

# HOUSE CALL

KelseyCare Advantage

April 2016

## STEPS TO FIGHT DEPRESSION

Many people suffer from depression. In seniors 65 and above, studies show that nearly one in four people have some degree of depression. If you are diagnosed with depression, your Kelsey-Seybold doctors will provide treatment options in a timely manner.

Treatment for depression depends on the level and type of depression you may be experiencing. It may be as simple as joining a support group. In some cases, your physician may prescribe a program of action involving either medications or therapy or a combination of both.

Remember, we all feel “down” at times, but depression involves feeling sad for weeks or even months. If diagnosed with depression, here are some sensible steps you can take to gaining a happy, healthy lifestyle.

- **Communicate with your doctors** – Make sure all the doctors involved with treating your depression are in contact with each other regarding your care. Often health issues, particularly serious ones (cancer, heart disease) receive higher levels of treatment than the

depression you are experiencing; both should be treated at the same time and with the same level of care.

- **Get active** – Yes that means more exercise! Even older seniors (80 years plus) often show improvement in mental and physical health and are more likely to stay independent and live happier lives. Plan a walk and go with a friend!
- **Limit alcohol** – Teenagers are known for alcohol abuse, but so are seniors. Already a depressant, alcohol combined with prescription medications may increase depression and can be a deadly combination when taken with sedatives.
- **Get a good night’s rest** – Depression may lead to insomnia which can complicate existing physical and mental health. Follow these simple sleep habit changes: no caffeine at night, set a sleep schedule and turn off the television an hour before bedtime to get into “sleep mode”.

- **Increase social activities**
  - We all need human contact. Studies show that people with social contact are more likely to overcome depression, especially seniors. Learn online social networking skills to keep up with family and friends and carry photos of loved ones with you
  - there is nothing better than to see a smiling face whether live, online, or in a photo to help improve your mental health.

To learn how better to cope with depression, contact your Kelsey-Seybold primary care physician or phone United Behavioral Health at 1-800-817-4808.



# BATTLING HIGH BLOOD PRESSURE

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High blood pressure is often called “the silent killer” because it usually has no symptoms. Occasionally, patients may experience headaches. Some people may not discover they have high blood pressure until they have trouble with their heart, kidneys or eyes.

If high blood pressure is not diagnosed and treated, it can lead to other life-threatening conditions, including heart attack, heart failure, stroke and kidney failure. It can also lead to changes in vision or blindness.

If you have high blood pressure, you will need to treat it and control it for life. This means making lifestyle changes and, in some cases, taking prescribed medicines

and getting ongoing medical care.

In most cases, your goal is probably to keep your blood pressure below 140/90 mmHg (130/80 if you have diabetes or chronic kidney disease). Normal blood pressure is less than 120/80. **Ask your doctor what your blood pressure goal should be.**

Treatment can help **control** blood pressure, but it will not **cure** it, even if your blood pressure readings appear normal. If you stop treatment, your blood pressure and risk for related health problems will rise. For a healthy future, follow your treatment plan closely. Work with your health care team for lifelong blood pressure control.

These healthy lifestyle habits can help you control high blood pressure:

- healthy eating
- regular physical activity
- maintaining healthy weight
- limiting alcohol intake
- managing and coping with stress

To help make lifelong lifestyle changes, try taking on one healthy lifestyle change at a time and add another change once you feel that you have successfully adopted the earlier changes. When you practice several healthy lifestyle habits, you are more likely to lower your blood pressure and maintain normal blood pressure readings.

## YOUR HEALTH DEPENDS ON SOUND SLEEP

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Having trouble getting sleep? You are not alone. Insomnia affects about 60 million Americans.

A lack of sleep doesn't just leave us tired. Research shows it can pose a higher risk of heart disease, stroke, obesity and diabetes.

Here are some tips for improving the quality of your sleep:

1. Wind down in the evening to give your body a much-needed break, allowing at least one hour before your bedtime to settle down.
2. Watch for that perfect moment of sleepiness in the evening. If you allow enough time to wind down, at some point you will feel a mild grogginess. That is your time to go to sleep. If you fight it, you'll get a second wind which will make falling asleep much harder.
3. Try napping every day for 30 minutes. Put a timer on and let yourself doze. Naps can provide the extra rest you need.
4. Avoid caffeine after noon. Consume any alcoholic drinks earlier in the evening, giving your body a chance to completely clear the alcohol from your system before sleep.
5. Wake up at the same hour every day and exercise and eat meals at set times to help get sleep back on track.
6. Get sun. No matter your age, daylight is extremely important because it helps regulate the sleep/wake cycle. Spend as much time as possible outdoors or near sunlight.
7. Medication can interrupt sleep. Your doctor may recommend adjusting the timing or dose, or possibly switching to a different prescription.

# ASK DENISE

**Q.** *I received a transition supply letter in the mail, what does this mean?*

**A.** A transition supply is typically a one-time, 30-day supply of a drug that Medicare drug plans must cover when you're in a new plan or when your existing plan changes the way it provides coverage for a particular medication. These medications may be non-formulary medications, medications that initially require a prior authorization, or medications that are covered but the dose you are taking goes beyond the maximum daily dose the plan allows. A transition supply waives these restrictions so you are able to get your medication without any interruption to your therapy and allows you time to discuss options with your prescriber.

**Q.** *What do I need to do to continue to get my medication after I receive a transition supply?*

**A.** When you receive a transition supply, a letter will be mailed to you detailing the reason for the transition supply and the type of restriction your particular medication has on the formulary. When you receive a transition fill, you should call your doctor right away to talk about switching to a drug that is on your plan's formulary without restrictions. If no other drug will work for you, you or your doctor can request a coverage determination where the plan will continue to provide coverage for the medication if you meet the required criteria.

**Q.** *How can I keep track of my monthly drug expenses?*

**A.** Each month when you fill a prescription, the health plan provides you with an "Explanation of Benefits" (EOB) letter. This notice gives you a summary of your prescription drug claims and costs for that particular month, your year-to-date drug expense totals, and what coverage stage you were in at the end of the month. This information can help you estimate your monthly drug expenses to anticipate when you may reach the coverage gap (also known as the donut hole). In the donut hole, medications will become more expensive. Your doctor may be able to help identify lower-cost alternatives available for your condition to



Denise M. Jonathan,  
Pharm. D., R.Ph.

help lower your total monthly drug expense if cost becomes a concern.

**Q.** *The pharmacy is telling me that my medication requires a prior authorization, what does this mean exactly?*

**A.** This means the health plan needs to review the medication with your prescriber before they will cover it. Certain medications require a prior authorization because they may have dangerous side effects, be harmful when combined with other drugs, should only be used for certain health conditions, lower-cost alternatives might work better, or because the medication may be covered under your medical benefit instead of your prescription benefit. The purpose of this clinical review between the health plan and physician is to ensure that our members get the right medication for the right condition and that the medication will be used safely and appropriately.

## DO YOU HAVE A QUESTION FOR DENISE?

With each quarterly newsletter, Denise answers questions that are submitted by KelseyCare Advantage members. If you have a general pharmacy or prescription question, please submit them to [HouseCall@KelseyCareAdvantage.com](mailto:HouseCall@KelseyCareAdvantage.com).

Advice provided by Denise is for educational purposes only and does not constitute medical advice or a guaranty of treatment, outcome, or cure.

# MEDICATION REFILLS MADE EASY WITH KELSEYRXSYNC

How would you like a pharmacy that coordinates all your medications so they are refilled on the same day each month, eliminating the need for separate call-ins and pick-ups? Well, if you're a KelseyCare Advantage member enrolled in a Part D prescription drug plan, such a pharmacy already exists. In fact, the KelseyRxSync program is up and running at 15 convenient Kelsey Pharmacy locations throughout greater Houston.

"One of the biggest challenges patients face is remembering when to refill a prescription and remembering to pick it up at the pharmacy, or just getting to the pharmacy," said Kelsey-Seybold pharmacist Kathleen Russell. "It's even more challenging when they have multiple medications."

KelseyRxSync simplifies all that.

"With KelseyRxSync, our pharmacy team takes on complete management of the medications, building stronger relationships with our patients," added Russell. "Patients are more satisfied because they have fewer visits to the pharmacy and the opportunity to discuss their medications with a pharmacist on a regular basis."

KelseyRxSync is a free program that offers a concierge service where the work is essentially done for them by the pharmacy, explained Russell. "They no longer need to call the pharmacy for their refills. The pharmacy calls the patient before refills are due to discuss medications that should be needed."

KelseyCare Advantage member Harry Williams uses KelseyRxSync at the Kelsey Pharmacy – The Woodlands and explains why he finds the program so convenient. "With KelseyRxSync, the pharmacist calls me automatically," he said. "It's very user-friendly. Because I'm 85 years old, I sometimes forget, and if I run out of medication on a Friday, then it's too late to get anything. I love the program and highly recommend it to others."

Robert Smith, another KelseyCare Advantage member enrolled in KelseyRxSync, also gives the program a resounding thumbs-up for managing his prescriptions. "It saves you from having to remember when you run out and (would otherwise) have to wait a day or two. They call and tell you it's ready." He told us that just days after signing up for the program, the pharmacy called him before he could even call them. "It's just a great reminder that it's time for your refill. Even if you set an empty medicine bottle out to remind yourself to refill it, you can get distracted and forget to call. I think the program is a great deal!"

KelseyCare Advantage member Robert Papanos takes several different medications, some of which are on a 30-day refill while others are 90-day. Since enrolling in the KelseyRxSync program, he says "It's a marvelous idea in that it

saves everyone time and energy and is a very interesting way to check one's consumption of prescriptions," he said.

"In the beginning, patients should understand that they may receive a short fill on some of their medications to get all medications aligned. In those cases, the patient's co-pay is pro-rated," says Russell. "The free KelseyRxSync service is just one more convenience offered by the Kelsey-Seybold pharmacies for prescription and over-the-counter needs," said Russell. "I encourage all KelseyCare Advantage members to ask their Kelsey Pharmacist if they're a good candidate for the KelseyRxSync program. We want to be your pharmacists for life! But, even if a member prefers to fill his or her medication at another pharmacy, they should ask their pharmacist for this service," adds Russell. "It's just a better system for keeping up with your prescription therapies."



Kathleen Russell, Pharmacist



With KelseyRxSync, all your maintenance prescriptions are synchronized to be refilled on the same day of the month, eliminating the need for separate call-ins and pick-ups on prescription refills. This is a free service for Kelsey Pharmacy customers – and one more reason to choose us for all your prescription and over-the-counter needs.

**ASK YOUR KELSEY PHARMACIST ABOUT KELSEYRXSYNC! WE HAVE 15 CONVENIENT KELSEY PHARMACY LOCATIONS:**

**Clear Lake Clinic**

1010 South Ponds Drive  
Webster, Texas 77598  
P: (713) 442-4360  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*  
*Saturday: 9 a.m. to 2 p.m.*

**Cypress**

13114 FM 1960  
Houston, Texas 77065  
P: (713) 442-4055  
Fax: (713) 442-4058  
*Mon-Fri 8:30 a.m. to 5:30 p.m.*

**Downtown**

The Shops at Houston Center  
1200 McKinney Street  
Suite 417  
Houston, Texas 77010  
P: (713) 442-6337  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*

**Fort Bend (With Drive Thru)**

Fort Bend Medical and Diagnostic  
Center  
11555 University Blvd.  
Sugar Land, Texas 77478  
P: (713) 442-9475  
*Mon-Fri: 8 a.m. to 6 p.m.*  
*Saturday: 9 a.m. to 2 p.m.*

**Katy**

22121 FM 1093 Road  
Richmond, Texas 77407  
P: (713) 442-4179  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*

**Kingwood**

2755 Lake Houston Pkwy.  
Kingwood, Texas 77339  
P: (713) 442-2179  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*  
*Saturday: 9 a.m. to 2 p.m.*

**Main Campus**

2727 West Holcombe Blvd.  
Houston, Texas 77025  
P: (713) 442-0079  
*Mon-Fri: 8 a.m. to 7 p.m.*  
*Saturday: 9 a.m. to 2 p.m.*

**Meyerland Plaza**

560 Meyerland Plaza Mall  
Houston, Texas 77096  
P: (713) 442-3200  
*Mon-Fri: 8:00 a.m. to 6:00 p.m.*

**Pasadena**

5001 East Sam Houston  
Parkway South  
Pasadena, Texas 77505  
P: (713) 442-7179  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*

**Pearland**

2515 Business Center Drive  
Pearland, Texas 77584  
P: (713) 442-7272  
*Mon-Fri: 8:30am-5:30pm*

**Spring Medical and  
Diagnostic Center**

15655 Cypress Woods Medical  
Drive, Suite 150  
Houston, Texas 77014  
P: (713) 442-1779  
*Mon-Fri: 8 a.m. to 7 p.m.*  
*Saturday: 9 a.m. to 2:30 p.m.*

**Summer Creek**

(Formerly Humble)  
8233 N. Sam Houston Parkway E.  
Humble, Texas 77396  
P: (713) 442-2079  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*

**The Vintage (with Drive Thru)**

10701 Vintage Preserve Pkwy.  
Houston, Texas 77070  
P: (713) 442-1579  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*

**The Woodlands**

106 Vision Park Blvd.  
Shenandoah, Texas 77384  
P: (713) 442-1975  
*Mon-Fri: 8:30 a.m. to 5:30 p.m.*

**Tanglewood Clinic**

(Formerly West)  
1111 Augusta Drive  
Houston, Texas 77057  
P: (713) 442-2450  
*Mon-Fri: 8 a.m. to 6 p.m.*  
*Saturday: 9 a.m. to 2:30 p.m.*

# NATIONAL PRESCRIPTION DRUG TAKE-BACK DAY

## *Advice from your Pharmacy Director, Denise Jonathan*

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The eleventh National Prescription Drug Take-Back Day will be held on April 30th, 2016. This program provides a safe and convenient way to dispose of unused, unwanted or expired prescription drugs. Some of these prescriptions pose a public health hazard if taken inappropriately. Since the start of the program, the DEA and its state and local agencies have collected over 5 million pounds of unused or expired drugs.

Expired or leftover drugs kept at home may often lead to serious health issues. As the rates of prescription drug abuse continue to rise, the number of accidental

poisonings and overdoses follows a similar upward trend. A majority of prescription medications inappropriately used are often being obtained through family and friends. Furthermore, flushing medications down the toilet or leaving them in the trash pose potential safety and health hazards. To improve the way medications are properly discarded, the DEA has registered "authorized collectors" that offer collection containers for those who look to dispose of their controlled medications. These authorized collectors may include retail pharmacies, or hospitals or clinics with an on-site pharmacy.

On April 30th, 2016 from 10:00 AM to 2:00 PM please bring your medications for disposal to a collection site near you. A list of Authorized Collector Locations is provided below. Additional locations will become available after 4/1/2016 and can be found on: [www.deadiversion.usdoj.gov/](http://www.deadiversion.usdoj.gov/). Please note that the DEA only accepts pills or patches, and cannot



accept liquids, needles or sharps. The service is free and anonymous for anyone who wants to safely turn in unwanted or unused pills. Please refer to the DEA website for further information.

### **AUTHORIZED COLLECTOR LOCATIONS**

- Experiancare Pharmacy:  
3730 Kirby Drive, Suite 111  
Houston, TX 77098
- Pharmhouse Pharmacy:  
4500 E. Sam Houston Pkwy S.  
Ste. 100  
Pasadena, TX 77505
- The Medicine Shoppe:  
2301 East Mulberry  
Angleton, TX 77515



# New Katy Clinic Physician Highlight



## **Interventional Cardiology, Cardiology**

### *Clinical Interests*

Dr. Aliota's clinical interests include general cardiology, coronary artery disease, and a special focus on peripheral artery disease and treatment including: lower extremity therapies, endovascular aneurysm repair and carotid artery stenting.

## **JONATHAN A. ALIOTA, MD**

"I want my patients to enjoy healthy and happy lives with the fewest possible compromises. To achieve this, I pay careful attention to the specific needs of each person that comes into my care. I believe in creating a collaborative atmosphere where patients are encouraged to ask questions, and in return, given easy-to-understand explanations of their condition and treatment options."



## **Family Medicine**

### *Clinical Interests*

Family Medicine and the application of medical technology, such as electronic medical records

## **DAVID B. MORRIS, MD, FAAFP**

"My goal is to enter the physician/patient encounter with knowledge, empathy and a commitment to personally discuss test results."



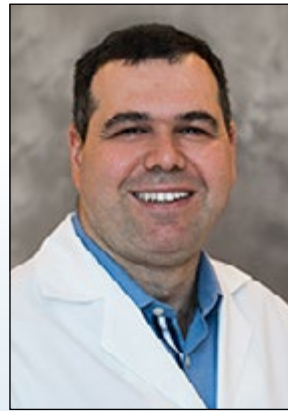
## **Internal Medicine**

### *Clinical Interests*

Dr. Jordan's clinical interests include diabetes management and women's health.

## **FELICIA JORDAN, MD**

"The foundation of patient care is trust, compassion and education. Patients should feel that they truly have an advocate and champion in their overall health and wellness. We as physicians must create a relationship in which we educate them about their health and empower them with the tools to become their own best advocate."



## **Pulmonary Medicine, Sleep Medicine**

### *Clinical Interests*

Dr. Farjo's clinical interests include pulmonary disease, sleep Apnea, COPD, endobronchial ultrasound and Interstitial lung disease

## **BASHAR FARJO, MD**

"My principle role is to provide the patient with the most accurate information about their conditions or diagnosis. This includes defining available treatment options and partnering with my patients to formulate their best individualized health plan. I am a strong advocate for my patient. I believe continuity of care is important and a long-term partnership is essential for my patients' overall health."

# KELSEY-SEYBOLD CLINIC IS EXCITED TO ANNOUNCE THE OPENING OF THE NEW KATY CLINIC

The new clinic is located at 22121 FM 1093 Road in Richmond and is visible from the Westpark Tollway between Hwy 99 and Peek Road.

The new Katy Clinic combines primary care and specialty care in one location, along with the convenience of an onsite Kelsey Pharmacy, laboratory and X-ray.

## WHAT IS HAPPENING TO THE OLD LOCATIONS?

The old Katy location on Kingsland Boulevard in Katy has already closed. The new location at 22121 FM 1093 in Richmond is currently seeing patients. Our second location in Katy, Kelsey-Seybold Clinic – Cinco Ranch continues to care for patients at its current location at 23000 Highland Knolls Drive in Katy.

## DID MY DOCTOR MOVE?

Some doctors from the old Katy Clinic are moving to Cinco Ranch and some doctors are moving from Cinco Ranch to the new Katy Clinic. You can see which doctors moved by going to the Find a Location section of the Kelsey-Seybold website or call Member Service for assistance at (713) 442-2273 option 2.

## HOW DO I CONTACT MY DOCTOR AT THE NEW LOCATION?

You can reach the new Katy Clinic by calling (713) 442-4100.



Important Plan Information