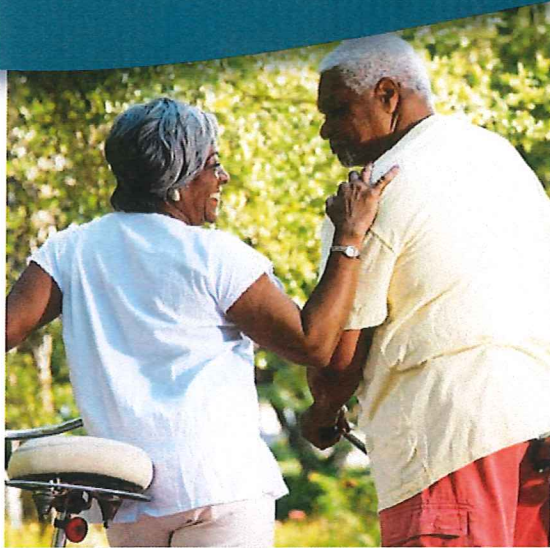
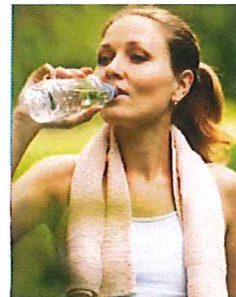
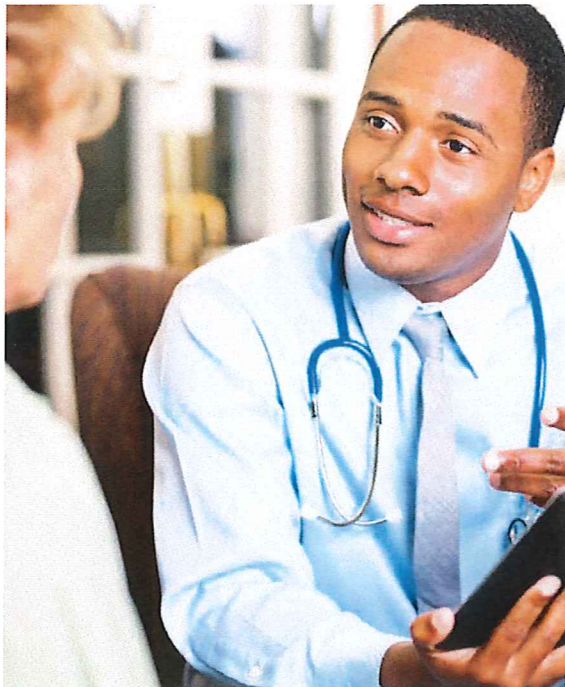
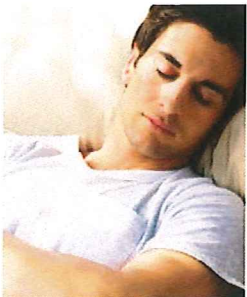


# Ten Things to Know About Your Activate Health Family Medical Center

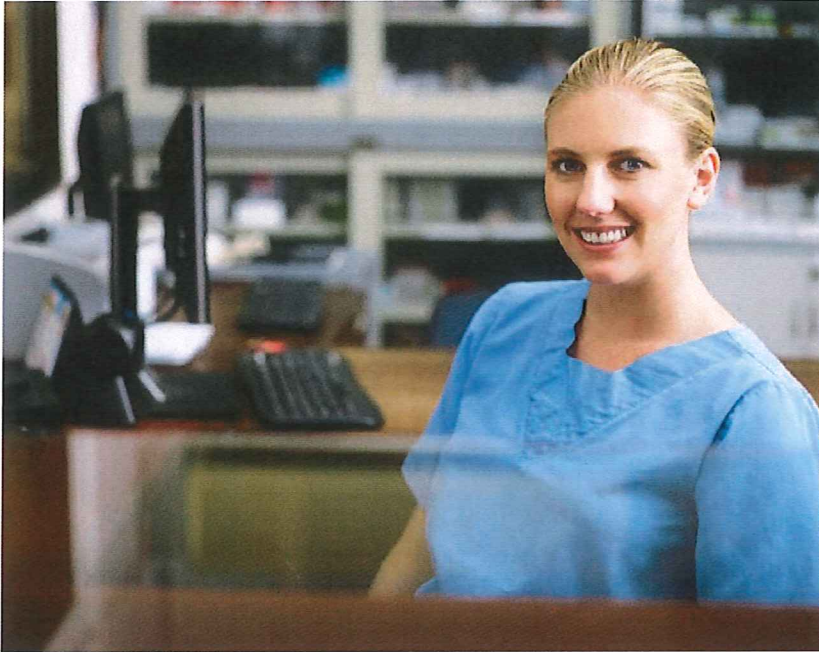


10

*Serving Local 392  
members and their families*







## *Activate Healthcare Family Medical Center*

### **FOR MORE DETAILS:**

[activatehealthcare.com/local392](http://activatehealthcare.com/local392)

### **YOU'LL DISCOVER:**

- Clinic information
- A complete list of prescription drugs available
- Frequently Asked Questions
- News
- Topics of interest and more

## *Better benefits and lower costs for you*

- + You keep all of your current health care benefits (full scope of covered services, your choice of physicians and medical care, etc.).
- + You get access to experienced physicians, advanced practice providers and medical assistants at no cost.
- + Complete confidentiality is required by law.
- + Information can be shared with your personal physician based on your direction and authorization.
- + Longer visits are available with the providers, in addition to being able to receive a comprehensive annual physical.
- + Members and covered spouses have the opportunity [to participate in wellness activities, including establishing personal health goals, tracking progress and achieving goals.
- + Each member can earn incentive dollars by completing an annual physical at the clinic.
- + Annual physicals can identify risks and conditions, thereby reducing catastrophic events that are painful and expensive.
- + No out-of-pocket cost for visits with the physician or advanced practice provider at the clinic.
- + Approximately 50 high-quality generic drugs are available on-site at no cost to you with a prescription from a clinic provider.
- + Select high-quality labs are available at no cost.



## Clinic Information:

### ERLANGER:

600 Rodeo Drive | Suite 301  
Erlanger, KY 41018  
PH: 859.342.0901  
FX: 859.342.0919

### CLINIC HOURS:

M 7 am - 5 pm  
T 6 am - 4 pm  
W 9 am - 7 pm  
TH 8 am - 7 pm  
F 8 am - NOON

### SHARONVILLE:

212 Crown Point Place | Suite 102  
Cincinnati, OH 45241  
PH: 513.326.2890  
FX: 513.326.2891

### CLINIC HOURS:

M 7:30 am - 5:30 pm  
T 8 am - 6:30 pm  
W 7:30 am - 5:30 pm  
TH 8 am - 6:30 pm  
F 8 am - NOON

## Incentives for members

Local 392 members covered by the health plan who complete a physical at the family medical center between now and December 31, 2018, will earn a \$100 deposit in their HRA account.

## Meet your team:

### ERLANGER



**Rita Watkins, MD**, earned her MD from the University of Cincinnati College of Medicine and is certified by the American Board of Family Physicians. She also is certified in advanced cardiac and basic life support. In her free time, Dr. Watkins enjoys

gardening, musical theater, fishing, the Cincinnati Reds, bicycling and refinishing furniture.



**Tracy Mahaney, FNP**, is a board-certified Family Nurse Practitioner and received her certification from the American Association of Nurse Practitioners. She earned both her bachelor and master of science in nursing degrees at the University of Cincinnati. Tracy is an avid fan of

her children's sporting events and activities and enjoys traveling, hiking, running and photography.

### SHARONVILLE



**Kayla Scheuer, DO**, studied at Des Moines University, College of Osteopathic Medicine, and the University of Nebraska/Offutt Air Force Base Family Medicine Residency Program. She holds BLS, ACLS, ATLS and American Academy of Family Physicians certifications.

Originally from Minnesota, Dr. Scheuer and her husband enjoy family activities with their daughters.



**Rachel Vreeland BSN, FNP-C**, is a dedicated family nurse practitioner and earned a bachelor's degree in Business Administration and Nursing and a master's as a Family Nurse Practitioner. She holds AANP, BLS and TB certifications. When she's not helping patients, she

and her family enjoy traveling in their RPod-camper, hiking and sitting by the campfire.

**ADDITIONAL TEAM | Erlanger:** Summer Thompson, MA; Tracy Yerkes, MA | **Sharonville:** Jody Gonzalez, MA; Toni O'Connor, MA



## Ten important things to know

- 1** The clinic provides a **broad scope of primary care services, comprehensive annual physicals, and health coaching** at no cost to the member.
- 2** The clinic offers **select labs at no cost and high-quality generic drugs at no cost** when prescribed by a clinic provider.
- 3** The clinic is **managed by an independent outside entity**, Activate Healthcare, providing professional guidance and ensuring confidentiality.
- 4** **We pay each member incentive dollars** for completing an annual physical. Please see page 3 for incentive details.
- 5** **Scheduling for annual physicals** is coordinated based on birthday. Or you can schedule your physical throughout the year.
- 6** The clinic is **staffed by an experienced primary care physician**, and **leverages leading-edge technology**.
- 7** The clinic is **available by appointment during office hours**. Please see page 3 for details.
- 8** The clinic is **open to provide convenient access to the health care you need**. Please call ahead to schedule appointments.
- 9** The law requires that **all patient information be completely confidential**.
- 10** **This program is designed to help each person be healthier and spend less money on health care.**



## **1** *The clinic provides a broad scope of primary care services, comprehensive annual physicals, and health coaching at no cost to the participant.*

- Comprehensive physical — no cost to participant.
  - + Complete a blood draw (fingerstick)
  - + Complete physical, review results and have follow-up coaching session with provider
- Primary care with longer visits (20 minutes or more, if needed).
- Urgent care services for children over 3.
  - + Children under 3 should be seen regularly by a pediatrician so they can receive optimal care.
  - + The clinic does not provide vaccinations as we recommend routine care for children through age 11 be provided by pediatricians.
- Coaching and ongoing support — no cost to participant.
  - + Tailored goals and action plans
  - + Online tracking
  - + Ability to text provider using secure phone app
  - + Incentives for success
- Follow up in-person or over the phone, and more time with a coach when you need it.
- The clinic can coordinate all of your health care needs, to make sure that all of the pieces fit together and there are no gaps in your care.

## **2** *The clinic offers ways to save with select labs at no cost and high-quality generic drugs available at no cost when prescribed by a clinic provider.*

- Select generic drugs are dispensed on site and available at no cost to the participant or covered dependent when prescribed by a clinic provider.
  - + Approximately 50 generic drugs are available, including those for common ailments and chronic conditions.
  - + No narcotics are available.
- The list of drugs is available online. Please see page 2 for details on how to access a complete list of prescription drugs available.
- For more information about how select drugs can be dispensed on site at no cost to you, please visit the Frequently Asked Questions page from the website referenced on page 2.
- Select lab testing at no cost to the participant.
  - + No cost for standard labs performed during the annual physical or for other select labs that may be ordered by a clinic provider based on an individual's needs.
  - + More than 200 select labs are available at no cost to the participant, including common tests to assess kidney or thyroid function, or diagnose strep throat, as examples.
  - + Participants or covered dependents with a lab order from an outside physician can still take advantage of this savings opportunity by scheduling an appointment and bringing the lab order to the clinic. Staff will collect the sample and arrange for the lab test.

### *3 The clinic is managed by an independent outside entity, Activate Healthcare, providing professional guidance and ensuring confidentiality.*

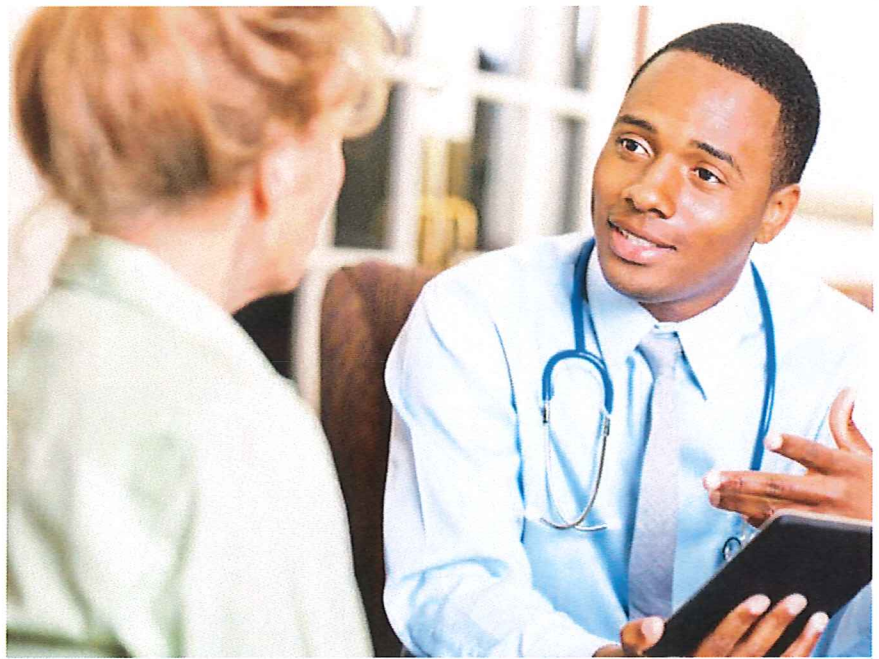
- The management of Activate Healthcare includes people with extensive health care experience.
  - + The CEO of a \$1.2 billion health care provider, with 35 years of health care leadership experience.
  - + A primary care physician with experience in all aspects of patient care.
  - + A former National Medical Director at a national health services and innovation company who is a strong advocate of evidence-based medicine, healthy behaviors, and health promotion.
- By hiring an independent outside entity, no employers or business managers will ever have access to confidential information.

### *4 We pay each member incentive dollars for completing an annual physical.*

Local 392 members who complete a physical at the family medical center between now and December 31, 2018, will earn a \$100 deposit in their HRA account.



THE CLINIC  
PROVIDES  
YEARLY  
PHYSICAL  
EXAMS,  
INCLUDING  
SPORTS  
PHYSICALS.





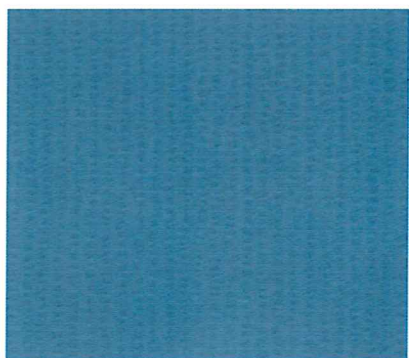
## 5 *Scheduling for annual physicals is coordinated for members and covered spouses based on birthday. Or you can schedule your physical throughout the year.*

**Scheduling by birth month.** Over the next twelve months, the staff at the clinic will schedule and coordinate physicals for members and covered spouses according to their month of birth. Here's how this process will work:

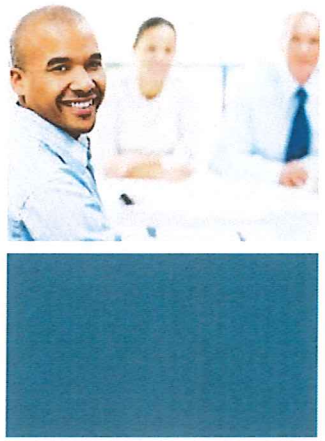
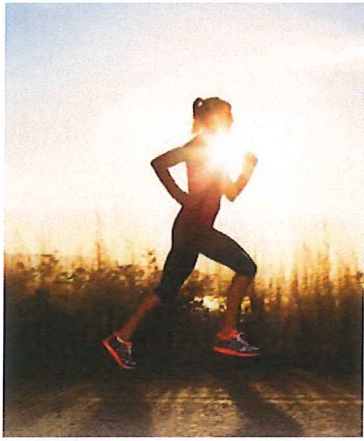
- + During the month prior to your birthday, call the clinic to schedule a day and time during your birth month for a comprehensive annual physical at the clinic.

**Scheduling independently.** Most members and covered spouses can take advantage of the coordinated scheduling process, which makes it easier to remember your annual physical. However, some members or covered spouses may prefer to schedule their annual physicals at another time. Here's how this can be accomplished:

- + You or your spouse can call the clinic and schedule a physical — at any time.







## 6 *The clinic is staffed by an experienced primary care physician and leverages leading-edge technology.*

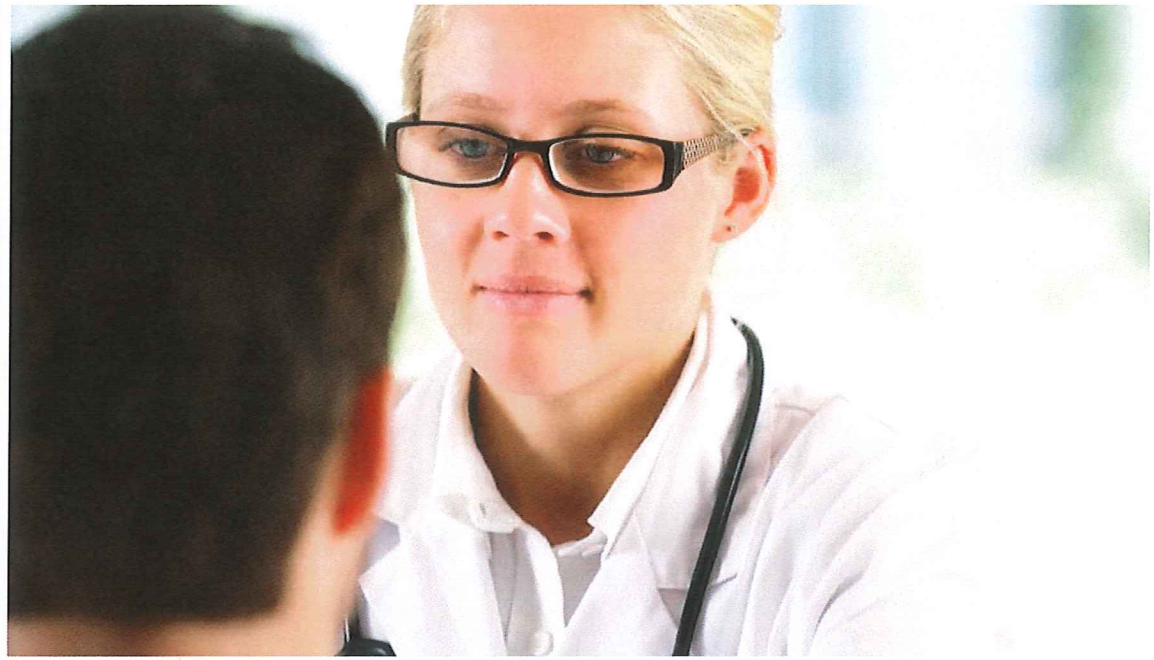
- The clinic is staffed by an experienced primary care physician with impressive credentials. To learn more, see page 3.
- The clinic also is staffed by an experienced advanced practice provider and medical assistants.
- Activate Healthcare has a custom application for online and smartphone use that helps you:
  - + Establish goals
  - + Create action plans
  - + Track progress
  - + Communicate with providers via secure texting
- The electronic medical records system provides help with:
  - + Full claims history
  - + All patient care
  - + Secure e-mail communication with staff
  - + Health-related behavior change support.

## 7 *The clinic is available by appointment during office hours.*

- You can call the clinic to speak with a staff member and schedule an appointment.
- We encourage people to call ahead and not to walk-in. If you call ahead, we can almost always schedule a time for you on the same or next day.
- Other information, news, and updates are available on your Activate Healthcare website. Please see page 2 for details.



THE CLINIC IS  
EQUIPPED AND  
STAFFED TO TREAT  
EVERY HEALTH  
CONCERN:  
MEN'S HEALTH,  
WOMEN'S HEALTH,  
CHRONIC DISEASES  
AND MORE.



## 8 *The clinic is open to provide convenient access to the health care you need. Please see page 3 for more information. Please call ahead to schedule appointments.*

- For urgent events, call 866.362.9597.
- A nurse is available 24/7 that can help assess the situation and refer you to a physician or emergency department, if needed. The nurse also can provide a message for clinic staff to contact you the following business day and schedule an appointment.
- Please check the website listed on page 2 for current hours and other news and topics of interest.

## 9 *The law requires that all patient information be completely confidential.*

- Confidentiality is required by law.
  - + The Health Information Portability and Accountability Act (HIPAA) specifically requires that all health care information only be shared between the patient and the provider of care (unless authorization is given by the patient to share it with other providers).
- Steps taken to ensure this outcome:
  - + The clinic operates according to the best-known security processes, and these processes are certified by an external security specialist.
  - + The clinic uses a secure online electronic medical record, so data does not reside on paper medical records or personal computers.
  - + All computer maintenance, cleaning, etc., is managed by outside contractors.
  - + Only medical staff have access to the facility after-hours through a special security system that has been installed.
  - + With patient consent, patient information can be shared with other physicians.



# 10 *This program is designed to help each person be healthier and spend less money on health care.*

- Having convenient access to no-cost primary care can help each member and covered dependents live a healthier life.
- Annual physicals can identify risks and conditions, thereby reducing catastrophic events that are painful and expensive.
- Longer visits with easier access can help you learn new ways to prevent or manage conditions, and get the support you need.
- The clinic helps members and their families save money.
  - + No co-pay for on-site visits
  - + No-cost pharmaceuticals
  - + No-cost lab tests
- However, the choice to visit the clinic and take advantage of these savings opportunities is always entirely voluntary.





HEALTHIER  
PEOPLE  
::  
MORE  
PRODUCTIVE  
LIVES  
::  
LOWER  
HEALTH  
CARE  
COSTS







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