

# HOUSE CALL

KelseyCare Advantage

July 2020

## VIRTUAL HEALTH VISITS

For many conditions there's no need to make the drive in to see a Kelsey-Seybold Clinic physician. Instead, using your smart phone or tablet, you can take advantage of Virtual Health Visits, which are Video Visits, E-visits, and Telephone visits. These visits are designed to make getting the quality care you need easily accessible. Over 50 conditions are covered for adults and you can use Virtual Health Visits if you are traveling and need to see a doctor.

### VIDEO VISITS

Video Visits are available for both primary and specialty care Monday – Friday, 8 a.m. to 9 p.m. and weekends and holidays from 10 a.m. to 4 p.m.

To schedule a Video Visit, the first step is to log-in to your MyKelseyOnline account or download the MyKelsey app and schedule an appointment.

- Select "Appointments"
- Select "I need a Video Visit"

You'll then be allowed to select your preferred clinic and physician. Prior to your scheduled appointment, log-

in 5 to 10 minutes early to make sure everything is working correctly.

- Click on Appointments
- Click on your appointment with the green camera, then Begin Visit
- Makes sure the microphone is turned on for your smart phone or tablet and that you are in a well-lit area.

### E-VISITS

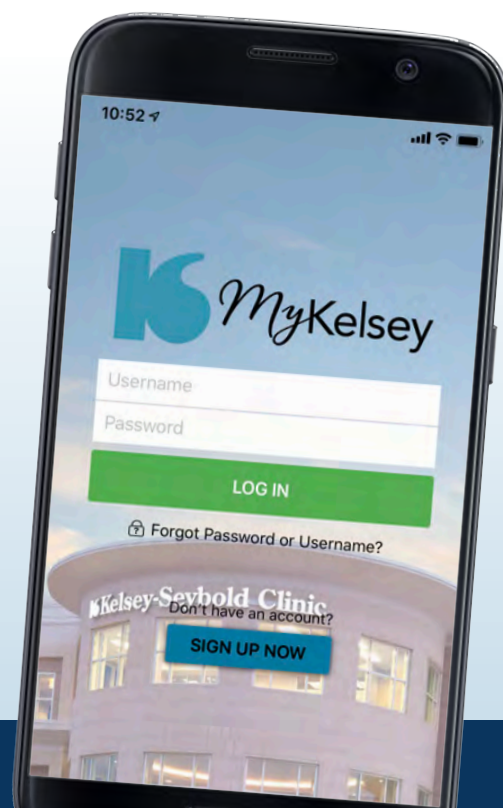
E-visits are available for more than 20 acute conditions, 7 days a week from 8 a.m. to 9 p.m. Simply log into your MyKelseyOnline account or use the MyKelsey app and select "Start an E-visit." Provide some information about your symptoms and you can expect to receive medical advice within an hour and if needed, a prescription sent to your pharmacy of choice.

### TELEPHONE VISITS

Finally, you can schedule a telephone visit if an E-visit or Video Visit is not convenient. A telephone visit must be scheduled in advance and you can do that at MyKelseyOnline or through Kelsey-Seybold Clinics

24/7 Contact Center at 713-442-0000. Appointments are available Monday – Friday from 8 a.m. to 5 p.m.

You can also contact a KelseyCare Advantage Representative at 713-442-9540 if you have any questions about Virtual Health Visits or if you need help scheduling an appointment. We are here to make it as convenient as possible for you to get the quality healthcare you deserve. Consider taking advantage of one of these Virtual Health Visit options for your healthcare needs.





# VISITING A KELSEY-SEYBOLD CLINIC IN PERSON

*Kelsey-Seybold Clinic has imposed strict measures to make sure that patients and medical staff at all our locations remain healthy and safe as we continue to transition to more normal routines in the wake of the COVID-19 pandemic.*

As we increase in-person care, diagnostic screening and tests, preventive health exams and outpatient surgeries, we assure you that providing safe, high-quality care to every patient is our top priority.

Virtual Visits are still encouraged whenever medically appropriate. Patients with upper respiratory or COVID-19-related symptoms are still required to have a Virtual Visit first and are urged not to come to a clinic.

## HERE ARE SOME OTHER STEPS WE ARE TAKING:

All Kelsey-Seybold providers and employees are wearing face masks and may use other personal protective equipment, including gloves, gowns, other face protection and eyewear.

In addition, employees are screened daily when entering the clinic, which includes temperature checks.

Kelsey-Seybold is monitoring in-person appointment scheduling to help accommodate social distancing while patients are in the clinic. We have also increased the frequency of our sanitizing and disinfecting procedures for equipment and surfaces.

We will continue to assess new processes to protect patients while in our clinics and will adjust operations as needed to help improve patient safety.

Patients planning a visit to a Kelsey-Seybold location may be asked several pre-screening questions by phone and again upon entry into the clinic before the visit. All patients and family members will have their temperature checked with a non-contact thermometer before entering the building.

To protect other patients and your Kelsey-Seybold providers and staff, we ask you to please follow these new guidelines:

- Wear a mask or cloth face protection and keep it on for the duration of your visit.
- Minimize the number of caregivers or family members who accompany you during your visit.
- Limit the number of personal items you bring into the clinic.
- Practice social distancing by keeping a 6-foot distance from other patients or families when in line or seated/waiting in the lobby area.
- Proceed directly to your department waiting area and strongly consider using our convenient online eCheck-in process through the MyChart or MyKelsey app within 24 hours of arriving onsite at the clinic.

We will get through these challenging times, but we cannot do so without following these basic health and safety measures designed for the wellness of patients and medical personnel alike.



# GET CAUGHT UP ON HEALTH ISSUES THIS SUMMER

*To avoid contracting COVID-19, perhaps you've been putting off going to the doctor for an annual check-up, the dentist, optometrist or ophthalmologist. Well, this summer is the perfect time to take care of those essential check-ups to keep your body running smoothly.*



## WHERE TO BEGIN?

Start by scheduling appointments with the providers you need to see. There are several options to schedule an appointment to see your Kelsey-Seybold physician.

1. Visit MyKelseyOnline or use the MyKelsey App to schedule an appointment.
2. Or, call your KelseyCare Advantage Member Representative at 713-442-9540 to schedule an appointment. They can also help answer any questions that you might have about appointment and clinic visits.

## WHAT TO EXPECT:

Please keep in mind that you may be asked some pre-screening questions when you schedule an appointment and again before you enter the clinic to determine if you have COVID-19.

The questions may include:

- Do you have a fever?
- Do you have a cough?
- Do you have difficulty breathing?
- Are you living with someone who has COVID-19 or is suspected of having COVID-19?

Your temperature will also be checked with a non-contact thermometer when you arrive at the clinic for your appointment. Upon arrival at our clinic, please remember to have a face mask in place. Kelsey-Seybold healthcare providers will be wearing face masks and may be using other personal protective equipment, including gloves, gowns, other face protection, and eyewear.

For everyone's safety, all Kelsey-Seybold personnel arriving at any Kelsey-Seybold location are screened upon entry, including having their temperatures taken on a daily basis.

## BEST PRACTICES:

Don't be afraid to call and speak to a representative at other health-care providers that you may need to visit such as the dentist or eye doctor to find out what measures they have in place to ensure your safety such as employees wearing face masks, social distancing adherence, and sterilization of their facility.

Although we must remain diligent, consider getting out this summer to take care of routine health appointments that you need to have done in order to be at your best.

# ACE, ARBS, NSAIDS, AND STEROIDS WITH COVID-19

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For many of us, news coverage of the COVID-19 pandemic quickly becomes overwhelming and adds to our stress. At KelseyCare Advantage, our goal is to make sure you have accurate and reliable information about your health at all times, especially when it comes to how medications relate to the novel coronavirus, or COVID-19.

A lot of information, and misinformation, has been circulating about the risks of certain prescription and over-the-counter medications in relation to the virus. Let's take a closer look at some of those concerns:

## ACE-INHIBITORS AND ARBS

ACE-Inhibitors and ARBs are two classes of very common medications, often used to control blood pressure. Examples of these medications include lisinopril, enalapril, captopril (ACE-Inhibitors), losartan and valsartan (ARBs), amongst others.

Besides helping control blood pressure, ACE-Inhibitors and ARBs also help protect kidneys from damage in patients with diabetes. These classes of medication have proven effective in preventing complications caused by high

blood pressure, such as stroke and heart attacks, especially if patients have a history of these medical emergencies.

When news coverage about the COVID-19 crisis began, there was a wave of misinformation about these medications stating that they can aggravate existing symptoms, such as cough, or can increase the risk of contracting the virus. Studies of thousands of patients around the world report that taking ACE-Inhibitors and ARBs has no effect on complications in patients with COVID-19 and do not put people at higher risk for the disease.

Because these medications are so effective at preventing severe medical emergencies, medical experts agree that it is critical that you continue taking them without interruption unless your doctor tells you otherwise.

Dry cough may be a side effect of ACE-Inhibitors such as lisinopril. If you believe your blood pressure medication has caused a persistent dry cough, contact your doctor right away. Most patients can switch to ARBs or other blood pressure medication without any complications.

## NON-STEROIDAL ANTI-INFLAMMATORY DRUGS (NSAIDS)

One of the earliest concerns about certain medications causing COVID-19-related complications had to do with the over-the-counter pain killer, ibuprofen, which is sold as Advil® and Motrin®. Ibuprofen was linked to the worsening of COVID-19 complications. However, that link has since been rejected by the U.S. Food and Drug Administration (FDA), the World Health Organization (WHO) as well as medical agencies and health departments around the world. No studies to date support the concept that taking ibuprofen, or any other medication classified as a Non-Steroidal Anti-Inflammatory Drug (NSAID), can increase COVID-19 related complications.

There are certain chronic health conditions that may require you to avoid taking NSAIDs. The FDA recommends that you read the labels of all over-the-counter products closely before using. If you have questions, doubts or concerns about any of the over-the-counter medications that you are taking, do not hesitate to check with your local pharmacist and your doctor.



## ACE, ARBS, NSAIDS, AND STEROIDS WITH COVID-19 (continued)

### STEROIDS

There has also been a lot of discussion about whether the use of steroids is helpful or harmful to patients diagnosed with COVID-19. A steroid is a prescription medication that limits the body's natural reaction to disease or foreign objects. These medications are sometimes prescribed for a short time to help with lung inflammation in diseases like pneumonia or bronchitis, but have not shown as effective with helping alleviate COVID-19 symptoms.

Some patients with asthma, rheumatoid arthritis, psoriasis and other autoimmune diseases have immune systems that overreact and cause permanent inflammation, or redness and swelling. For these conditions, regular use of steroids may be required to manage symptoms. Also, those who have received organ or stem cell transplants would be required to take steroids daily to prevent rejection. These patients are typically at higher risk of infection because of their body's weaker response. In these cases, use of steroids is acceptable and

necessary to ensure health and safety. It's important to practice social distancing and good hygiene at all times if you are using any medications that may affect your immune system's response to infection.

If you have any chronic conditions that require the use of steroids, do not just stop taking your medication. Stopping steroids suddenly can have serious and life-threatening effects. If you are prescribed steroids and have concerns about possible exposure to COVID-19, please consult with your doctor before making any changes.

## LIVING WITH KIDNEY DISEASE

An estimated 37 million American adults suffer from chronic kidney disease (CKD), but many are unaware because it has no symptoms in its early stages. Two thirds of all CKD cases are caused by diabetes and high blood pressure. Once the disease progresses to kidney failure, patients need dialysis or a transplant to survive.

Among those that are aware that they are living with CKD, many say their big concern is that people do not understand what it is they are actually going through – physically and emotionally.

For one thing, they are tired most of the time. Some patients compare the exhaustion level to the way most of us feel when we have the flu. CKD can cause patients to have trouble concentrating, have a poor appetite, have trouble sleeping, experience muscle cramping at night, have swollen feet and ankles,

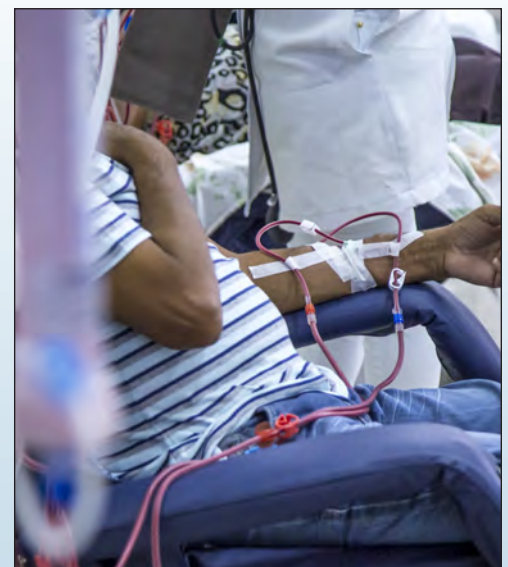
have puffiness around the eyes and dry, itchy skin and need to urinate more often, especially at night.

Secondly, kidney disease does not have outward physical symptoms, so friends, coworkers and even family members may have a hard time understanding just how uncomfortable and even miserable patients typically feel.

Thirdly, the pain that often accompanies kidney disease and dialysis treatments can make it difficult to do many things healthy people take for granted. Patients have described how doing even the smallest, simplest things is hard to do, not to mention the pain and fatigue, especially the day after dialysis. Some say that dialysis is painful. Patients describe how it requires sitting for 3-4 hours with two large needles in their arm.

And finally, patients note that dialysis is not a cure, but essentially

a life-sustaining treatment. Some say that a transplant is no guarantee of a healthy life. Despite these obstacles, many patients say they work hard to maintain a positive outlook and live their lives to the fullest. They also want others to avoid experiencing what they are experiencing. They therefore urge everyone who has reason to suspect they may have kidney disease to get tested.



# IS IT TIME TO UPDATE YOUR VACCINES?

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When was the last time you reviewed your vaccine history? How often and when do you need to get certain vaccinations? Do you have any conditions that will require you to get vaccinated more often? You will find information below about routine vaccinations for adults as advised by the Centers for Disease Control and Prevention (CDC). Consult with your doctor and local pharmacist today to learn which vaccines are appropriate for you.

It's important to note that you may be at a higher risk of side-effects when receiving vaccines depending on the state of a disease you may have or the medication(s) you may be on. If you are unsure whether a vaccination is right for you, please call your physician and discuss your options.



## INFLUENZA (FLU)

Yearly flu vaccines are highly recommended for all persons 6 months or older. Flu vaccines are often available early fall and are the best way to boost immunity against the flu. Receiving the vaccination as soon as possible before flu season officially begins gives your body time to build immunity and fight off the virus when it circulates.

## PNEUMONIA

Pneumonia shots are often personalized based on a person's health and chronic disease states. Most patients can receive 1 or 2 doses of the vaccine at age 65 or older for lifelong protection. However, if you have diabetes, chronic heart failure, liver disease, lung disease, asthma or are a current smoker and have not received a pneumonia vaccination in the past 5 years, check with your doctor to see what pneumonia vaccination plan works best for you.

## SHINGLES

The shingles vaccination is recommended for all adults over the age of 50. If you received a shingles shot prior to 2018, you may have received the older version of this vaccination and should speak with your doctor or pharmacist about the new two-dose Shingrix® vaccine. Available since 2018, Shingrix® is a two-dose vaccine, administered 2-6 months apart, and is 90% effective at preventing shingles in patients over 50. In comparison, the previous single-dose vaccine was only 51% effective in preventing the disease. If you are over 50 and have not received the two-part shingles vaccination in the past 2 years, consult with your doctor or pharmacist.

## TETANUS

A tetanus booster shot should be received every 10 years to make sure your body is able to fight off the infection. If you don't remember your last tetanus shot, call your provider or check MyKelseyOnline for your immunization records. If you do not have any records of a tetanus booster in the last 10 years, speak with your local pharmacist and doctor today.

# COLON CANCER SCREENING

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Many of the symptoms of colorectal cancer can actually be caused by something that isn't cancer, such as infection, hemorrhoids, irritable bowel syndrome, or inflammatory bowel disease.

In most cases, people who have these symptoms do not have cancer. However, if you have any of these problems, it is best to call your Kelsey-Seybold doctor to see if he or she recommends coming in for an exam:

- Change in bowel habits, such as diarrhea, constipation, or narrowing of the stool, that lasts for more than a few days;
- A feeling that you need to have a bowel movement that is not relieved by doing so;
- Rectal bleeding;
- Dark stools, or blood in the stool;

- Cramping or abdominal (belly) pain;
- Weakness and fatigue;
- Unintended weight loss.

If colorectal cancer is the cause, symptoms often appear only after the cancer has grown or spread. That's why it is best to be tested before developing symptoms. Colorectal cancer found through screening is usually easier to treat. Screening can even prevent some colorectal cancers by finding and removing pre-cancerous growths called polyps.

Colorectal cancer often doesn't cause symptoms until it is advanced, and recent data shows the number of new cases of colorectal cancer is increasing in younger populations. This is why the American Cancer Society recommends regular colorectal cancer screening for people at average risk starting at age 45. People with a family history

of the disease or who have certain other risk factors should talk with their doctor about beginning screening at a younger age. Several different tests can be used to screen for colorectal cancer. Speak to your Kelsey-Seybold doctor to find out which tests might be right for you.

When colorectal cancer is found early, the five-year relative survival rate is 90%. This means 9 out of 10 people with early-stage cancer survive at least 5 years. But if the cancer has had a chance to spread outside the colon or rectum, survival rates are lower.

If you are diagnosed with colorectal cancer, treatment depends on how early it is found, but may include surgery, radiation, chemotherapy, and targeted therapies. It is important for you to be able to talk frankly and openly with your doctor, and to ask questions if you don't understand something.

## HOW TO HAVE YOUR MEDICINE DELIVERED TO YOUR HOME

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### **KELSEY PHARMACY RECOMMENDS MEDICATION REFILLS BY MAIL**

It is perfectly understandable to be concerned about COVID-19 and to focus on prevention. To help keep you and your family safe and healthy, your Kelsey Pharmacy recommends you have us mail your prescriptions to you to help limit the potential for exposure to coronavirus.

### **NO SHIPPING FEE**

Kelsey Pharmacy will mail prescriptions and over-the-counter products to your home or office with free shipping.

### **PLAN AHEAD**

Please check your refills now and don't wait until you're close to being out of what you need. Plan ahead and allow several days for mailed prescriptions to reach you.

If your medication is out of refills, submit a request to your Kelsey Pharmacy and we'll put the request through to your doctor.

### **SUBMIT YOUR REFILL REQUEST ONLINE**

For quicker service, request a refill online through our secure online prescription form found on [kelsey.medrefill.com](https://kelsey.medrefill.com) or reorder through MyKelseyOnline.

# HOSPITALS: WHERE DO KELSEY-SEYBOLD CLINIC PHYSICIANS PRACTICE?

*As a Kelsey-Seybold Clinic patient you expect to receive extraordinary care! So, what happens if you must go to the hospital for treatment?*

## WHERE TO FIND KELSEY-SEYBOLD PHYSICIANS

First, Kelsey-Seybold physicians are present at almost every CHI St. Luke's Hospital. If you are admitted to a different hospital in the greater Houston area, you can always ask to be transferred to a CHI St. Luke's hospital if appropriate. We also have doctors present at Memorial Hermann Memorial City. Regardless of where you are admitted for care, your Kelsey-Seybold physician will work with the doctors on staff to ensure that you receive excellent care.

When we are made aware of a patient's admission to a hospital, we evaluate whether our patients are best served at the hospital where they were admitted. If we think that our patient needs a higher level of care or if we want to bring the patient to a hospital where the patient has familiar doctors, we ask for a transfer. Inpatient transfers are dependent on many factors, but we try to get the patients to the right doctor at the right time.

We treat our most complex patients at the Baylor St. Luke's Hospital in the Texas Medical Center. That is where we perform heart surgery, brain surgery and other complex procedures. The advancement of technology and our growing experience in Houston area hospitals allows us to bring our surgeons to more hospitals in the greater Houston area and provide services to the patient closer to where they live.

## WHAT TO EXPECT

When you are admitted to the hospital, a **hospitalist** will be assigned to you. Hospitalists are trained in Internal Medicine and serve as your primary care physician (PCP) while you are in the hospital. Hospitalists coordinate your specific needs and care with all the other specialists that will provide care for you. They also communicate with your Kelsey-Seybold PCP and share information on your condition and treatment plan at the hospital. This coordinated care relationship with your PCP and the hospitalist will keep them informed of your treatment plan during your hospital stay.

So, whether you are seeing a Kelsey-Seybold physician, or your PCP is working with the on-staff hospitalist, you will continue to receive the excellent coordinated care that you have come to expect from Kelsey-Seybold Clinic.



# STAYING HEALTHY AT HOME DURING CORONAVIRUS

Being confined to home throughout most of the coronavirus crisis has been physically and emotionally challenging for most of us. But that should not mean sacrificing your overall well-being. After all, the whole reason for staying at home in the first place is to keep healthy and safe.

Physical activity and good nutrition should still be part of your daily routine while under quarantine. If it is possible to get outside for some fresh air at least once a day – even to step out into your back yard or to take your dog for a walk around the block, the fresh air will do you good. Just remember to maintain social distancing if your neighbors are outside, too.

Finding calm under these trying circumstances is a critical first step to maintaining good health. Try some deep breathing – even for just 30 seconds to a minute. Breathe slowly and deeply to lower stress and feel more like yourself. Yoga, meditation and even long baths can help.

The World Health Organization (WHO) reminds us that taking a short break from sitting, by doing 3-4 minutes of light intensity physical movement, such as walking or stretching, helps ease muscles and improve blood circulation and muscle activity.

Regular physical activity can reduce high blood pressure, help manage weight and reduce the risk of heart disease, stroke, type 2 diabetes, and various cancers – all conditions that can increase susceptibility to



COVID-19. It also improves bone and muscle strength and increases balance, flexibility and fitness. For older adults, activities that improve balance help prevent falls and injuries.

Simple bodyweight exercises that you used to do in P.E. class as a kid are very effective. For example, push-ups, squats, lunges and jumping-jacks are simple and do not require gym equipment.

Staying well hydrated is essential to good health. Drinking enough water – about 8 to 10 glasses a day – can also help ward off cravings. Limit the amount of alcohol you drink or avoid alcohol altogether. There is no evidence of any protective effect of drinking alcohol for viral or other infections.



Try doing as much home cooking as possible. Takeout is fine, as a treat. But the meals cooked at home are typically healthier choices. Research shows that the average meal people prepared at home is lower in sugar, fat, calories and sodium than the average restaurant meal, and portion sizes tend to be smaller at home, too.

Nutritionists recommend eating as many plant-based foods as possible. At least two-thirds of your plate should be filled with vegetables, whole grains and fruit. The remaining one-third can be lean animal protein or plant-based protein.

And finally, maintain regular phone or online contact with family, friends and others in your social circles to see how they are doing and let them know how you are doing.

# HOME FITNESS

*If you're still uncomfortable going to the gym because of COVID-19, not to worry! KelseyCare Advantage has you covered through our partnership with SilverSneakers and there are several options to help you get and stay fit!*

## ON-DEMAND

SilverSneakers On-Demand™ is included in your membership and gives you access to 200+ online workout videos. Log in to [SilverSneakers.com](https://www.silversneakers.com) (or create an account) to view on-demand workouts like SilverSneakers Classic and Yoga.

## MOBILE APP

You can access workout programs that can be tailored to your fitness level on the SilverSneakers GO™ fitness app. Exercises can be modified to make them easier or harder with just one click. Download the app at the Apple or Google stores today.



## SILVERSNEAKERS LIVE

SilverSneakers is also offering full-length, live classes and workshops on their website, via Zoom. Classes and workshops are led by top trainers and no equipment is needed. Multiple activities are available per day and range from cardio dance to yoga and The Happiness Effect workshop to Balance Builders.

Also, don't be afraid to take your workouts outside for some fresh air. Try:

- Taking a brisk walk
- Going for a run
- Riding your bike
- Going for a swim
- Doing an on-line exercise class outside instead of inside
- Practicing yoga or tai chi

Variety is the spice-of-life and there are many options to keep you healthy and active in addition to or outside of the gym. **Always talk with your physician before starting an exercise program.**



Here's a sample SilverSneakers exercise to get you started, the **Bodyweight Stationary Pulsing Lunge**. This lunge variation creates hip mobility.

1. With feet hip-width distance apart, bring your hands to your hips.
2. Step one leg back keeping your heel lifted.
3. Stretch your legs apart pushing the ball of your back foot down.
4. Keeping your chest tall, bend your front knee, then straighten your front leg.
5. Lower your hips toward the floor then straighten the front leg.



# MENTAL HEALTH & COVID-19

Needless to say, these are stressful times that we are living in. Thousands are dying across the country and the world from COVID-19. People are losing their jobs and businesses and as a result are worried about losing their homes and feeding their families. There's no easy way to deal with the mental stress from the fall-out of COVID-19, but there are some things you might consider.

## SPIRITUALITY

Prayer or meditation may help to relax your mind and calm you, as well as reading passages or devotionals that you find insightful. Find a quiet place and time throughout the day to spend time renewing your spirit.

## EXERCISE

Exercise is the key to not only a healthy body, but also a healthy mind. According to WebMD, when we exercise, endorphins are released

in our brains that trigger a positive feeling similar to morphine. The article goes on to say that regular exercise can help improve sleep, reduce stress, boost self-esteem, and keep anxiety and depression at bay. So, there has never been a better time to do those SilverSneakers on-demand workouts that are available free of charge to all KelseyCare Advantage members, walk the dog, or work in the yard.

## CONNECT WITH OTHERS

Although social distancing may still be recommended, it's still important that we find ways to connect with others. Let technology be your friend and use it to stay connected with loved ones. Take advantage of FaceTime or video conferencing software such as Zoom or WebEx. Or, just pick up the phone and call to check on the special people in your life. Also, don't be afraid to visit with people outside as long as everyone is remaining the appropriate distance

of 6 feet away, as recommended by the CDC.

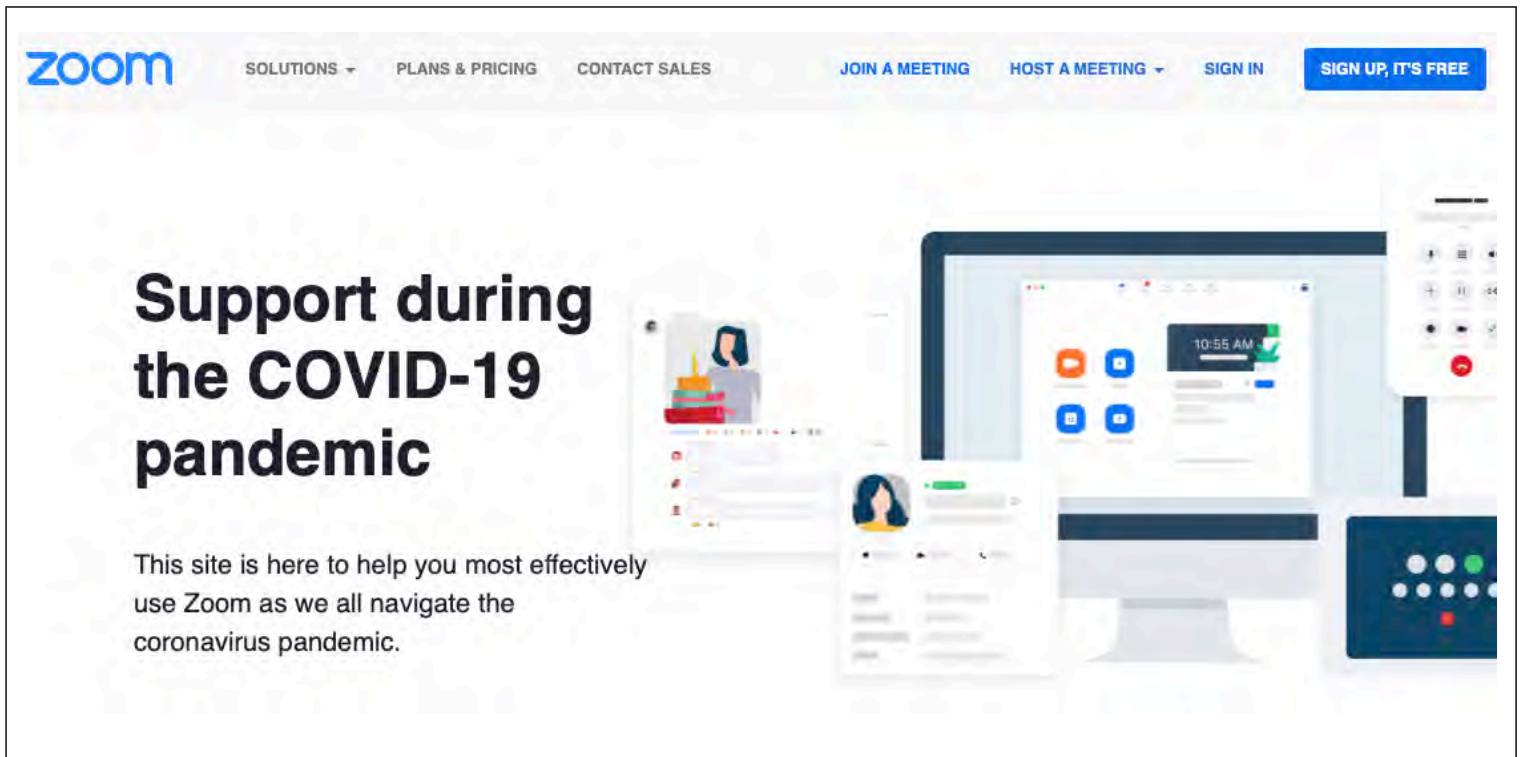
## PURSUE A PASSION

Pursuing something that you love is a great way to lose yourself in a project and not focus on stressful thoughts. This is a great time to:

- Take up painting, sculpting, or woodworking
- Practice or listen to music
- Watch a TV series or some movies that you haven't had a chance to watch
- Relax with a good book or magazine
- Whip up something tasty and delicious in the kitchen, that is also perhaps nutritious!

Again, there is no one thing that is a magic bullet, but you can try one or all of these suggestions to see if they help to alleviate the stress and anxiety that you might be feeling during this uncertain time.





*One of the hardest parts of social distancing is not being able to spend time with friends and family. Although technology can never replace physically spending time together, it can help to ease the loneliness. One technology that has recently emerged as a leader in the field is Zoom.*

Zoom offers video conferencing technology that can be utilized for meetings, conferences, and socializing with friends and family. The technology is easy to use, but you need an internet connection, a computer, tablet, or smart phone.

### **BASIC:**

Zoom offers a Basic account, which is free and allows you to host meetings of up to 100 people. If you use Zoom to only talk to one other person, then your meeting can last for an unlimited amount of time. If a meeting has three or more participants, then the meeting will terminate after 40 minutes. In order to use the Basic account you must first register as the Host, however the people who you invite to meet with you on Zoom do not have to register.

### **PRO:**

There is a Pro account which is best for small teams that costs \$14.99/month and will allow meetings to last up to 24 hours. So, with this plan your group of three or more wouldn't have to worry about your meeting being cut short after 40 minutes.

Once you register for your account you can invite others to join your meeting by sending invites through your personal calendar or by copying and pasting your meeting details into a regular email, then sending that info on to friends and family.

Finally, if you are brand new to Zoom they offer an on-demand tutorial video named [Getting Started with Zoom](#) that answers many questions that you might have such as:

- Scheduling Meetings
- Using the Software
- And, Best Practices

Some people are intimidated by technology, but it can be fun to learn something new. If you are interested in visiting with friends and family on-line, then consider using Zoom to help.

# COVID-19 RELATED SCAMS

Scammers are offering COVID-19 tests to Medicare beneficiaries in exchange for personal details, including Medicare information. However, the services are unapproved and illegitimate.

Fraudsters are targeting beneficiaries in a number of ways, including telemarketing calls, social media platforms, and door-to-door visits.

These scammers use the coronavirus pandemic to benefit themselves, and beneficiaries face potential harm. The personal information collected can be used to fraudulently bill federal health care programs and commit medical identity theft. If Medicare or Medicaid denies the claim for an unapproved test, the beneficiary could be responsible for the cost.

## A NEW TWIST ON COVID-19 SCAMS:

Fraudsters are attempting to convince Medicare beneficiaries that for the COVID-19 swab to work properly, you will need to use a special nasal spray or mouthwash prior to testing. The scammers will offer to send you these items in exchange for your Medicare information. There is no preparation required for COVID-19 testing, and depending upon what is in these products, they could do you harm.

## PROTECT YOURSELF

- Beneficiaries should be cautious of unsolicited requests for their Medicare or Medicaid numbers.
- Be suspicious of any unexpected calls or visitors offering COVID-19 tests or supplies. If your personal information is

compromised, it may be used in other fraud schemes.

- Ignore offers or advertisements for COVID-19 testing or treatments on social media sites.
- A physician or other trusted healthcare provider should assess your condition and approve any requests for COVID-19 testing.
- If you suspect COVID-19 fraud, contact 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. If you're in a Medicare Advantage Plan, call the Medicare Drug Integrity Contractor (MEDIC) at 1-877-7SAFERX (1-877-772-3379).
- There is also a National Center for Disaster Fraud Hotline (866) 720-5721 or [disaster@leo.gov](mailto:disaster@leo.gov)





# KelseyCare Advantage Concierge Team

We are your health care plan experts. The next time you need assistance or just want help obtaining an earlier appointment please contact your **KelseyCare Advantage Concierge Representative at 713-442-9540.**

The Concierge team was created as a trusted point of contact and information source for KelseyCare Advantage members to help them navigate the healthcare experience. The Concierge team is exclusively available to patients who are enrolled in the KelseyCare Advantage plan. Think of your Concierge Representative as a personal healthcare assistant and benefits advocate all rolled into one.

The Concierge team prides itself on trying to assist members at the first point of contact because we know your time is valuable. One of the reasons we are successful in helping patients is because of the Concierge's connection with the physicians and support staff who provide your medical care. Concierge Representatives have access to the same computer system used by Kelsey-Seybold Clinic so we can see appointment history, referral requests, and we are knowledgeable about what services are covered by your health plan.

Concierge Representatives can assist you with appointment access, finding physicians, resolving complex billing and eligibility issues and answering questions about your health care benefits. The Concierge Representatives are experts on what services are provided at the various clinic locations and offer personalized assistance with coordinating appointments to make it easier for you.

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Important Plan Information

11511 Shadow Creek Parkway | Pearland, TX 77584

KelseyCare Advantage