

Summer 2023

Optum

Health Care Chronicle

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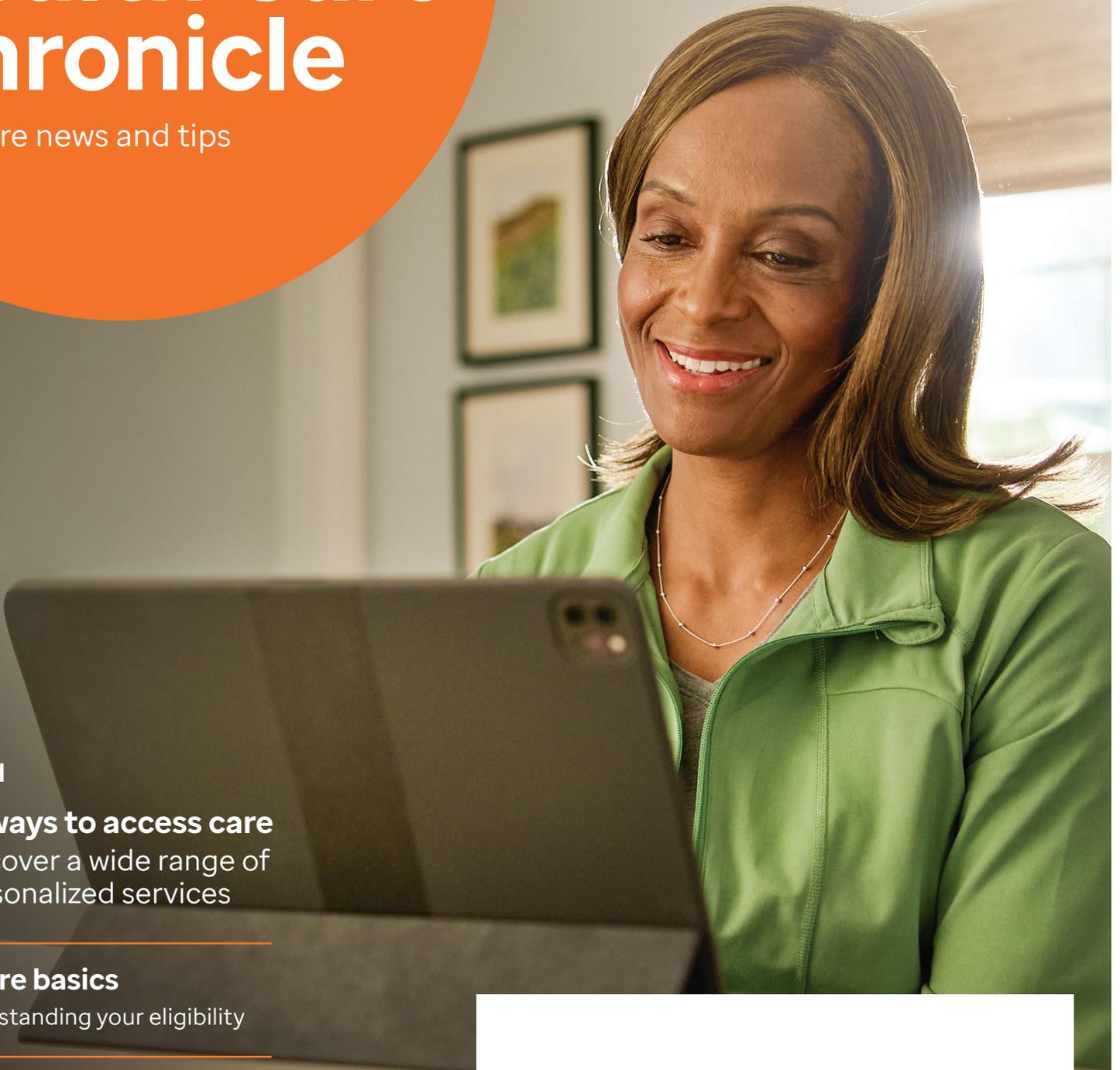
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Dear Friend,

Optum is proud to bring a better kind of health care to Kansas and Missouri. This kind of care includes a growing network of local doctors, nurses, specialists, and access to major hospitals – plus new community centers opening in the coming months – all backed by a nationally recognized health care company.

Your wellness is of vital importance, and we're here to support you in meeting your health goals. We proactively manage your care and provide outreach, making it a priority to give your access to convenient medical care services.

We've put this guide together to better outline our services and offerings. For older adults, we've included information that will help you understand Medicare benefits eligibility and Medicare basics, including types of coverage and helpful resources.

To learn even more about how Optum provides the care you need, when and where you need it, please visit [optumKC.com](https://www.optumkc.com).

To good health,

Lee A. Norman, MD, MHS, MBA
Senior Medical Director,
Optum



Choosing your care options

We make it a priority to give you access to convenient medical care services. Optum offers patients a wide range of personalized care through our growing team of primary providers, access to all major hospitals in the area, plus the benefits below:



Optum Community Centers

This summer, Optum will begin opening community center locations across the greater Kansas City area, each designed to keep adults 55+ active. These state-of-the-art centers will feature a wellness clinic, fitness and classroom facilities, social areas, and more. Join us for our first three openings:

- **June 26th** - Converge KC - 3600 Broadway Blvd., Kansas City, MO 64111
- **July 10th** - Millcreek Shopping Center - 13438 W. 62nd Terrace, Shawnee, KS 66216
- **September 11th** - North Kansas City - 4904 N. Oak Trafficway, Kansas City, MO 64118



24/7 Telephone Advice Nurse Line

Speak to a registered nurse anytime, including holidays, to answer your health care questions regarding any health situation. Simply call the number on the back of your insurance card. The nurse will provide the best advice based upon your medical history and coordinate with your primary care provider.



24/7 Quick Care Virtual Visits: NowClinic.com

If you need to see a doctor right now, you can have a quick care visit using NowClinic. NowClinic enables you to have a face-to-face video appointment with a health care provider 24/7, by phone, tablet, or computer. Use NowClinic for issues including non-emergency and non-urgent health concerns, allergies, bladder issues, cough or cold, sore throat, skin inflammation, or rash.



Wellness on Wheels Mobile Exams and Screenings

If traveling to see your doctor for routine exams and check-ups is difficult, Optum's fleet of six Wellness on Wheels mobile care vehicles can bring these services to you at your home or a location near you. Wellness on Wheels offers physical exams, lab draws, and screenings for pulmonary function, diabetes, neuropathy, bone density, and colon cancer.



Medicare: know your eligibility

- **Age:** You're at least 65 years old.
- **Disability:** You're under 65 and have a qualifying disability.
- **Medical condition:** You are any age and have end-stage renal disease (ESRD) or amyotrophic lateral sclerosis (ALS). There are special Medicare eligibility rules for people with these conditions.
- **Moving:** If you just moved and are new to the area, you are qualified to select a new Medicare plan or make changes to your current plan.

Are you already on Medicare? Once you've enrolled, Medicare has specific enrollment periods for changing your coverage.

Have questions about Medicare?



Medicare can be a confusing topic. But you owe it to yourself and those who care about you to learn as much as possible. We're here to make that easier. Before you make any decisions, consider the basics of Medicare to see what's right for you.

Medicare coverage and costs

There are four basic parts of Medicare: A, B, C, and D. Each part helps pay for certain health care services, and each part has certain costs that you may have to pay. Your Medicare costs will depend on the coverage you choose, and the health care services you use.

The primary parts of Medicare are like building blocks that can be put together in different ways to give you the best coverage based on your needs.

Medicare Part A

Part A is hospital coverage. It covers the inpatient care you receive while being a patient in a hospital or skilled nursing facility.

Medicare Part B

Part B is medical coverage. It covers doctor visits, clinic services, and care you receive as an outpatient.

Medicare Part C

Part C is Medicare Advantage. These plans combine the coverage of Parts A and B into one plan. They also often include prescription drug coverage.

Medicare Part D

Part D is prescription drug coverage. Plans cover many medications that are prescribed by your doctor or other qualified health professionals.



- **Medicare Helpline:** 1-800-633-4227
- **Medicare:** www.medicare.gov or call 1-800-MEDICARE
- **UHC:** www.uhc.com/medicare or call 1-855-356-6098
- **Anthem:** shop.anthem.com/medicare or call 1-855-679-8810

Medicare 101 classes

Optum offers Medicare classes to help you make the very best health care choices. The classes are held at no extra cost to you and will give you the ins and outs of Medicare.

You'll learn about Medicare benefits and the advantages available with Medicare Advantage. You'll also get answers to important enrollment questions, and learn about Medicare enrollment requirements and tools to help you choose the best option.

A licensed insurance agent will be present with information about Medicare Advantage and Part D plans. Visit optumKC.com for a calendar of Medicare classes.



Keep moving, smiling, and learning

It's that easy with Optum Community Centers – opening this summer.

As we grow older, being healthy means more than just regular visits to the doctor; it's about friendships and creating new experiences, lifelong learning, and maintaining a healthy lifestyle. The Optum Community Centers, opening across the greater Kansas City area, will help adults 55+ stay active and engaged.

You don't even need to be an Optum patient to enjoy all the activities we offer.

You can take advantage of no-cost health presentations on a wide range of health-related topics, such as managing chronic health conditions, fitness, heart health, how to quit smoking, understanding Medicare, and more.

You will also find support groups to assist with grief, managing emotional well-being, and health education. Plus, join us for social activities including coffee and conversation, arts and crafts, movies, computer and fitness classes, and mahjong.

Annual Wellness Exams

We know the importance of keeping up with your health care. That's why the community centers will offer an annual wellness exam performed by providers who are experienced in caring for older adults. Once your exam has been completed, we will share your exam records with your primary care provider so that they have all of your latest medical information. And if you can't come to us, we'll come to you. These annual wellness exams are available to Optum members.

We will complete annual wellness exams in the setting that works best for you:

- We'll send a provider to your primary care provider's office for convenience, when the community centers are not an option.
- We'll send a provider to your home for visits, even on the weekend.
- We'll also send providers into skilled nursing facilities, assisted living facilities, and custodial care facilities.
- Or, you can have a video visit with one of our providers.

Although the social activities and seminars at the Optum Community Centers are open to all adults 55+ at no cost, you must be a member of Optum in order to take advantage of the medical services provided.

For more information, please visit optumKC.com

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Opens June 26
- 2 Millcreek Shopping Center**
13438 W. 62nd Terrace, Shawnee, KS 66216
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- 3 North Kansas City, Missouri**
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Opens September 11





Wellness on Wheels

Wellness on Wheels – a fleet of six fully functional mobile medical facilities staffed by care providers – is just one more way Optum is meeting the health care needs of our patients. We bring care to those who, for whatever reason, can't come to us. And we cover the Kansas City metro area and beyond.

We perform wellness physicals and medical history checks. We're equipped to conduct RetinaVue diabetic retinal eye exams, as well as colon cancer and bone density screenings. And we also offer lab draws, specimen testing, and special surveys and risk assessments for older adults.

If you're already a patient, you might be hearing from us to schedule your annual wellness screening with your primary care physician, with the Wellness on Wheels team, or at one of our community centers, which will begin opening this summer.

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