

HOUSE CALL

KelseyCare Advantage

October 2020

KELSEYCAR ADVANTAGE LAUNCHES NEW WEBSITE!

We are excited to announce the launch of KelseyCare Advantage's brand-new website. KelseyCareAdvantage.com was designed with our members in mind to help you get the information that you need about your plan as well as to help you contact us with any questions that you might have.

WHAT CAN YOU DO ON THE SITE?

Here are just a few of the things you can do on the new site:

- Review your plan and value-added benefits
- Download important forms that you may need to complete
- Download plan documents
- Plus, so much more!
- Find a doctor or pharmacy

If you haven't seen the new site yet, visit www.kelseycareadvantage.com and check it out for yourself!

The image displays a desktop and mobile view of the KelseyCare Advantage website. The desktop view features a red header with the text "How to access care, information and resources in COVID-19. Learn More >". Below this is a navigation bar with links: "Enroll Now", "Contact Us", and "Search here...". The main content area includes the KelseyCare Advantage logo, a navigation menu with "Why KelseyCare Advantage", "Choose Your Plan", "New to Medicare", "Prepare to Enroll", and "Already a Member", and a large image of an elderly couple sitting on a couch. A text box on the left states: "We provide you with a quality Medicare plan at an affordable price, so you can focus on things that matter to you." Below this is a button labeled "Our Difference". At the bottom are three buttons: "Become a Member", "Find a Provider", and "For Current Members". The mobile view shows the same content adapted for a smartphone screen, with a status bar at the top showing the time as 1:50 and the URL kelseycareadvantage.com.

ENHANCED 2021 BENEFITS

You should have received your Annual Notice of Change by now and we have made several enhancements to the benefits we offer. Here are just a few of the enhancements KelseyCare Advantage has made for 2021!

PLAN BENEFITS

- We added Preventive dental as a built-in benefit!
- Lowered the cost-share for specialty office visits on the Rx plans
- Added a yearly allowance for over-the-counter (OTC) items
- Changed the inpatient hospital care cost-share to a tiered structure
- Added acupuncture as a covered benefit
- Lowered the cost-share for individual mental health therapy visits
- Added additional allowances for the purchase of hearing aids
- Added convenient care at CVS Minute clinics
- Lowered the monthly premium for the Optional Supplemental Dental benefit



VALUE-ADDED BENEFITS

Plus, don't forget about the other benefits of being a KelseyCare Advantage member such as your SilverSneakers membership at no additional cost. At [SilverSneakers.com](https://www.silversneakers.com) you can participate in their live fitness classes throughout the day via Zoom. Or, select one of their 200+ on-demand videos. You can also download the **SilverSneakers GO™ mobile app** and workout wherever you might be. And, when the time is right you can visit one of their **thousands of participating gym locations**. Visit as many as you want to use equipment, pools, and other amenities, and participate in exercise classes at select locations.

Finally, follow KelseyCare Advantage on Facebook and Twitter. You'll be the first to know when we have important announcements as well as receive regular health, wellness, and life-style tips.

Year-over-year, we continually strive to add value and savings to our plan on your behalf. We hope you'll enjoy all of these benefits in 2021 and thank you for being a KelseyCare Advantage member!



NEED A FLU SHOT?

The flu vaccine is here! The best way to stop the flu is to get vaccinated. Studies show that vaccine administered now helps protect against influenza. Because the flu virus is unpredictable, it's important to get your flu shot before the virus begins circulating. Due to the COVID-19 pandemic, this fall it will be vital for individuals to get vaccinated for the flu to help reduce the overall burden of respiratory illness, protect vulnerable populations, and decrease the strain on the healthcare system.

KELSEY-SEYBOLD HAS YOU COVERED!

Kelsey-Seybold Clinic offers the flu shot 6 days a week. Schedule a flu shot appointment today!

- Appointments are recommended to avoid delay.
- Flu shots available at most Kelsey-Seybold locations. Check your nearest clinic location.
- Saturday hours available at four Kelsey-Seybold locations.
- Open 8 a.m. to 5 p.m. Monday-Friday, and Saturday 9 a.m. to 2 p.m. There are three options for receiving the vaccine:
- The traditional flu shot for those age 6 months and older.
- FluMist, a nasal vaccine for those ages 2 to 49.
- A high-dose flu shot for those age 65 and older.

- No out-of-pocket expense
- Convenient locations close to home and work
- Saturday hours availability



Kelsey-Seybold makes it easy for you to get a flu shot with 24/7 convenience and access to care. **Call 713-442-0000** or **visit www.kelsey-seybold.com**. You can also log in to your MyKelseyOnline account and schedule your flu vaccination.

GET YOUR FLU SHOT AT A PHARMACY

You can visit one of our network pharmacies to get your flu shot at no extra cost to you. Just show them your member ID card and we'll process your claim electronically.

Protect yourself, your family, and your friends. Schedule a flu shot today. It's your best shot at prevention!

DEPRESSION & COVID-19

A recent article published in the American Journal of Geriatric Psychiatry indicates that senior adults coping with depression are showing great resilience when dealing with the stresses of COVID-19. However, although they did indicate that they were managing, “many participants said their quality of life was lower, and they worry their mental health will suffer with continued physical distancing.”

With the holidays right around the corner, dealing with the stresses of COVID-19 such as social distancing may be harder than ever. The first step is to communicate what you’re feeling to your Kelsey-Seybold physician. If you are diagnosed with depression, then your doctor will provide you with the best treatment options.

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 your care are aware of your depression. Often health issues, particularly serious ones (cancer, heart disease) receive higher levels of treatment than the depression you are experiencing and both should be treated at the same time and with the same level of care.
- **Get Busy** – This includes more exercise! Seniors who exercise often show improvement in mental and physical health and are more likely to stay independent and live happier lives. However, this could also include taking up a hobby such as art, music, reading, cooking, or watching comedies. The important thing is to find something to do that is meaningful to you.

- **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 health and mental issues. Here are some simple changes you can make to help you sleep better:
 - No caffeine late in the day.
 - Set a sleep schedule by going to bed and getting up at the same time.
 - Turn off the television an hour before bedtime to get into “sleep mode.”
- **Increase social activities** – This may sound impossible right now, but it’s not. We all need human contact and studies indicate that people with social contact are more likely to overcome depression, especially as seniors. So, this is a great time to learn how to connect virtually to family and friends such as using Facebook or video conferencing technology such as Zoom. There may also be virtual options available to help treat your depression such as online support groups or online sessions with a therapist.

If you feel like you might be depressed, then the most important first step is to talk to your doctor to discuss the best way to treat it and to remember that you’re not alone.

YOUR PCP MISSES YOU!

2020 threw a wrench in everything to say the least. The primary care physicians at Kelsey-Seybold have missed seeing you all for your annual wellness checkup. Over the summer, you were encouraged to stay home for your own protection. Staying home probably meant skipping this all-important visit with your PCP. The overall COVID-19 trend in the Houston area is steadily decreasing, so NOW is the perfect window of time to schedule that missed check-in before the fall cold & flu season arrive. Don't worry, if it's been less than a year since your last exam, it's still FREE!

We have an appointment waiting just for you! If transportation is an issue, please contact Member Services for assistance.

FIT AS A FIDDLE? HEALTHY AS AN OX?

Even if you are feeling great and healthy as ever, it is still **very** important to visit your primary care physician (PCP) on a regular basis. An annual wellness visit can help detect problems early, which gives you a better chance of getting successful treatment. It is also a great time to touch base with your PCP to see how you're progressing towards your health goals and review any medications that you may be taking.

There are **two ways to complete your wellness visit** – either by scheduling a **Virtual Health Checkup** from the comfort of your home — or **in person at a Kelsey-Seybold Clinic location**. If you prefer to be seen in person, you will find that we have enhanced safety measures to help keep you safe.

WHAT ABOUT COVID-19?

Your safety is our highest priority. When you schedule an appointment, you will be asked a series of questions to rule out a possible COVID-19 infection. At each Kelsey-Seybold location face masks are required before entering and your temperature will be taken at the door.

WHAT ARE YOU WAITING FOR!?

There are several ways to schedule an appointment. You can give **Member Services** a call and they can assist you in scheduling your exam. Or, you can schedule your annual physical using your **MyKelseyOnline** secure patient portal.

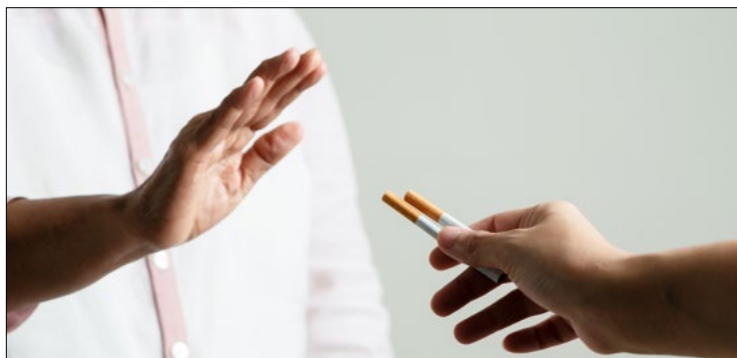
Member Services is available daily Monday – Friday from 8 a.m. - 5 p.m., at 713-442-CARE (2273). TTY/TDD users can call 711. **Great, it's a date! See you soon.**



SMOKING CESSATION

Tobacco smoking is the leading cause of preventable disease, disability, and death in the United States. Smoking harms nearly every organ in the body and has been associated with multiple chronic conditions and diseases.

Studies have shown that successful quitting is dependent on appropriate resources and mental and emotional support, only 2-3% of those who decide to quit smoking “cold-turkey” are able to do so successfully. If you are ready to quit smoking, have considered quitting or know anyone who can use extra support to help them with this journey, the resources below can help along the way.



CREATE A PLAN

Consulting with a trained counselor or provider can help the plan to quit become a concrete quitting plan and has shown to greatly improve the chances of successfully quitting and reducing associated adverse effects.

The smokefree.gov quit plan (<https://smokefree.gov/build-your-quit-plan>) has been designed by the Department of Health & Human Services, National Institute of Health and the National Cancer Institute to help create customized steps to quit. It is important to discuss this plan with your physicians.

PHONE, TEXT OR CHAT CONSULTATIONS

Trained smoking cessation counselors are available at no cost via phone calls, text messages or online chat. These counselors can help you with creating and managing your plan, answer questions about quitting and “staying quit,” help combat cravings, help get you through slip-ups or just provide the emotional support you need during this time. These resources are FREE to everyone.

PHONE CONSULTATIONS:

- 800-QUIT-NOW (800-784-8669)
Connects directly to your residing state’s Quitline
- 877-44U-QUIT (877-448-7848)
The National Cancer Institute’s trained counselors

TEXT & LIVE CHAT CONSULTATIONS:

- Free texting support in English and Spanish
- **General Program:** Text QUIT to 47848

MOBILE APPLICATIONS

- **QuitGuide**

Available on Android and Apple phones

QuitGuide is a free app that helps you understand your smoking patterns and build the skills needed to become and stay smokefree. Use the app to track your cravings by time of day and location and get motivational messages for each craving you track.

- **QuitSTART**

Available on Android and Apple phones

The quitSTART app is a free smartphone app that helps you quit smoking with tailored tips, inspiration, and challenges.

Not sure if you’re ready to quit yet? Sign up for a Practice Quit

This program is for smokers who want to quit but want to get comfortable with not smoking for short periods of time first. This will help you build skills and confidence to quit for good. Or, you can try the Daily Challenges program to build skills for becoming smokefree without quitting.

To sign up for Practice Quit or Daily Challenges, text GO to 47848.

COVID-19 AND THE HOLIDAYS

The holidays are right around the corner. It's probably safe to say that this year won't be quite the same as in previous years. You may be wondering, will I be able to see friends and family this year for Thanksgiving, go to the grocery store to shop for the meal I usually prepare, watch the big game on TV?

The reality is, maybe or maybe not. Now is the time to start planning for what will work best for your family. Here are some tips to help you make the holidays special!

HOLIDAY MEAL DROP-OFF

The safest option is to stay home and to continue to social distance away from others who live outside your home. A popular idea that's floating around is for each household to prepare a portion of a holiday meal, then do a food drop-off to other family members. You will still be able to see each other and enjoy a holiday meal created with love, all while keeping your distance from one another.

GROCERY SHOPPING

To avoid potentially crowded stores and a dangerous situation, you might consider using a grocery store delivery or pick-up service to do your grocery shopping. Check with your local grocery store to see if they offer these services, as many do. Don't

forget to check to see if your grocer has digital coupons that can be applied towards your purchases, as well.

Instead of picking up your groceries, some stores will deliver them to your home for a fee. This is not available in all areas, so you will need to check to see if your local grocer offers this service. Finally, try to schedule your grocery pick-up or delivery as early as possible as stores only have so many openings available per day and you don't want to be left unable to get the items that you need for your holiday meal.

VIRTUAL MEETINGS

Remember to take advantage of technology during this time. You can even schedule a time for all of your

family to meet virtually during the holiday season. There are a variety of video conferencing services and apps out there to help you connect with loved ones. Three of the most popular video conferencing services are Google Hangouts, Skype, and Zoom. All of them offer some form of free service, but time limits may apply. Also, depending on the service you can invite anywhere from 50 to 100 people to participate on your video conference.

You can also use an app on your mobile device like Facebook Messenger, FaceTime, or Google Duo to make video calls.

This Holiday season consider using some of these tips to stay connected to loved ones, but also to stay safe until COVID-19 is no longer a threat.



NEW ID CARDS FOR 2021!

Be on the lookout for your new 2021 KelseyCare Advantage ID card! ID cards will be sent out in December before the new plan year takes effect. If you have not received a card by early January, please call Member Services at 713-442-CARE (2273) or toll-free at 1-866-535-8343.

Your personal KelseyCare Advantage member ID number **is not changing**. Please be aware that no action is needed to stay enrolled in your current plan.

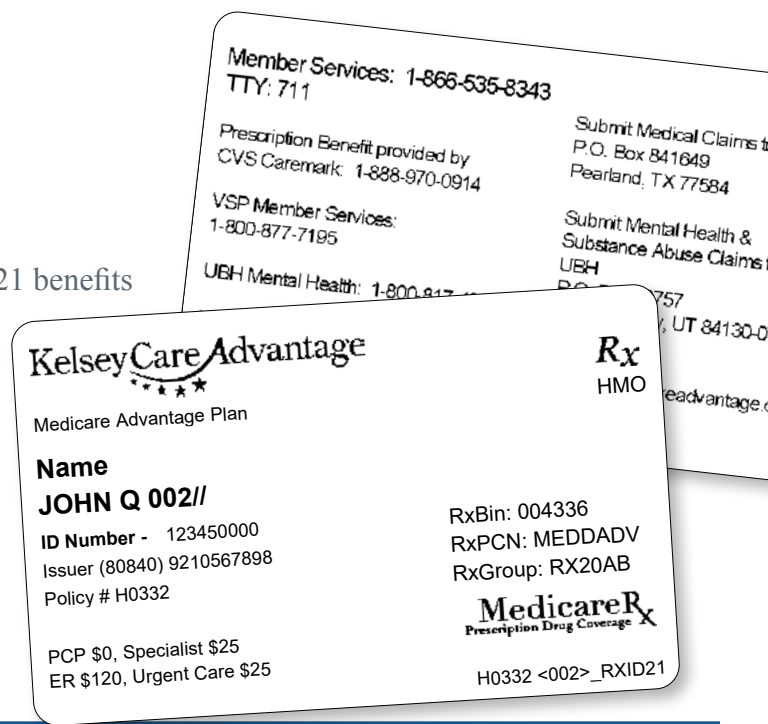
WHAT IS DIFFERENT ABOUT THE NEW CARDS?

- Some copay amounts may have changed to reflect the 2021 benefits
- Updated RxBin and PCN information
- The back of the card layout makes it easier to read

WHAT DO I DO WITH MY OLD KELSEYCAR ADVANTAGE ID CARD?

- Cut it up and throw it away!

As always, keep your red, white, and blue Medicare card in a safe place in case you need it later.



Important Plan Information