

2024
CAPITAL HEALTH PLAN
FEHB
OPEN ENROLLMENT BENEFITS OVERVIEW



CAPITAL HEALTH PLAN

- Capital Health Plan (CHP) has consistently been recognized as one of the **top plan in Florida** and among the highest-rated plans in the nation.
- According to National Committee for Quality Assurance (NCQA's) Private Health Insurance Plan Ratings 2020-2021, **CHP's Commercial plan is rated 4 out of 5.**
- According to National Committee for Quality Assurance (NCQA's) Medicare Health Insurance Plan Ratings 2021-2022, **CHP's Medicare plan is rated 4.5 out of 5.**



Metropolitan Health Center

1264 Metropolitan Blvd.
Tallahassee, FL

Services Included:

- Physician Offices
- Urgent Care
- Nancy Van Vessem, M.D.,
Center for Healthy Aging
- Center for Complex Care
- Lab Services
- Imaging
- Wound Care



Centerville Place Health Center

2140 Centerville Place
Tallahassee, FL

Services Included:

- Physician Offices
- Pediatrics
- Eye Care
- Lab Services
- Imaging
- Colon Screening Program



Governor's Square Health Center

1491 Governor's Square Blvd.
Tallahassee, FL

Services Included:

- Physician Offices
- Eye Care
- Lab Services
- Imaging
- Mammography
- Infusion Center

> 2024 BENEFITS

Changes for 2024

▶ Program wide changes

- No Program-wide changes for 2024

▶ Changes to this Plan

Your share of the premium rate will increase for Self Only, Self Plus One, and Self and Family.

- Capital Health Plan will provide coverage of artificial insemination (AI): intrauterine insemination (IUI), intravaginal insemination (IVI), and intracervical insemination (ICI) for three cycles annually. Pre-approval will be required for this benefit. Members utilizing this service will pay a \$60 copayment for a specialist visit or \$250 copayment per ambulatory surgical center facility visits.

A full Summary of Benefits can be found online at
CapitalHealth.com/FEHB

> 2024 BENEFITS

Changes for 2024

- ▶ Capital Health Plan will cover oral and injectable drugs associated with in vitro fertilization (IVF) procedures for three cycles annually when deemed medically necessary. Injectable drugs given at a provider's office would be covered under the medical benefit and oral or self-administered medications and injectables would be covered under prescription drug benefit. Oral and injectable drugs associated with IVF medications will require prior authorization and include quantity limits.
- ▶ Capital Health Plan will cover oral and injectable drugs associated with artificial insemination when deemed medically necessary. Injectable drugs given at a provider's office would be covered under the medical benefit and oral or self-administered medications and injectables would be covered under prescription drug benefit. Oral and injectable drugs associated with artificial insemination medications will require prior authorization and include quantity limits.
- ▶ Capital Health Plan will provide coverage for medically necessary gender affirming care services – including facial gender affirming surgeries. Gender affirmation services will require prior authorization and all services must be performed by a Capital Health Plan contracted or designated provider and/or facility.

A full Summary of Benefits can be found online at
CapitalHealth.com/FEHB

> 2024 BENEFITS

Changes for 2024

- ▶ Capital HealthPlan's service area has been expanded to Madison and Taylor counties in North Florida.
- ▶ Capital Health Plan will increase the member's cost share for DME benefits from nothing to 20% of the Plan's allowance. The DME must be prescribed by a plan physician and requires preauthorization.
- ▶ Capital Health Plan will increase the copayment for inpatient hospital visits from \$250 copay per day/maximum two (2) days per admission for inpatient hospitalization to \$250 copay per day (days one (1) through six (6) only)/maximum \$1,500 per admission.

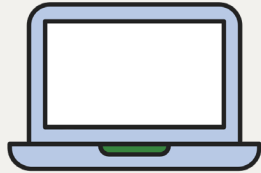
A full Summary of Benefits can be found online at
CapitalHealth.com/FEHB

> HOW TO ACCESS SERVICES

- Go to a **contracted provider**
- You pay the **applicable copayment or coinsurance** at the time of service

> PRIMARY CARE PHYSICIANS

Find network providers:

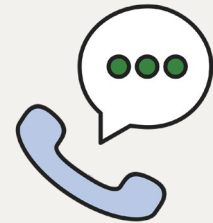


CapitalHealth.com



Provider Directory

capitalhealth.com/directories/provider-directory



Member Services

850-383-3311

SELECT OR CHANGE PRIMARY CARE PHYSICIAN



- Contact Member Services at **850-383-3311**
- Authorizations or orders for lab, x-ray, specialty care, and hospitalizations are obtained through Primary Care Physician
- Emphasize preventive services through office visits, physicals, immunizations, and diagnostic testing



> SPECIALISTS

300+

SPECIALISTS IN NETWORK

- **No referral necessary** for office visit or consultation
- **Pre-authorization required** for procedures and some diagnostics



PARTICIPATING HOSPITALS

- Tallahassee Memorial Hospital
- HCA Florida Capital Hospital
- Select Specialty Hospital
- Calhoun-Liberty Hospital
- George E. Weems Memorial Hospital
- UF Health Shands Hospital

Authorizations Are Required For:

- All Inpatient Admissions, other Centers of Excellence

> WORRY-FREE TRAVEL

Emergencies and urgently needed care are
covered anywhere in the world

You are **not required** to use Capital Health Plan providers or call first – notify PCP/CHP as soon as possible after your visit

Emergency Room



should be used
to treat emergency
medical conditions

Urgent Care



should be used for an
illness, injury, or condition serious
enough to seek care right away,
but not so severe as to require
ER care

Amwell Telehealth



should be used for
minor illness that you
would normally go to
your Primary or Urgent
Care physician

CONNECT TO CARE:

What to Know Before You Go

AMWELL TELEHEALTH

Amwell.com

Allergies or coughing

Cold, flu, or fever

Earache

Minor infections, including UTI

Upper respiratory symptoms

CHP URGENT CARE

850.383.3382

Allergies or coughing

Cold, flu, or fever

Minor infections, including UTI

Strains, sprains, or breaks

Nausea, vomiting, diarrhea

Minor burns

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



LOWEST
COPAY



LOWER
COPAY



HIGHER
COST SHARE



QUICK
RESPONSE



SHORTER
WAIT TIME



LONGER
WAIT TIME



AVAILABLE
24/7



EXTENDED
HOURS



OPEN
24/7





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or web access **24/7/365**

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for “Amwell”

STEP 1

Enroll to create your account

STEP 2

Enter Service Key **CHP**

STEP 3

Select the doctor you'd like to see



> URGENT CARE

When your Primary Care Physician is not available and you need immediate help, but not the Emergency Room

Capital Health Plan Urgent Care



1264 Metropolitan Blvd.
Tallahassee, FL 32312

11 a.m. to 10 p.m., Mon - Fri
9 a.m. to 8 p.m., Sat - Sun

Call **850-383-3382** for
an appointment

TMH Urgent Care



1541 Medical Dr.
Tallahassee, FL 32308

10 a.m. to 10 p.m.

850-431-6824

TMH Physician Partners - Quincy



178 Lasalle Leffall Dr.
Quincy, FL 32351

9 a.m. to 8 p.m., Mon – Thurs
9 a.m. to 5 p.m., Fri – Sat

850-875-3600

Copay is a specialist copayment.

> URGENT CARE

When your Primary Care Physician is not available and you need immediate help, but not the Emergency Room

Tallahassee Memorial Urgent Care Clinic at Southwood



3900 Esplanade Way
Tallahassee, FL 32311

9 a.m. to 8 p.m., Mon - Thu
9 a.m. to 5 p.m., Fri - Sat

850-431-3868

Tallahassee Memorial Walk In Clinic at Wakulla



15 Council Moore Road
Crawfordville, FL. 32327

9 a.m. to 8 p.m., Mon - Thu
9 a.m. to 5 p.m., Fri - Sat

850-926-7105

**Copay is a specialist
copayment.**

> AWAY FROM HOME CARE

- Out of the service area coverage for **90 consecutive days or more**
- **No additional premiums** for this service
- Guest membership if there is a participating HMO Blue Cross Blue Shield in the area where the member is staying
- The copays under Away From Home Care[®] depend on the copays established by the HMO where you are a guest (also called the Host HMO)
- Must apply by calling Member Services (850-383-3311) to verify if Away From Home Care[®] is available in that area and to request information/application be sent

CHPConnect



- Sign-up at capitalhealth.com/chpconnect
- A personal history of your doctor visits and procedures
- Certain lab results
- Benefits and copayments
- Request replacement Capital Health Plan ID Card(s)
- Change Primary Care Physician
- Healthy Conversations



> CHP HEALTH INFORMATION LINE

- **24 hours/7 days a week**-phone line staffed by health care professionals
- **Assists members** with health-related questions
- Provides **tips, tools,** and **resources** to help you manage your health



- 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.
- To access the Healthwise[®] Knowledgebase, visit **capitalhealth.com**, and **select the Healthwise[®] Knowledgebase icon**.
- Symptom Checker has symptom-based interactive topics which can help you assess health concerns and determine when to seek care from a health professional.

> MEMBER SERVICES



Member Services is located in Tallahassee, FL

Contact Capital Health Plan Member Services at 850-383-3311 for:

- Primary Care Physician Selection
- Coverage & Benefit Questions
- Appeals, Grievances, Determinations
- You may appeal Capital Health Plan decisions regarding the formulary, exceptions, determinations, denials, termination or reduction of services

QUESTIONS?

For additional questions, please contact:

Capital Health Plan Member Services

850-383-3311