After many years of medical practice, I must admit that I see more and more patients getting their annual physicals and other preventive screenings to maintain healthy living. But I believe we can and should be doing better, and the start of a new year is always an excellent time for us to resolve to make our health a priority.

The old adage “An ounce of prevention is worth a pound of cure” still rings true today. Doctors use screening tests for the early detection of common and potentially deadly diseases, such as cancer and heart disease. They can also be useful in identifying risk factors and diseases that don’t have any obvious symptoms, like diabetes.

These tests can detect certain illnesses in their earlier and more curable stages, even before a patient notices symptoms. Patients who receive regular primary care have fewer preventable emergency visits and hospital admissions than those who do not.

Each year your KelseyCare Advantage plan covers a free physical. But recently, your Kelsey-Seybold physicians have enhanced the annual wellness exam, specifically for KelseyCare Advantage members. Your KelseyCare Advantage wellness exam is a comprehensive Annual Health Risk Assessment, and will consist of:

- **A Complete Medication Reconciliation**
  - Your doctor will thoroughly review all medications that are being taken, including vitamins and supplements.

- **An Update of Health Maintenance Vaccines and Screenings**
  - Vaccines
  - Pap Smear/Prostate Exam
  - Mammogram (The Mammogram can be scheduled to coincide with HRA visit or done at a later time.)
  - Colonoscopy (The Colonoscopy can be scheduled to coincide with HRA visit or done at a later time.)

- **An Extensive Chronic Care Review**
  - Your doctor will assess your risk for chronic conditions like High Blood Pressure, Cholesterol, Diabetes, Heart Disease, Respiratory Conditions, Chronic Kidney Disease, Depression, Alcohol Abuse, Dementia and End of Life Counseling.

- **A Complete Physical Exam**

- **Lab and Radiology Testing** – Your doctor will order screening tests for you, taking into account any risk factors you may have for chronic diseases.

- **Lifestyle Assessment** – Your doctor will also likely ask you about your lifestyle and diet as well as discuss issues such as bladder control, risk of falling and whether you’re getting enough physical activity and exercise.

After any screening tests, be sure to ask about signing up for MyKelseyOnline so you’ll have access to your results as soon as they’re ready. And, if you’re ready for a Member Advocate to reach out to you to schedule your Annual Health Risk Assessment, please send an email to House.Call@kelseycareadvantage.com with your name and phone number so we can reach out to you to coordinate a convenient time for you to complete this important health exam.
A solid commitment to excellent service is at the heart of everything KelseyCare Advantage does for our members and recently helped us earn a 5-Star rating from Medicare—making us the only health plan in Texas to do so. One of the highest rated categories is Member Experience with the Health Plan. KelseyCare Advantage’s Member Service department deserves much of the credit for that.

KelseyCare Advantage members have knowledgeable and caring representatives with a locally based team that completely understands the clinical services and expertise available to them throughout the Kelsey-Seybold Clinic system. That means no outsourcing to third party call centers in other parts of the country. In fact, we consider our Member Service representatives your Houston “neighbors.”

“Knowing the Houston area is a great resource to our members as Member Service representatives are able to quickly and easily find a clinic location and physician closest to the member,” says Shelly Garcia, KelseyCare Advantage director of Enrollment and Member Services.

“Having Kelsey-Seybold Clinic administrative services all locally based also allows the Plan to collaborate with each other to provide innovative services and solutions to KelseyCare Advantage members,” explains KelseyCare Advantage VP of Operations Theresa Devivar. “This approach means providing a rapid response to member inquiries as employees of the Plan and the Clinic are working together in the same location.”

Your Member Service representatives receive special training. “Representatives undergo a six-week training program that combines classroom material with mentorship,” says Devivar. They are specifically trained in all aspects of Medicare, Part D coverage and the multiple KelseyCare Advantage plans. They are monitored for the way they handle phone calls. “We specifically look for certain qualities in a service professional such as respect, compassion, and a friendly, professional manner,” says Garcia. By the end of their training and testing, representatives are prepared to address queries about every aspect of the Plan including:

- enrollment and eligibility
- ID cards
- medical and prescription benefits
- claims and billing
- appointments and referrals
- and much more

Member Service representatives also assist healthcare providers regarding claims, the status of referrals and benefit interpretation. Helping the providers who deliver needed medical care to our members is another way we try to make the healthcare system seamless for our members.

If Member Service representatives are asked questions they cannot answer, they have access to staff resources within the same location to help them. “For example, the KelseyCare Advantage Pharmacy Service team is a resource for Part D/prescription drug questions,” explains Devivar. “Member Services representatives can also connect members with other Kelsey-Seybold departments (such as a Clinic nurse or the Appointment Center) or vendors that provide services to KelseyCare Advantage members like VSP for vision care or Total Transit for non-emergency transportation.”

One-call resolution is one of our main goals. “We see our Member Service representatives as a one-stop approach to problem resolution,” adds Garcia. “They are expected to coordinate the resolution of any concerns and are trained never to put the burden on the member.”

The efforts to provide excellent service have paid off with a 5-star rating in the Member Experience with the Health Plan category.

If you need assistance with the Plan or your benefits, call us at 713-442-CARE (2273) between 8 a.m. and 8 p.m. Monday through Friday. We’d love to help you.
WHAT DO THESE STATEMENTS HAVE IN COMMON?

“I forgot.”

“Oh, I meant to, but something came up.”

“There are so many options, I couldn’t tell them apart.”

“Too confusing, so I’m staying where I’m at.”

“Enrollment deadline, what deadline?”

You guessed it!

These are all statements that we hear from Medicare beneficiaries after the Annual Enrollment Period closes on December 7th.

Many Medicare beneficiaries don’t look at their plan materials to see whether their benefits changed for the next year. All too often, it is January or even February, before they realize their prescription coverage has been cut or their copays have gone up. You know what the worst part is? They call us AFTER the enrollment period is closed and, at that point, there is usually not much we can do to help.

Good news!! This is not the case for 2014! Medicare beneficiaries can still save on out of pocket costs for 2014 AND get care from the highest rated Medicare Advantage plan in the Houston area.

KelseyCare Advantage has received Medicare’s highest rating of excellence for care and service for 2014.

So now, Medicare’s 5-star special enrollment period is underway, providing Houston area Medicare beneficiaries with an opportunity to switch to a 5-star plan. The Centers for Medicare and Medicaid Services created the extended 5-star enrollment period to give all Medicare enrollees a one-time opportunity to enroll in a plan that offers the highest level of care and service.

If you have a friend or loved one that has concerns about their Medicare coverage and you think we may be able to help, please have them call us. There is no obligation for calling and information is free! But if we can help them, time is of the essence. The sooner they call, the sooner their coverage can start.

713-442-JOIN (5646)
Available from 8 a.m. to 8 p.m. Monday through Friday

UPCOMING MEMBER MEETINGS

Join us at a member meeting to learn how to get the most from your KelseyCare Advantage plan. You can talk one-on-one with plan representatives such as:
- Member Service
- Part D Specialists
- Health Plan Specialists

February 25, 2014 2:00 PM
First Colony Branch Library
2121 Austin Parkway
Sugar Land, TX 77479

March 13, 2014 1:00 PM
McGovern - Stella Link Neighborhood Library
7405 Stella Link Rd.
Houston, TX 77025

March 11, 2014 10:00 AM
Kelsey-Seybold Clinic Spring Medical and Diagnostic Center
15655 Cypress Woods Medical Drive, Suite 100
Houston, TX 77014

Keep updated on KelseyCare Advantage! “Like” us on Facebook and follow us on Twitter
Medicare provides “Extra Help” to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan’s monthly premium, yearly deductible, and prescription copayments. This “Extra Help” also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for “Extra Help.” Some people automatically qualify for “Extra Help” and don’t need to apply. Medicare mails a letter to people who automatically qualify for “Extra Help.”

You may be able to get “Extra Help” to pay for your prescription drug premiums and costs.

To see if you qualify for getting “Extra Help,” call:
· 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
OR
· The Social Security Office at 1-800-772-1213, between 7 am to 7 pm, Monday through Friday. TTY users should call 1-800-325-0778;
OR
· Your State Medicaid Office.

KelseyCare Advantage members—both new and returning—may have noticed that some of our drug benefits have changed since last year. These changes may be confusing and they may or may not impact your costs for your prescription medications.

Fortunately, help is close at hand. KelseyCare Advantage clinical pharmacists are available to assist you.

**Review of your medications**

If you have questions about your drug benefits or want to know how to reduce your drug costs, we offer a complimentary, confidential medication review. Our trained clinical pharmacists will work with your physicians to provide you with the most cost-effective alternatives.

**Help with the “donut hole”**

If you were in the Coverage Gap or “donut hole” last year, our pharmacists can identify effective drug alternatives to help reduce your total drug costs.

For either of these services, please contact Health Plan Pharmacy Services at 713-442-4820, Monday – Friday 8 a.m. to 5 p.m.
DO’S & DONT’S FOR FILLING PRESCRIPTIONS

If you find that filling and refilling your prescriptions is a bother, I have some tips to share with you.

✔ **DO** Call the pharmacy in advance to be sure your prescriptions are ready for pick up.
✔ **DO** Call a week in advance to request your refill
✔ **DO** Ask about the Kelsey Pharmacy free home mailing service (saves time and money)
✔ **DO** Ask your pharmacist if they have an online refill system.
✔ **DO** ask your doctor if a 90-day supply would work for you. (Fewer refills means fewer chances to run out of your medication!)

✗ **DON’T** Choose Monday to go to the pharmacy. (This is usually the busiest day of the week at the pharmacy.)
✗ **DONT** Wait until you’ve run out of your medication.

TRANSFERRING YOUR PRESCRIPTIONS

There are many reasons you may want to transfer a prescription to another pharmacy. Maybe you’ve moved, or maybe a new pharmacy has opened in more convenient location. If you do want to transfer your prescription, just call the new pharmacy that you would like to use and tell the pharmacist you would like to transfer your prescription.

**Simply provide:**
- your name
- the medication name and strength
- the prescription number
- the phone number of the pharmacy that currently has your prescription

The pharmacist will call your old pharmacy and retrieve your prescriptions.

***Remember, you must have refills remaining on your prescription in order to have them transferred to a new pharmacy. To avoid delays, find out all the details from the new pharmacy before you leave to pick up your medication.

VACATION SUPPLIES

If you know you will be out-of-town or are going on vacation for an extended period of time, you may request to pick up your medications in advance. Call the number on the back of your ID card and let a representative know you need a vacation supply.

Remember, a vacation supply may not be approved right away, so please call at least a week in advance. Be prepared to provide your pharmacy’s phone number, so KelseyCare Advantage’s network providers can coordinate your medication supply.
As a KelseyCare Advantage member, you have a variety of pharmacies to choose from that include “preferred” and “non-preferred” pharmacies. But what do these terms mean, and how do they affect you as a member?

Preferred pharmacies are network pharmacies with which our plan has negotiated lower costs for our members. These preferred pharmacies include all H-E-B pharmacies and all Kelsey pharmacies.

Non-preferred pharmacies, such as CVS, Walgreens and Wal-mart, are still part of the KelseyCare Advantage network but you will pay a higher cost (usually a copay) to get your prescriptions filled at those locations.

**Why choose a Preferred Pharmacy?**

Preferred pharmacies can save you money through lower copays, and are very convenient. H-E-B Pharmacies have more than 30 locations around Houston and are open on weekends. Kelsey pharmacies are located right in your doctors’ office and hours vary. Check with your local Kelsey Pharmacy for specific hours of operation.

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### KELSEY PHARMACIES

- **Clear Lake Medical Center**
  - 713-442-9475
- **Fort Bend**
  - 713-442-2179
- **Kingwood**
  - 713-442-2179
- **Pasadena**
  - 713-442-2179
- **The Vintage**
  - 713-442-1579
- **The Woodlands**
  - 713-442-1975
- **West**
  - (Galleria area) 713-442-2450

### HEB PHARMACIES

- **Atascocita**
  - 281-812-4729
- **Bay Colony**
  - 281-337-5210
- **Bear Creek**
  - 281-463-9148
- **Beechnut**
  - 281-564-5209
- **Blackhawk**
  - 713-991-3762
- **Buffalo Market**
  - 713-218-1850
- **Bunker Hill**
  - 713-647-5960
- **Conroe**
  - 936-756-1435
- **Conroe #02**
  - 936-760-6810
- **Cypress Market**
  - 281-758-1155
- **Fairfield Market**
  - 281-256-6490
- **Fountain View**
  - 713-278-8474
- **Friendswood**
  - 281-996-9971
- **Fry**
  - 281-829-2565
- **Grand Parkway**
  - 281-392-1188
- **Gulfgate**
  - 713-847-0071
- **Indian Springs**
  - 281-292-8026
- **Jones and West**
  - 281-894-5237
- **Katy**
  - 281-599-0958
- **Katy Market**
  - 281-574-1808
- **Kempwood**
  - 713-996-0449
- **Kingwood**
  - 281-361-0083
- **Lake Colony**
  - 281-403-1861
- **Montrose Market**
  - 713-807-7293
- **North Woodlands Market**
  - 936-321-2748
- **Pasadena**
  - 281-487-6170
- **Pearland**
  - 713-578-6155
- **River Park**
  - 281-239-2055
- **Sienna Market**
  - 281-778-1350
- **Spring: Louetta**
  - 281-251-0255
- **Spring Market**
  - 281-907-7950
- **Spring: Sawdust**
  - 281-292-0774
- **Sugarland**
  - 281-240-6370
- **Summerwood**
  - 281-436-1969
- **Tomball**
  - 281-351-1972
- **Vintage Park Market**
  - 281-257-4655
- **Westchase**
  - 281-497-8479
- **Woodlands Market**
  - 281-292-3962

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Go to Heb.com for the most current list of pharmacy locations.
For more information please contact Catamaran at 1-866-589-5222
Dear KelseyCare Advantage Members

The new year has already begun and we couldn’t be more excited about our Five-Star Quality Rating from Medicare!

Many of us start the new year resolving to take better care of ourselves, whether that means a healthier diet, exercise or doing a better job with routine physicals and other doctor appointments. It may be a combination of all those things.

KelseyCare Advantage resolves to maintain the Five-Star level of Service and Care that you are accustomed to. Achieving this rating is no accident. It begins with the first call you make to find out more about our plan and continues on to the care you receive from your Kelsey-Seybold Clinic doctors. So, this edition of House Call offers insights about the specialized training received by our Member Service representatives so they can better assist you. And, our Medical Director discusses the specialized annual wellness visit created specifically for KelseyCare Advantage members.

Plus, if you haven’t had an opportunity yet, we encourage you to attend a future Member Meeting. These are designed for you to meet face to face with plan representatives who have special expertise in Part D benefits, services offered at Kelsey-Seybold, your benefits and coverage and more!

Let’s make this a great new year together!

Marnie Matheny
President, KelseyCare Advantage