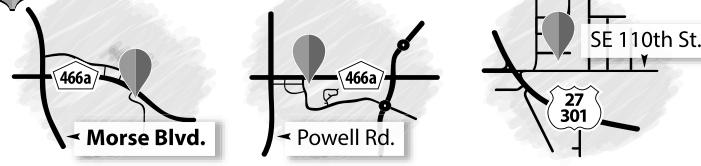


THE VILLAGES HEALTH



Colony Care Center
280 Farmer Place, 674-1710

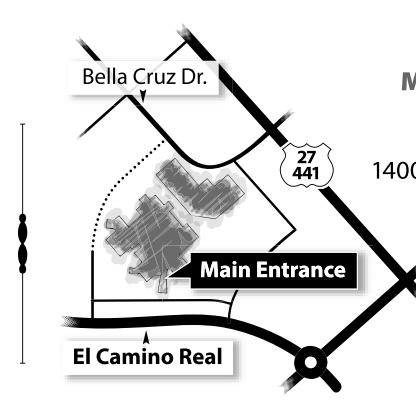
Pinellas Care Center
2485 Pinellas Place, 674-1720

Belleview Care Center
5051 SE 110th Street, 674-1730

Santa Barbara Care Center
1575 Santa Barbara Blvd., 674-1740

Mulberry Grove Care Center
8877 SE 165th Mulberry Lane, 674-1750

Lake Sumter Creekside Care Center
1050 Old Camp Road, Building 100, 674-1760



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



Peter Travers | Daily Sun

From left: Mike and Carol Olenick, of the Village of Hadley, talk with Creekside Care Center Manager Sheri Harwood and Clinical Supervisor Heather Rebro recently. The Olenicks say they're quite impressed with the Creekside Care Center and the medical staff that takes care of them there.

Residents Praise Villages Health, Benefits of Medicare Advantage

Villagers Mike and Carol Olenick say they have peace of mind here in Florida's Friendliest Hometown.

By LARRY D. CROOM
Daily Sun Ombudsman



When it comes to their health care, Mike and Carol Olenick have strong feelings about The Villages Health and their Medicare Advantage plan.

In fact, Carol said, the reasons for such a high satisfaction level with her UnitedHealthcare plan, as well as the primary-care-driven organization here, really are quite simple.

"It's just the ease," she said. "You don't have to get into all the details. They take care of everything."

The Olenicks, who have been Villages Health patients for more than two years, started out at the Colony Care Center before moving to Creekside in Lake Sumter Landing.

Not surprisingly, when they made the decision to move here from Chicago and leave behind their longtime family doctor, Carol said there was some worry about the level of health care available here in The Villages.

"We had a doctor for 35 years and it was like, 'Uh-oh, now what do we do?'" Carol said. "So it was nice when this opened."

As for her Medicare

Advantage plan, Carol said she feels good knowing that it comes with a variety of preventive measures designed to keep her healthy and enjoying the best years of her life.

"You know that anything that needs to be taken care of is going to be taken care of," she said. "And you just feel comfortable and confident in the service that you're given."

Mike said he really appreciates the fact that his primary care physician, Dr. Denise Kennedy, is a short golf cart ride from his Village of Hadley home.

"You can drive here in no time at all," he said of the Creekside Care Center. "And you can call up the same day and be able to get in. I might not see Dr. Kennedy, but I'll see a (physician assistant), which is fabulous. What more can you want?"

Carol added that she's also thrilled with Kennedy as her primary care doctor.

"You just know that she's really listening to what you have to say," Carol said. "And you know that you'll be OK, that she'll take care of it."

Mike agreed.

"We had a doctor back in Chicago who did listen quite a bit," he said. "So when I came here and I got the same kind of care, I was very happy about that."

Both Carol and Mike said they're also quite impressed with their care center and the staff that takes care of them there.

You don't have to sit shoulder to shoulder with a room full of people and wait for a half hour or 45 minutes to see a doctor. You just go in and you're seen in a few minutes. And it's very comfortable.

And it's very comfortable."

CAROL OLENICK
Village of Hadley

MEDICARE ADVANTAGE
The Villages Health is only accepting patients who have Medicare Advantage plans provided by UnitedHealthcare. For more information, visit any of the MedicareStores that are located in each town square or speak to a representative at any care center.

"It's gorgeous," Mike said. "You go inside and the chairs are great. You've got television and really anything you want. And the service — they just take good care of you."

Carol added that efficiency really is the name of the game at Creekside.

"You don't have to sit shoulder to shoulder with a room full of people and wait for a half an hour or 45 minutes to see a doctor," she said. "You just go in and you're seen in a few minutes. And it's very comfortable."

Carol said she's also happy to see confirmation from government agencies that rate the level of care that's being offered through The Villages Health. Those rankings include a 9.2 out of a possible 10 in the Consumer Assessment of Healthcare Providers and Systems survey, as well as 14 of 17 targets exceeded in the Health Care Effectiveness Data and Information Set, a standard group of measurements focused around screenings that is used by more than 90 percent of America's health plans to measure performance.

"I'm very comfortable," she said. "It makes you feel good that you know you're getting the best care."

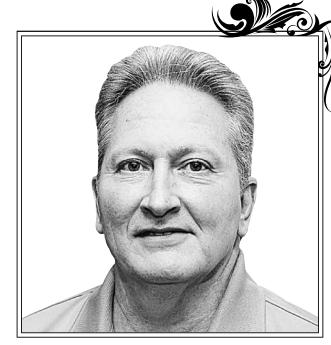
As for what they'd say to others who are considering The Villages Health, Mike and Carol offered similar assessments.

"You don't have to worry," Carol said. "You'll be well taken care of."

Added Mike: "If you want a retirement where you can enjoy the rest of your life and know somebody is going to be taking care of you, The Villages is the place to be. The health care is fantastic."

MEDICARE Q & A

ANSWERS PROVIDED BY
PETE CLARKSON, CEO of
UnitedHealthcare Medicare & Retirement in North/Central Florida



1

Does it surprise you that Villagers describe their Medicare Advantage plans as "peace of mind?"

No, it doesn't. I think the model of care that's offered here at The Villages is really state of the art. It's really a model that I think could be deployed nationally. You have a coordinated care team that's really thinking about you. You've got a physician who's helping you quarterback your care needs. And you have a team of health professionals that follows you through any treatment, activity or followup that you may need.

2

Can't those preventive screenings prove to be invaluable to patients?

Yes. Preventive screenings are kind of what health is all about today. Getting that colonoscopy, getting that mammogram — doing the things that enable us to detect early if there's something that needs to be treated or there's something that needs taking care of.

3

What is the importance of data that is provided about Medicare Advantage patients, such as if and when prescriptions are filled or if preventive screenings are completed?

If you have population management data — information about people's health on a large-scale basis — that helps the physician understand what they need to do to help you maintain optimal care. They've got the information at their fingertips and they can use that information to help guide the course of treatment.

4

Why are benefits such as gym memberships and preventive screenings provided through Medicare Advantage plans so important?

That's how you make the most out of your health care. It's about utilizing the services that are available — getting the screens done and using that fitness membership, because exercise is good for all of us. And continuing to utilize the benefits in the plan that actually can help you save money as well.

ASK A PROVIDER

What is your personal philosophy on health care?

Answer Provided by
JENNIFER PAVLIK,
Mulberry Grove Care Center manager

We're here for the patient. We're here to heal them. We also have a responsibility to keep them accountable for their care as well and to help with that. It's a collaborative approach. It's not just us telling them what they need to do. We need them to engage with us.

Answer Provided by
LINDA WHEELING,
advanced registered nurse practitioner, Colony Care Center

Health promotion through disease prevention, of course, is my primary focus. I want to help people be well before disease even begins and to prevent illness. But more importantly, I'm into educating people so that they know pretty much how to stay out of the doctor's office.

Answer Provided by
DR. GLEN MORGAN,
Mulberry Grove Care Center

Treat your patients as you would want to be treated. All of us are going to be a patient at some point. I'd like the vast majority of our interactions with patients to be something that they look favorably upon.

Answer Provided by
RN KAREN TOBIN,
clinical manager, The Villages Health

First and foremost, the patients have to come first. That's why it's so exciting being here is that that's what it's all about, being patient-centered. People in the medical profession are in this business because of the patients. We wouldn't have jobs and we wouldn't be able to do what we do if the patients didn't exist. So that needs to always be the primary focus.

DID YOU KNOW?

Dr. Daniel Whinnen, a primary care physician at the Belleview Care Center, enjoys biking and running and his favorite sport is baseball.

