

HOUSE CALL

KelseyCare Advantage

October 2017

KEEP THE HOLIDAYS SWEET WITH LESS SUGAR

For many of us who try to stick to a healthy diet, the holidays can be one of the most challenging times of the year. Parties and holiday travel disrupt daily routines, and that often means eating foods we typically avoid, especially those that are high in sugar.

Eating too much sugar can cause lasting health problems. The more sweets you eat over the course of your lifetime, the more likely your

body will gradually lose the ability to process even healthier whole food sources of carbohydrates, like fruits and vegetables.

That is why it's important to limit how many sweet treats you eat this winter. Avoiding sugars and other refined carbohydrates is the single most important thing you can do for your health, regardless of how old you are, how much you weigh,



how much you exercise or whether you already have any medical or psychiatric problems.

Here are five tips for limiting sugar during the holidays:

- 1 Set goals.** Splurge only on Christmas Day or New Year's Eve? You may want to choose very specific indulgences that will really be worth it, as opposed to having a free-for-all.
- 2 Bring your own food or eat before you go.** Arriving with a full or partially full belly can help you resist temptations.
- 3 Don't go it alone.** If you partner with at least one other person who is also avoiding sugar, you can share your challenges, recipes and successes, making your journey easier and a lot more fun.
- 4 Be a respectful role model.** If your goal is to say "no," be polite and complimentary. A helpful sentence is: "My doctor told me I have to be careful with sugar." If you practice setting a healthy example, others may be inspired to change their diet in the future.
- 5 You're human, not perfect.** With practice, it gets easier to resist unhealthy foods, partly because you'll find it takes a few days of sheer willpower to get back on that horse and you'll get tired of the struggle. It's a lot easier to stay on the horse than to keep climbing back up there.

KelseyCare Advantage wishes you happy healthy eating during the holidays and throughout the year!

KELSEY CARE TELEMEDICINE VIDEO VISITS

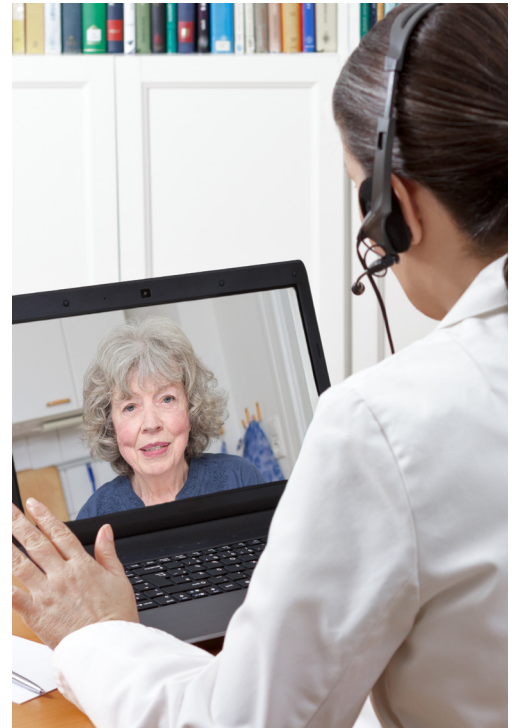
*Exclusively for KelseyCare Members!
Monday – Friday 8 a.m. – 5 p.m.*

With Video Visits, you can get medical care delivered right to your smartphone, tablet or computer! You can easily schedule a Video Visit appointment using the MyChart App on your phone or by logging into your MyKelseyOnline account from your computer.

During your Video Visit, the Kelsey-Seybold provider will have access to your medical record and any results

from your visit will be shared with your regular primary care physician via Kelsey-Seybold's secure Electronic Medical Record.

Visit the Kelsey-Seybold Clinic Telemedicine page for a list of medical specialties that can be treated during a video visit. You can also view videos that show how easy it is to use!



Your Visit

Your visit will be conducted by a Kelsey-Seybold board-certified provider and will be overseen by Internal Medicine physician and Associate Medical Director of Healthcare Innovation Donnie Aga, M.D.

Video Visit FAQs

Q. What is the cost for a Video Visit with Kelsey-Seybold?

A. The Video Visit charge will be the same as your primary care office copay. For specialty video visits, the charge is the same as your specialty copay. Video Visits are payable by credit card using your secure MyKelseyOnline account.

Q. When are Video Visits Available?

A. Video Visits are available M-F; 8 a.m. to 5 p.m.

Q. What happens if I am prescribed a medication during my Video Visit?

A. The provider can send your prescription to the Pharmacy of your choice.

Q. What happens if I need to have any labs or tests done?

A. Our providers can order the necessary tests,

which you can complete at the Clinic of your choice. Your results will be sent through MyKelseyOnline or by phone.

Q. What if I can't be treated during a Video Visit – am I still charged?

A. If an in-office visit is needed your credit card would not be charged and the provider will be able to help schedule an appointment at the Kelsey-Seybold Clinic/doctor of your choice.

Q. I don't have a MyKelseyOnline account or can't remember how to access my account – what do I do?

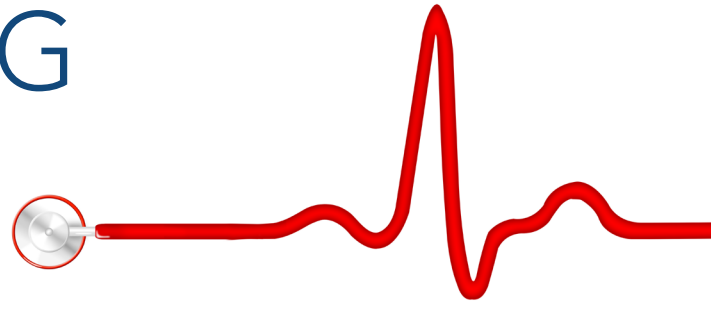
A. If you need help at any time or for any reason with MyKelseyOnline, please contact the MKO Help Desk at:

Web site: MyKelseyOnline.com

Phone: 713-442-6565

Hours: Monday-Friday, 7 a.m. – 7 p.m;
Saturday, 7 a.m. – 2 p.m.

UNDERSTANDING CONGESTIVE HEART FAILURE



Congestive heart failure affects almost six million Americans, with 670,000 people diagnosed each year. It is the leading cause of hospitalization of people age 65 or older. However, there is some confusion among patients about what exactly congestive heart failure is.

To be clear, congestive heart failure is a condition in which the heart is unable to pump enough blood to meet the body's needs. It does NOT mean that your heart has stopped or is about to stop working. It means that your heart cannot pump blood the way it should. It

can affect one or both sides of the heart.

The chambers of the heart may respond by stretching to hold more blood to pump through the body or by becoming stiff and thickened. This helps to keep the blood moving, but the heart muscle walls may eventually weaken and become unable to pump as efficiently. As a result, the kidneys may respond by causing the body to retain fluid (water) and salt. If fluid builds up in the arms, legs, ankles, feet, lungs, or other organs, the body becomes congested. This can cause fatigue and shortness of breath.

Common causes of heart failure are coronary artery disease, high blood pressure and diabetes. It is more common in people who are 65 years old or older, African Americans, people who are overweight, and people who have had a heart attack. Men have a higher rate of heart failure than women.

Your Kelsey-Seybold doctor can diagnose heart failure by doing a physical exam and heart tests. Treatment includes caring for the underlying cause of your heart failure, medicines and heart transplantation if other treatments fail.

ANNUAL PHYSICAL ESSENTIAL FOR SENIORS



Although an annual check-up is important at any age, it is essential to monitor your health once you are over the age of 50. As a member of KelseyCare Advantage the annual physical is free -- every year you remain a member!

Why so important? Seniors often have more health problems and with early detection serious health issues may be successfully treated or even prevented.

OTHER ASPECTS INCLUDE:

- Checking blood pressure, weight and height

- Scheduling necessary immunizations
- Blood work to screen for various health concerns
- Build a relationship with your physician

Although many routine tests are included in the annual physical, tests specific to men and women should also be scheduled as needed such as prostate exams for men and mammograms for women. The annual physical is very important to senior health! Call today to schedule yours!

ASK DENISE

Q. *How can I find out whether my prescriptions will be covered in 2018?*

A. Our list of covered drugs is called a Formulary or “Drug List.” The 2018 Drug List includes the drugs that we will cover next year. We made changes to our 2018 Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions. You can get the complete Drug List** by visiting our website (www.kelseycareadvantage.com) or by calling Member Services at 713.442.CARE (2273). We’re available from 8 a.m. to 8 p.m. Monday through Sunday.

Q. *I reviewed the 2018 List of Drugs but did not find my prescription. What do I do?*

A. At the beginning of each calendar year, the plan can provide you with a one-time, temporary transition supply of a drug when the drug you take is no longer on the Formulary and/or the drug has a new restriction. Before this supply ends, speak to your physician to determine whether you should change the drug you are currently taking or request an exception from KelseyCare Advantage to continue coverage.

Don’t leave the Pharmacy without your medication! You may be eligible for a transition

supply. You or your pharmacist can call the Optum Rx number on the back of your ID card 24/7 to determine if you qualify.

Q. *Will I pay the 2018 deductible each time I fill my prescriptions?*

A. No, you begin in the Deductible stage when you fill your first prescription of the year. The Rx and Rx+Choice Plans each have a Deductible stage. The deductible is \$50. During the deductible stage, you pay the full cost of your drugs. Once you have paid \$50 for your drugs, you enter the Initial Coverage stage, where you pay copayments or coinsurance for your prescriptions. If you are in a program that helps pay for your drugs, the deductible may not apply to you.

Q. *Why is it important for me to know how much my drugs cost?*

A. Knowing the total cost of your drugs will help you plan how much you will pay out of pocket during the year for your drugs. The total cost of your drugs affects when you enter the coverage gap and how much you will have to pay out of pocket while you are in this stage of coverage. Understanding the total cost will help you anticipate how much you will be spending on your drugs throughout the year. Once you have identified which drugs are concerns for you financially, you can discuss them with your doctor to determine whether there are any lower cost alternatives that may be appropriate for you.



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

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.

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

DISPLACED BY HARVEY?

KelseyCare Advantage understands that many of our members may have had to leave their homes for a period of time following the recent storm. For some this may be only temporary, for others it may be for a longer period of time. If you will be staying away from your home longer than expected, it is important that you help us keep your information up to date.

Whether your move requires just a temporary change of your mailing address and telephone number to make sure we can reach you or a permanent change to your residential address, you can let us know by calling our Member Service Department at 713-442-CARE

(2273). If you have already shared that information with Kelsey-Seybold Clinic, you **also** need to contact KelseyCare Advantage so that we can update our system.

It is also important that you call Social Security if you move or change your mailing address. You can call toll free at 1-800-772-1213 Monday through Friday from 7:00 a.m. to 7:00 p.m. (TTY users should call 1-800-325-0778).



Important Plan Information