

HealthFirst

Health Plans

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Life Saving Screening:

How a routine checkup with Health First Health Plans helped one member avoid a stroke.

At Health First Health Plans, our members are at the center of what we do.

Fred Gynan is the perfect example of how the system is designed to work.

Fred received a reminder from Health First Health Plans. It was time for his head-to-toe Comprehensive Health Assessment (CHA). Fred thought he was going in for a routine health check—but what he got was a lifesaving discovery.

During Fred's CHA, a nurse practitioner detected a "whoosh," or bruit, in one of his carotid arteries.

A follow-up CT scan revealed something alarming: more than 90% blockage in the artery, placing Fred at imminent risk.

"The surgeon said I was within a heartbeat of having a stroke," Fred recalled. Just two days later, a vascular surgeon cleared the artery, preventing what could have been a life-altering event.

His wife, Rita, expressed profound gratitude for the process, which she says gave her the greatest gift—more years with her husband.

Fred's story is just one example of how Health First Health Plans' proactive, whole-person approach to care is saving lives and helping members live longer, healthier lives.

"We are dedicated to caring for our members in a whole-person way," said Kamela Sooknanan, RN and Vice President, Population Health. "This approach is working well for us."

The approach?

Focusing on doing the right thing for our members – encouraging preventive health screenings and annual wellness exams. When we do that, members have – and enjoy – better health outcomes and an improved quality of life.

It works.

That's why Health First Health Plans has been designated as a [4.5-Star Plan by the Center for Medicare & Medicaid Services \(CMS\)](#). The score puts the Health First Health Plans' performance amongst the top 10% in the nation. This result is a direct reflection on members' experiences and quality-of-care outcomes.

"This makes us proud and aligns well with our mission of caring for the communities we serve," Sooknanan said.

Health First Health Plans invests in helping each of our Medicare Advantage members complete an annual Comprehensive Health Assessment (CHA). This involves a thorough evaluation of each individual member's health status, including reviewing their medical history and lifestyle factors, as well as performing a physical examination.

"Our goal is to help our members identify potential health risks, detect diseases early, and take a more proactive approach to managing their health," Sooknanan said.

"Our teams use this information to create personalized care and prioritize those individuals who need additional support. We collaborate with various health management programs not only through the Health Plans, but across our provider network and other community public health services."