

## THE VILLAGES HEALTH



## MEDICAL CAMPUS

**Specialty Care Center**  
1400 N. U.S. Highway 27/441,  
Building 810, 674-8731  
**The Villages  
Regional Hospital**  
1451 El Camino Real,  
751-8000  
**Urgent Care:** 751-8863

# america's healthiest hometown

"care" offers the only  
advantage plans accepted  
by "Health Care Centers."



Peter Travers | Daily Sun

UnitedHealthcare's Deanne Miller, left, asks Betty and Ron Dulban, of the Village of Virginia Trace, a trivia question recently at the Lake Sumter Landing MedicareStore's party to celebrate 50 years of Medicare. Betty says she's thrilled with the care they receive from Dr. Michael Clifford at The Villages Health's Colony Care Center.

## Medicare Patients Praise Villages Health

From fast access to preventive screenings to physicians who listen, Villagers say medical experience here is much different from elsewhere.

By LARRY D. CROOM

Daily Sun Ombudsman



Betty Dulban said she's come to expect outstanding customer service and excellent care when she visits with her primary care doctor.

Joyce Knolmayer said she's thrilled with her primary care physician and the entire medical team at her care center.

And Joanne Ling said she's happy with the attention she receives from the minute she arrives for appointments with her primary care physician until she heads home afterward.

What do these Villagers all have in common? They're Villages Health patients with Medicare Advantage plans through UnitedHealthcare. And they're all big fans of the patient-centered care they receive at Villages Health facilities.

"I just can't explain how good it is," said Dulban, of the Village of Virginia Trace, who along with husband, Ron, sees Dr. Michael Clifford at the Colony Care Center. "You go in and someone helps you within minutes. And if you need a followup appointment, they set

it for you. They do everything and it's just fantastic. I'm so pleased with it."

Joyce Knolmayer, of the Village of Amelia, said she and her husband, Nick, have had similar experiences at the Colony Care Center with Dr. Brooks Betts and his entire team.

"I couldn't ask for a better doctor," said Knolmayer. "This is my fifth doctor here in The Villages. I've had him the two years I've been with UnitedHealthcare, and he's by far exceeded everything I've ever had, even up North."

Ling, who along with husband, Robert, sees Dr. Denise Kennedy at the Creekside Care Center, said she appreciates the fact that they are usually seen right on time or within minutes of arriving for appointments.

"You're not waiting an hour and a half for some doctor to tell you something for two minutes and then they're out of there," she said. "(Dr. Kennedy) takes her time. She's very thoughtful and very dedicated. And the whole place just seems to be that way. We really like it very much."

Knolmayer, who proudly proclaims that she's healthier now than she was before moving to Florida's friendliest Hometown from Chicago in 2009, said she woke up recently with a problem recently but wasn't worried because she knew she'd have no problem



I couldn't turn my neck at all, so I called Dr. Betts' office.

They said, 'Can you be here in an hour?' I was, and he solved it right then and there."

JOYCE KNOLMAYER

Village of Amelia



COMING AUG. 16  
Villages Health patients celebrate special birthday together.

getting an appointment with her doctor.

"I couldn't turn my neck at all, so I called Dr. Betts' office," she said. "They said, 'Can you be here in an hour?' I was, and he solved it right then and there."

All three Villages Health patients also are quick to point out their satisfaction with their Medicare Advantage plan.

For Knolmayer, the coverage provides "peace of mind" with services such as preventive screenings.

"I feel comfortable," she said. "I don't have to worry because they're going to check it before anything might happen."

Dulban agreed.

"I take advantage of every bit of it, and I think Dr. Clifford is right on track in keeping me up with what I'm supposed to have done," she said. "He's really good about it, and it keeps me healthy."

Ling, a former teacher and health insurance agent, said she spent a great deal of time learning about the Medicare Advantage plan before she signed on the dotted line.

"I went to some of the seminars, and I talked to several of the representatives," she said. "I came to the conclusion that it was very good, so I decided to take advantage of it."

Dr. Joe Hildner, director of medical affairs for The Villages Health, said he's thrilled to hear such positive comments - but he really isn't surprised.

"We very actively seek patient feedback," he said. "And one of the things that is most consistently and enthusiastically reported is that, 'I feel like I'm the reason that these people got out of bed this morning. I'm here, and I'm the only thing on their mind. My best interest is what drives the whole process.' So I am very happy to hear that."

## MEDICARE Q&amp;A

Answers Provided by

PETE CLARKSON

CEO of UnitedHealthcare  
Medicare & Retirement in  
North/Central Florida



1

### How do I know if I'm eligible for Medicare?

You are eligible for Medicare if you are 65 years old and have been a U.S. citizen or legal resident for more than five consecutive years. Some people also qualify for Medicare if they have a disability. In order to qualify, you need to have been receiving Social Security disability insurance for more than 24 months. Others may also qualify immediately because of a special situation, such as people with end-stage renal disease (chronic renal failure or stage 5 kidney disease), or amyotrophic lateral sclerosis (ALS or Lou Gehrig's disease).

2

### What is a Medicare Advantage plan?

Medicare Part C plans are usually called Medicare Advantage plans. These plans are offered by private insurance companies that have a contract with the government. Medicare Advantage plans cover everything that original Medicare (Parts A and B) covers. And they usually offer additional benefits and services, such as routine vision, hearing and dental care, gym memberships, wellness services and a nurse phone line. Many include prescription drug coverage as well. Medicare Advantage plans can be a good option for people who want all of their Medicare coverage combined in one single plan. They can also offer some financial peace of mind because they have an out-of-pocket maximum, which is the most a member would pay on covered services in a given year.

3

### What are some factors that Medicare beneficiaries should consider before open enrollment begins Oct. 15?

Has your health status changed? If so, is your current plan still the best option? Is your plan's network changing, and is your doctor still in the network? Are the specialists and hospitals that you want to use still in the network? Will your benefits change? Will your premium or out-of-pocket costs increase, and if so, does your plan still fit your budget? And are your prescriptions still on your plan's formulary?

## ASK A DOCTOR

How important is it to have a great relationship with your primary care doctor?

Answer Provided by  
DR. HEIDI ZIMMERMAN  
Colony Care Center



That was one of the things that attracted me to The Villages Health. They really get that concept of your primary care doctor is your best friend, mentor and counselor in the whole system of health care, which can be quite overwhelming at times. So if you have that good relationship - you may not even need to see your family doctor all the time - they're a resource you can go to.

What is your personal philosophy on health care?

Answer Provided by  
DR. PAUL DALUGA  
Mulberry Grove Care Center



The patient's in charge. Patients express what they need and want. I try to give them the best medical advice that I can and try to work with them to get the best health and lifestyle they can. That's pretty much how it works. It's always fun to tell a patient, especially when there's pressure from family or other docs to do stuff, I say, 'You know what, believe it or not, you're in charge,' and people appreciate that.

As a Villages Health medical director, what does the camaraderie you share with your colleagues at other care centers mean to you?

Answer Provided by  
DR. ROBERT REILLY  
Medical director,  
Creekside Care Center



That's one of the biggest reasons that I wanted to do this job and one of the benefits of this position. Those folks are a very special group of people who are very driven, conscientious, caring people. Everybody brings something special to the table - strengths and background experiences. Yet we all kind of play off of each other very well. So that is a big benefit to doing this job.

## DID YOU KNOW?

Dr. J.D. Steed, a primary care physician at the Bellevue Care Center, served four years in the Air Force at Moody Air Force Base in Georgia and earned the rank of major.

