

HOUSE CALL

KelseyCare Advantage

April 2022

ANNUAL WELLNESS EXAM



Have you had your annual wellness exam yet?

With COVID-19 levels dropping in the community, now is the perfect time to cross this off your 2022 to-do list!

Your annual wellness exam allows you to talk to your doctor about any concerns you may have about your health, update vaccinations, check your vital signs such as your blood pressure, and discuss your overall health and well-being.

Your annual wellness visit is covered by your KelseyCare Advantage plan at no additional cost and is an opportunity to discover a small problem before it becomes a larger problem. The visit will also include reviewing any medications you may be currently taking, including over-the-counter medications and supplements.

IT MAY ALSO INCLUDE:

- Reviewing your medical and family history.
- Discussing a plan of action to manage any chronic conditions that you may have or any follow-up tests or procedures that may be needed.

Remember, if you need any help finding a physician or scheduling your annual wellness exam, please give our KelseyCare Advantage Concierge team a call at 713-442-9540 and they can assist you. As the saying goes, prevention is worth an ounce of medicine. Give us a call today to schedule your annual wellness exam appointment.

ARM YOURSELF AGAINST THE FLU

Most of us are so focused on coronavirus vaccines and boosters these days, we may have forgotten to get the flu shot. In case you haven't heard, the flu shot is just as important now for protection than it was before the pandemic. And for those who were concerned, the Centers for Disease Control and Prevention (CDC) confirms that it is perfectly safe to get the flu shot at the same time as a COVID-19 vaccine.

Since the beginning of the year, positive flu test results and doctor's office visits for flu-like illness are down. But second waves of influenza are not unusual, and some health experts say it is possible that a late winter or spring surge could be coming.

COVID-19 cases have been falling in recent weeks, leading to a decline in mask wearing and behaviors that may have been keeping flu down this winter. As people become less cautious, flu or other respiratory viruses can surge, according to CDC officials.

Of all the age groups, the 65 and over crowd faces the greatest risk of developing serious complications from the flu. In fact, the CDC estimates that of all the people hospitalized each year with flu, up to 70% are seniors. Even more troubling is the fact that 70 to 85% of flu-related deaths typically occur among people 65 and older.

Two different flu shots – the **Fluzone High Dose** and **FLUAD** – are designed specifically for seniors. You only need one of them. They provide extra protection beyond what a standard flu shot provides. While they cannot guarantee you won't get the flu, they will lower your risk.

Fluzone High Dose: Approved for U.S. use in 2009, this is a high-potency vaccine that contains four



times the amount of antigen as a regular flu shot, which creates a stronger immune response for better protection. This vaccine, according to a 2013 clinical trial, was 24 percent more effective than the regular-dose shot at preventing flu in seniors.

FLUAD: Available in the U.S. since 2016, this vaccine contains an added ingredient called adjuvant MF59 that also helps create a stronger immune response. In a 2012 Canadian observational study, FLUAD was 63 percent more effective than a regular flu shot.

The CDC does not recommend one vaccination over the other, and to date, there have been no studies comparing them.

You should also know that both the Fluzone High-Dose and FLUAD can cause milder effects than occur with a standard-dose flu shot, like pain or tenderness where you got the shot, muscle aches, headache or fatigue. And neither vaccine is recommended for seniors who are allergic to chicken eggs, or those who have had a severe reaction to a flu vaccine in the past.

Both vaccines are also fully covered by KelseyCare Advantage.

The American Medical Association (AMA) has more information about the risks of COVID-19 and flu co-infection here: <https://www.ama-assn.org/delivering-care/public-health/questions-your-patients-may-have-covid-19-and-flu-coinfection>

THE KELSEYCARE ADVANTAGE CONCIERGE TEAM

Navigating the health care experience can be confusing, but it doesn't have to be. At KelseyCare Advantage, we're here to help. If you have questions about your KelseyCare Advantage plan or if you need help getting an appointment, press the easy button. Just give one of our helpful Concierge Representatives a call and they can help.

The Concierge team is exclusively available to patients who are enrolled in KelseyCare Advantage. Think of your Concierge Representative as your **personal healthcare assistant** and benefits advocate rolled into one.

Our goal is to assist members at the first point of contact because we know your time is valuable.

We are successful in helping our members because of our connection with the physicians and support staff who provide your medical care. Our Concierge Representatives have access to the same computer system used by Kelsey-Seybold Clinic so we can see your appointment history, referral requests, and we also know what services are covered by your health plan.

Concierge Representatives can also help you find a physician, resolve complex billing and eligibility issues and answer questions about your health care benefits.

We are your health care plan experts. The next time you need assistance please contact your KelseyCare Advantage Concierge Representative at 713-442-9540 (TTY users can call 711).

COVID AT-HOME TESTS

Free COVID-19 at-home tests are available at <http://covidtest.gov>. At-home rapid COVID-19 tests bought online, at a pharmacy or retail store are not covered by your Medicare Advantage or Medicare Supplement plan.

COVIDtests.gov English Español 简体中文



Get free at-home COVID-19 tests

Every home in the U.S. is eligible to order 4 free at-home COVID-19 tests. If you haven't already, order yours today.

Starting next week, every home in the U.S. will be able to order an additional set of 4 tests.

[Order Free At-Home Tests](#)

Need help placing an order for your at-home tests?
Call 1-800-232-0233 (TTY 1-888-720-7489).



ABOUT THE AT-HOME COVID-19 TESTS

The tests available for order:

- Are rapid antigen at-home tests, not PCR
- Can be taken anywhere
- Give results within 30 minutes (no lab drop-off required)
- Work whether or not you have COVID-19 symptoms
- Work whether or not you are up to date on your COVID-19 vaccines
- Are also referred to as self-tests or over-the-counter (OTC) tests

[Read more frequently asked questions](#)

PHONE VISITS

Phone visits are available for all KelseyCare Advantage patients. Phone visits allow you to talk on the phone with a provider for sick visits, medication refills, routine and chronic care.

HOW DOES IT WORK?

First, you'll need the MyKelseyOnline App or access to MyKelseyOnline. Once you are logged in to your account:

- Select the "I need a Phone Visit" option
- Select the provider you would like to speak with, followed by the date and time.
- Verify that your contact information is correct that we have on file for you.
- When it's time for your appointment your provider will call you at the phone number that you provided in your contact information.

It's easy and it only takes a few minutes to schedule a phone visit using the MyKelseyOnline App or

MyKelseyOnline. For more information about signing up for MyKelseyOnline, downloading the MyKelseyOnline App, or learning about how to schedule or start a video visit, visit the Kelsey-Seybold Clinic website here: <https://www.kelsey-seybold.com/make-an-appointment/virtual-health/virtual-visit-resources>.



MYKELSEYONLINE

Have you signed up for MyKelseyOnline? It's your private, secure connection to Kelsey-Seybold Clinic using your computer or mobile device. And, it's free!

- Send secure messages to your doctor's office anytime with a question or concern.
- Get test results faster.
- Refill prescriptions.
- Schedule appointments with your primary care physician and specialists.
- View your appointment history and immunization records.
- Update your personal details and insurance information.
- Make secure online payments.



Communicate with your doctor

Get answers to your medical questions from the comfort of your own home



Request prescription refills

Send a refill request for any of your refillable medications



Access your test results

No more waiting for a phone call or letter – view your results and your doctor's comments within days



Manage your appointments

Schedule your next appointment, or view details of your past and upcoming appointments

WOMEN'S HEALTH WEEK

National Women's Health Week begins this Mother's Day, Sunday, May 8th, and serves as a reminder of the importance that women of all ages stay on top of their health. The observance was established by the Department of Health and Human Services' Office on Women's Health, which reminds women – particularly those with underlying conditions such as hypertension, diabetes, obesity, cardiovascular and respiratory conditions, and women 65 and older – to stay focused on your health needs.

When was your last annual physical, well woman exam, or any doctor appointment? If you can't recall, the answer is probably that it was too long ago.

Women have unique health issues such as pregnancy and menopause. Some of the health issues that men and women have in common affect women differently. Examples include osteoarthritis and urinary tract problems, both of which tend to affect women more.

Nutrition is an essential part of a healthy lifestyle. Physical activity is also critical. Exercise lowers the risk of heart disease, which is the leading cause of death for women. With many people following social distancing guidelines, being physically active may seem hard, but it's definitely not impossible.

National Women's Health Week also encourages women to consider the factors that influence their mental health, such as managing stress in order to ward off anxiety and depression. Research shows that



positive mental health is associated with improved overall health and wellbeing. It may be tough during the pandemic to maintain healthy behaviors and manage stress, but there are manageable steps you can take to get the support you need to cope with stress.

Regular health check-ups are important to ensure your day-to-day health. Talk to your Kelsey-Seybold doctor:

- to find out what screenings you need and when;
- to explore the covered preventive services for women and other preventive care benefits;
- if anything doesn't feel right or is concerning;
- to ask if telemedicine is an available option.

Always write down any questions or issues you may have and bring them to your appointment.

Don't delay! Call your Kelsey-Seybold doctor today to schedule an appointment! And learn more about how to check on your own health during Women's Health Week here: <https://www.cdc.gov/healthequity/features/nwhw/index.html>.

COVID-19 BENEFIT

Your KelseyCare Advantage plan has you covered. COVID-19 continues into 2022, but you shouldn't need the added stress of paying for treatment or hospitalization if you contract COVID-19. Your KelseyCare Advantage plan includes a COVID-19 benefit to help you deal with this illness should it affect your health.

WITH A COVID-19 DIAGNOSIS:

- If you are hospitalized, your inpatient cost share is waived.
- All testing and related visits are covered at 100%.
- Post discharge, you can receive a meal delivery of two meals per day, for seven days.

Should you get COVID-19, the last thing you need to worry about is if you're covered by your health insurance. Rest assured, KelseyCare Advantage has you covered!

FRAUD ALERT: COVID-19 SURVEY SCAMS

The U.S. Department of Health and Human Services Office of Inspector General is alerting the public about fraud schemes related to the novel coronavirus (COVID-19). Scammers are using telemarketing calls, text messages, social media platforms, and door-to-door visits to perpetrate COVID-19-related scams.

PROTECT YOURSELF

- Be careful! Scammers are selling fake and unauthorized at-home COVID-19 test kits in exchange for your personal or medical information. Make sure to purchase FDA approved COVID-19 test kits from legitimate providers.
- As volunteers go door-to-door to inform communities across the country about COVID-19 vaccines, be sure to protect yourself from criminals who are seeking to commit fraud. Do not provide personal, medical, or financial details to anyone in exchange for vaccine information, and make sure you obtain vaccinations from trusted providers.
- Be cautious of unsolicited requests for personal, medical, and financial information. Medicare does not call beneficiaries to offer COVID-19 related products, services, or benefit review.
- Be cautious of COVID-19 survey scams. Do not give your personal, medical, or financial information to anyone claiming to offer money or gifts in exchange for your participation in a COVID-19 vaccine survey.
- Be suspicious of any unexpected calls or visitors offering COVID-19 tests or supplies. If you receive a suspicious call, hang up immediately.
- Do not respond to, or open hyperlinks in, text messages about COVID-19 from unknown individuals.
- Photos of COVID-19 vaccination cards should not be shared on social media. Posting content that includes your date of birth, health care details or other personally identifiable information can be used to steal your identity.
- If you suspect COVID-19 health care fraud, report it immediately by calling 800-HHS-TIPS (800-447-8477).

For more information visit: <https://oig.hhs.gov/fraud/consumer-alerts/fraud-alert-covid-19-scams/>. You can also report any suspected health care fraud to KelseyCare Advantage by calling, mailing, or emailing us at:

- Call Fraud, Waste, and Abuse Hotline: 713-442-9595
- By mail:
KelseyCare Advantage
Attn: Compliance
11511 Shadow Creek Parkway
Pearland, Texas 77584
- Email us: MedicareFraudHotline@KelseyCareAdvantage.com

You can also visit our website to submit your concern online.

Looking for a Volunteer opportunity? Check out the Texas Senior Medicare Patrol organization, located right here in Houston. Visit them online at <https://texassmp.org> or call 1-888-341-6187.

Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

NEW CLINIC OPENINGS

Kelsey-Seybold Clinic is growing and adding locations around the greater Houston area to make it easier than ever for you to get the care that you need.

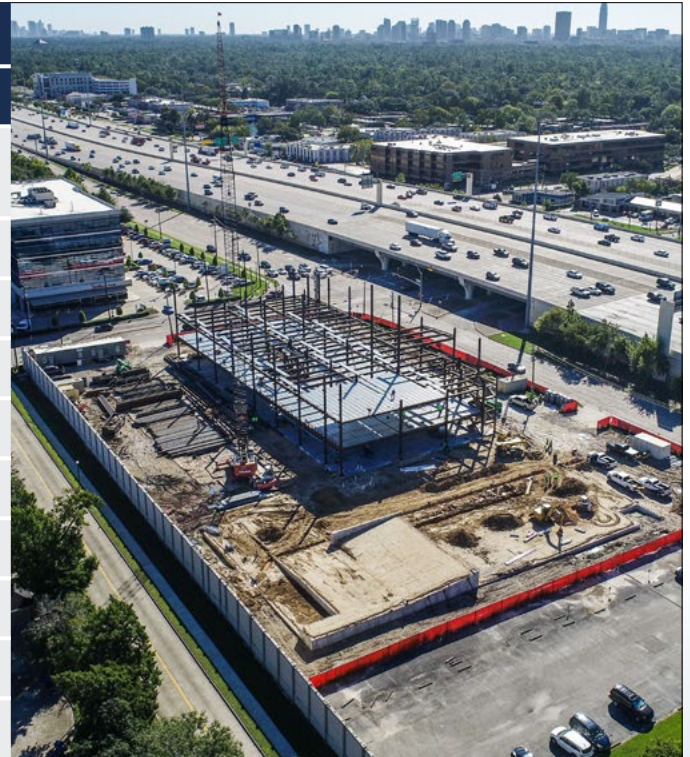
Here are the locations that we opened in 2021 and the new locations that we are planning to open in 2022. We'd love to see you at one of our new locations!

2021 NEW CLINIC OPENINGS

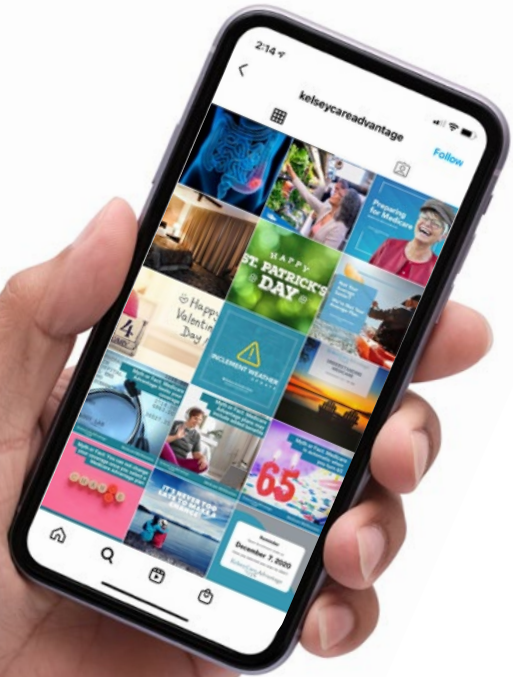
- Memorial City
- Lake Jackson
- North Channel
- River Oaks
- Pasadena Expansion
- Gulfgate
- Greater Heights

2022 NEW CLINIC OPENINGS

CLINIC NAME	OPENING DATE
South Shore Harbor (Janoe Practice)	Now Open
MediNet (Greatwood)	April 2022
Rock Creek	May 2022
Eldridge	July 2022
Memorial Villages	August 2022
Stafford	September 2022
Westchase	September 2022
Bridgeland/Fairfield	October 2022
South Shore Harbor	November 2022
Copperfield Villages	November 2022



CONNECT WITH US ON SOCIAL MEDIA!



Don't forget to stay social with us ... If you haven't already, then please connect with us on Facebook, Twitter, and Instagram! On our social media sites, you'll see a variety of health and life-style features, KelseyCare Advantage plan updates, and you can see Kelsey-Seybold Clinic updates such as clinic closures or changes to hours of operation, due to bad weather.

- See what's new with SilverSneakers, which is included in your KelseyCare Advantage plan
- See cutting edge health and fitness information and share it with your friends and family
- Contact us with questions that you have about the plan

We hope to connect with you soon!



Important Plan Information

11511 Shadow Creek Parkway | Pearland, TX 77584

KelseyCare Advantage