

Washington Hospital Community Support Services & MedicareOverview

Kristi Caracappa

Health Insurance Information Service Coordinator





Your Community Hospital

Community Support Services

Health Insurance Information Service Washington Hospital

- o Free, Confidential and Unbiased Health Insurance Counseling
- o Medicare Open Enrollment Counseling
- o Medicare Part D Enrollment
- o Covered California Enrollment
- o POLST (Physicians Orders for Life Sustaining Treatment) Forms
- o Advance Health Care Directive assistance



Washington Hospital Healthcare System
Investing in the health of the community.

Health Insurance Information Service

Get Answers to All Your Health Insurance Questions

Call the Washington Hospital Health Insurance Information Service, a free, unbiased, and confidential service. We can help with:

- Medicare and Medi-Cal enrollment information
- Finding referrals for health care providers
- Questions about changes in benefit coverage
- Health care options after a job loss or change
- Understanding COBRA
- Advance Health Care Directive assistance

We assist with questions on individual plans, group plans and government-sponsored programs such as Medicare, Medi-Cal and Covered California. We can help you make informed decisions about your insurance options, answer health insurance questions, or direct you to physician referral information.

For more information or to schedule an individual appointment or group presentation, call
Kristi Caracappa
Health Insurance Information Coordinator
510.818.7005

Stay connected to Washington Hospital through Facebook, Twitter, Instagram and YouTube. Watch Health Channel videos, learn about upcoming events and seminars and see what's happening at your community hospital.

www.hhs.com/health-insurance

Health & Wellness Programs



Washington Hospital Healthcare System
This is my Hospital

JULY-DECEMBER 2022
whhs.com

MAGNET
ACCREDITED

Health & Wellness

The Quality of Life You Deserve!

Neck and Back Pain Relief:
Cervical and Lumbar Disc
Replacement

On September 12,
Dr. Eldan Eichbaum
reveals how a
minimally invasive
procedure can
alleviate pain.
See page 2 for details.

Upcoming Health & Wellness Seminars and Community Events

Robotic-assisted Knee Replacement

Washington Hospital's award-winning Institute for Joint Restoration and Research continues to invest in the latest technology to benefit our community members. With the VELYS™ Robotic-Assisted Solution knee replacement procedure, surgery is planned in real time and tailored to each patient. Dr. Bryant Bonner will present the benefits of this latest technology.

When: Thursday, March 16, 3:30 p.m.
Presenter: Bryant Bonner, MD, Orthopedic Surgery

Mood and Anxiety Disorders: Breaking the Stigma

Teens and young adults increasingly struggle with mood and anxiety disorders. However, fear of being treated differently or losing a job can result in many young people not seeking assistance. Dr. Neeru Kumar, psychiatrist, will discuss what can be done to reduce the stigma of mental illness. Join this important seminar to learn what resources are available to address these issues.

When: Wednesday, March 22, 12 p.m.
Presenter: Neeru Kumar, MD, Behavioral Health

The Aging Spine

While age impacts the health of your spine, there are things you can do to maintain spine health. Join this seminar to hear from neurosurgeon, Dr. Rajiv Saigal, and learn about spine changes you can expect with age and back conditions that may require surgery.

When: Tuesday, April 4, 2 p.m.
Presenter: Rajiv Saigal, MD, Spine and Neurosurgery



Early Stage Breast Cancer: What You Should Know

Many lives are touched by breast cancer each year. What are the risk factors, treatment options and survival rates of early stage breast cancer? Dr. William Wood's seminar will include a special presentation from the HERS Breast Cancer Foundation.

When: Tuesday, April 18, 1:30 p.m.
Presenter: William Wood, MD
General Surgery

Carotid Artery Disease (CAD) What is it? How Can We Treat it?

Carotid artery disease is a serious condition that blocks blood flow to the brain. Untreated, it can lead to a stroke and death. Join vascular specialist, Dr. Stella Asuquo, to hear about the current therapeutic strategies that exist for people with CAD.

When: Tuesday, May 2, 1:30 p.m.
Presenter: Stella Asuquo, MD
Vascular Surgery

HPV Vaccine: When and Why?

The HPV vaccine protects against most HPV infections that can cause cancer later in life. How important is this vaccine and what is the best age to receive it? Join Dr. Maliha Rahman for this important conversation.

When: Tuesday, June 6, 12 p.m.
Presenter: Maliha Rahman, MD
Obstetrics and Gynecology

Feeding Your Baby During the First Year

Dr. Patricia Tenold will share nutritional guidance to help your baby develop and thrive during the first year. As a pediatrician, Dr. Tenold will cover breast feeding, formula feeding and the introduction of solid foods.

When: Wednesday, June 14, 1:30 p.m.
Presenter: Patricia Tenold, MD, Pediatrics



InHealth
A Washington Hospital Channel

InHealth YouTube Channel

Washington Hospital hosts a YouTube channel where you can view each of these seminars the day following their premiere.

On this channel, find hundreds of health topics presented by health care experts. Visit www.YouTube.com/whhsInHealth.

Celebration of Life

Cancer survivors, friends, and loved ones are invited to join our annual Celebration of Life, a gathering intended to inspire and educate everyone touched by cancer. This celebratory evening will take place in Anderson Auditorium at Washington West, 2500 Mowry Ave. Register online at whhs.com/Events or call 800.963.7070.

**May 18, 2023
6 p.m.**



Facebook Live and YouTube

Virtual Events

In an effort to safely provide education and support to our community members, we are currently presenting community health seminars through Facebook and YouTube.

Later in 2022, we hope to offer a hybrid format for the seminars, with attendance in person as well as virtually. Please check the EVENTS page on our website (whhs.com/events), where we will post format updates for our Health & Wellness seminars.

Facebook

- Sign in to your account
- Go to the Washington Hospital Healthcare System page: facebook.com/WashingtonHosp
- Watch live
- Ask questions and hear them read to the presenters in real time

YouTube

- No account needed
- Go to our YouTube page: YouTube.com/whhsInHealth
- Watch live (no interaction available)

Miss an event? Following the presentations, seminars will be added to our YouTube channel. For these and many other informative and entertaining presentations, see YouTube.com/whhsInHealth.

SCAN
ME



For easy access
to our InHealth
YouTube Channel!

All videos



Overactive Bladder: Causes, Symptoms & Treatment

3 weeks ago · 241 views

👍👍👍 You and 9 others



Improve Your Balance with Yoga

6 weeks ago · 235 views

👍👍👍 You and 9 others



COVID 19: What Families Need to Know

7 weeks ago · 427 views

👍👍👍 You and 15 others



Advances in Joint Replacement Surgery

8 weeks ago · 320 views

👍👍👍 You and 14 others



Heart Attack: Symptoms and Prevention

9 weeks ago · 396 views

👍👍👍 You and 15 others



Get Fit at Home the Right Way: Strengthen Muscles While...

17 weeks ago · 279 views

👍👍👍 You and 7 others

www.facebook.com/WashingtonHosp/videos/?ref=page_internal

EDUCATION AND COMMUNITY SERVICES



DIABETES EDUCATION

whhs.com/diabetes | 510.818.6556

The Washington Outpatient Diabetes Center offers a range of programs and classes to support patients with their diabetes management. On the first Thursday of the month, we host a diabetes support group on Zoom. And every other month, diabetes educators hold an educational session called Diabetes Matters. Diabetes Matters classes will be held on Feb. 3, April 7, and June 2, from 7-8 p.m., with the support group meeting following from 8-9 p.m. In the months when there is no Diabetes Matters class, the support group meets from 7-8 p.m. Zoom meeting ID: 296 199 5185. Passcode: diabetes

PULMONARY REHABILITATION

whhs.com/PulmonaryRehab | 510.818.7025

Washington Hospital's Pulmonary Rehabilitation Program offers individual counseling and support for patients suffering from shortness of breath

Washington Hospital offers education, support, and community services to guide you towards health and well-being.

due to asthma, chronic bronchitis, emphysema, chronic obstructive pulmonary disease (COPD), pulmonary fibrosis and other respiratory diseases. Ask your primary care physician for a referral.

PALLIATIVE CARE

whhs.com/PalliativeCare | 510.818.5433

Palliative Care provides the support that patients and their families need when living with a chronic disease or life-threatening illness. Offering an added layer of support, the Palliative Care Team at Washington Hospital includes a physician, nurse practitioner, nurse, social worker, and Spiritual Care coordinator.

WELLNESS PROGRAMS

whhs.com/wellness | 510.818.7301

The Washington Hospital Wellness Center offers a wide variety of fitness classes and meditation instruction to help relieve pain, reduce stress, and increase well-being. The Wellness Center also provides massage services in a warm, therapeutic environment designed to promote relaxation.

CHILDBIRTH & FAMILY SERVICES

whhs.com/childbirth | 510.818.5040

With a Baby-Friendly designation, Washington Hospital offers exceptional support and education to expectant couples. Visit our website to discover the services we offer.

HEALTH INSURANCE INFORMATION SERVICE

whhs.com/health-insurance | 510.818.7005

Washington Hospital offers a free, confidential, and unbiased service for community members who have questions about their health insurance plan. The service offers information about Medicare, Medi-Cal, private, and employer-based plans. The Health Insurance Information Coordinator can also guide individuals through completing advance health care directives and Physician Orders for Life-Sustaining Treatment (POLST).



ADDITIONAL SUPPORT GROUPS

whhs.com/supportgroups

Please check the website and call for meeting details.

Arthritis Support	510.818.7450
Better Breathers for Life	510.818.7025
Breast Cancer Support	510.818.7356
Dementia Family Caregiver Support	800.272.3900
Diabetes Support	510.818.6556
Grief Support	510.818.6569
Mended Hearts	510.818.7022
Stroke Support	510.818.5080



Dog Therapy Visitation

Promoting a healing environment



Washington Hospital offers its patients a chance to get a visit by a registered therapy dog to provide comfort.

- It's easy to request a visit by one of our furry friends!
 - Ask your nurse, or
 - Email the Dog Therapy Team at WOOF@whhs.com
- A visit by a dog and its handler is not a guarantee. Visits are based on volunteer availability.

If you are interested in joining our WOOF Dog Therapy Team, please contact Volunteer Services at 510.818.7465 or email the WOOF team at WOOF@whhs.com.



JOIN THE SERVICE LEAGUE of VOLUNTEERS AT WASHINGTON HOSPITAL.

LOOKING FOR ADULTS AND COLLEGE VOLUNTEERS.



CHECK OUR WEBSITE:



Email: evangeline_imana-iyemura@whhs.com

Phone: 510-818-7465 with questions

Evangeline Imana-Iyemura Assistant Director, Volunteer Services at Washington Hospital



Open Enrollment for Medicare Part D and
Advantage Plans is **October 15 - December 7**

Part D

What You Need To Know

- Has the formulary changed for your RX Meds?
- Is your pharmacy still in network?
- Do you have any new medications?
- Is your premium changing?
- Do you have a deductible?
- Are there new Part D plans that may cover your prescriptions at a lower costs?

Medicare Advantage Plans

- Are your Doctors still in the network?
- Are your preferred Hospital and Outpatient Facilities still in Network?
- Are your Medications still covered the same?
- Are the Co-Pays and Co-Insurances still the same?
- Has your premium changed?



Reviewing Your Options

HICAP

HICAP (Health Insurance Counseling and Advocacy Program) provides free, confidential one-on-one counseling, education, and assistance to individuals and their families on Medicare, Long-Term Care insurance, other health insurance related issues, and planning ahead for Long-Term Care needs.

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SAFARI



TV Advertisements

Phone Solicitation

SCAMS

- Health Insurance Companies Must Be Licensed With The State Of California
- Must be Medicare approved
- BEFORE you purchase a plan, ask to have information sent to you on the plan details
- Do not give out your Medicare number or Social Security number if someone calls you
- Be aware of phone calls and mailings that you did not initiate



Thank You

Washington Hospital Healthcare System Health Insurance Information Service

2500 Mowry Ave.
Suite 106
510-818-7005

