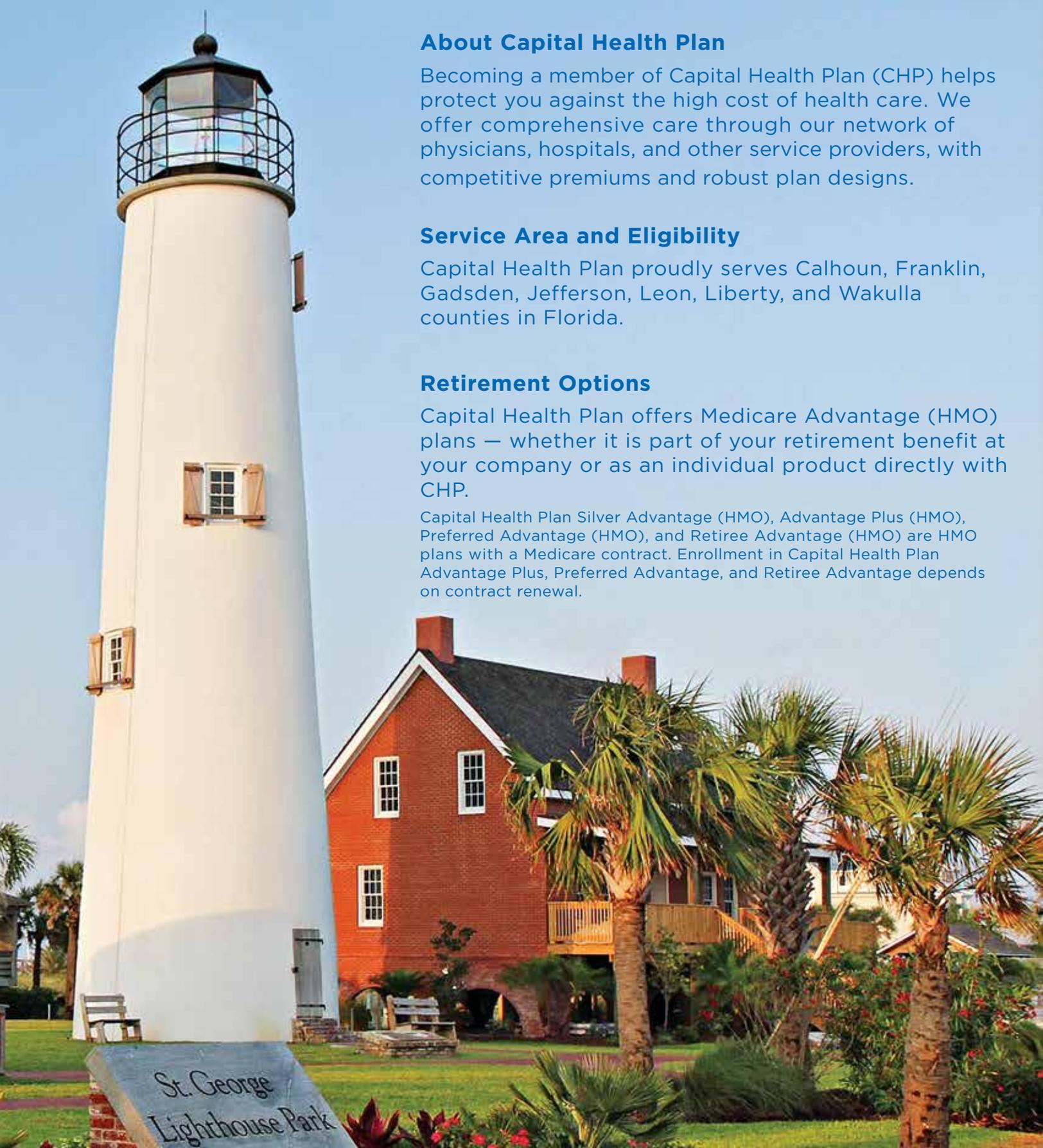
Service Area and Eligibility

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

Retirement Options

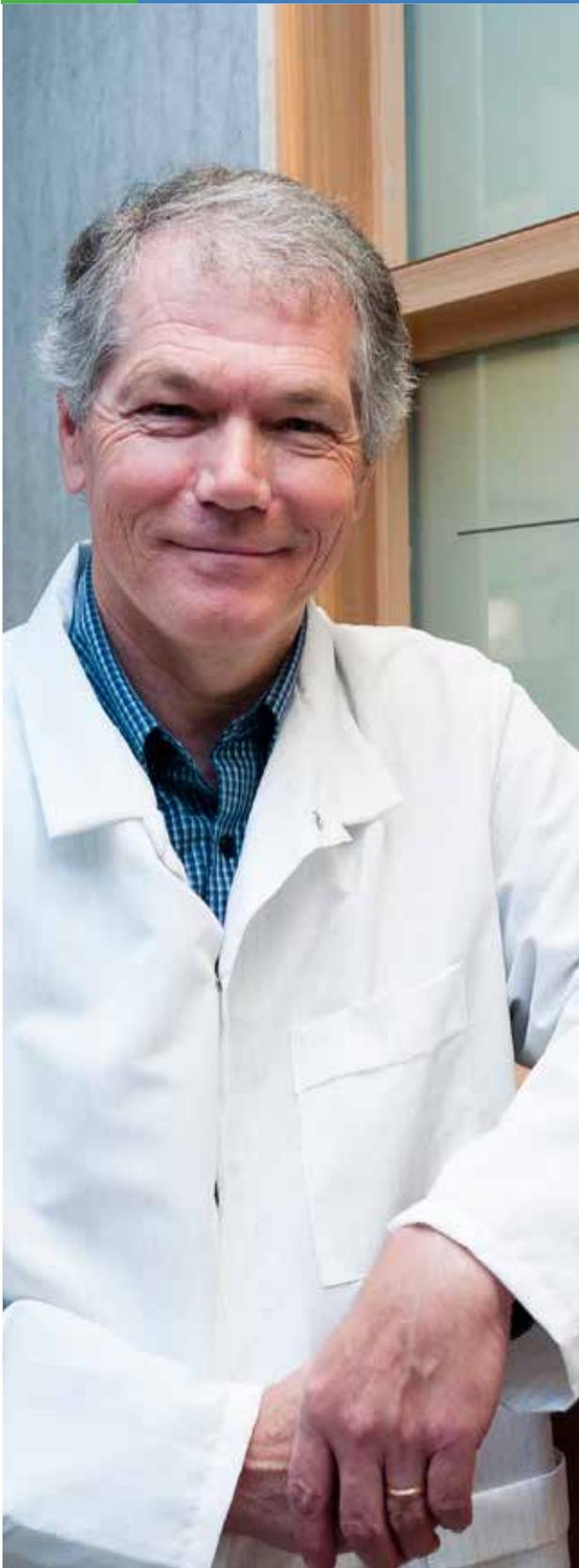
Capital Health Plan offers Medicare Advantage (HMO) plans — whether it is part of your retirement benefit at your company or as an individual product directly with CHP.

Capital Health Plan Silver Advantage (HMO), 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 three local health centers



CHP Metropolitan Health Center 1264 Metropolitan Blvd., Tallahassee, FL

Our newest facility included physician offices, an urgent care center, imaging, lab services, wound care, and the new Nancy Van Vesse, M.D., Center for Healthy Aging — a center designed with our growing senior population in mind. This facility is also home to CHP's Urgent Care Center.

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.

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.

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 – March 31:
8:00 a.m. – 8:00 p.m., seven days a week

April 1 – September 30:
8:00 a.m. – 8:00 p.m., Monday – Friday

TTY 850.383.3534 or 1.877.870.8943

LOCAL. RESOURCE.

Capital Health Plan Health Centers

Our health centers provide member-only access and have been designed to support the health care needs of our community long into the future. Our facilities support our mission of providing quality, evidence-based care with nationally recognized customer service exclusively for our members. Our health centers offer a wide range of services such as primary care, specialty care, imaging, and more for your convenience.

Physician Network

Capital Health Plan members have access to a large, stable network of physicians, including exclusive access to the Physician Group of Capital Health Plan located at CHP's three 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. Our network also includes hospitals and other clinical facilities throughout the service area and Centers of Excellence 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.

CHPConnect

Our secure online portal where members can review their benefit documents, select a primary care physician, review lab results, request an ID card, and much more.

LOCAL. EVERYWHERE.

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 BlueCross BlueShield Global Core[®] 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.

BlueCross BlueShield Global Core[®] Program

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

Telehealth Services

CHP offers telehealth services through the Physician Group of Capital Health Plan, CHP's Urgent Care Center, or our contracted provider Amwell. You can have a video visit with a doctor via the web or a mobile app. Telehealth is easy to use, private, and secure. Many affiliate physicians within our network also offer telehealth services.

Amwell is available 24/7 — 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, flu, fevers, rashes, sinusitis, ear infections, and pink eye.

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. Visit capitalhealth.com for more information.



Capital Health
P L A NSM

An Independent Licensee of the Blue Cross and Blue Shield Association



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