



Employee FAQ's Lafayette School Corporation Health & Wellness Center (s)

Lafayette School Corporation and Tippecanoe School Corporation are offering two (2) Health and Wellness Centers for their employees covered on the LSC and TSC Health Plan. This FAQ is designed to answer some of your questions about the Centers. There will be more information coming as we move closer to the “kickoff” date of our participation.

About the Health & Wellness Center (s)

Q. What is the purpose of the Center (s)?

A. To provide employees and dependents with quality convenient medical services including health services including primary care, laboratory services, most prescriptions, and a wellness program at no out of pocket cost to the employee.

Q. Do I have to use the Center (s)?

A. No. Although we feel you will benefit from making the Center (s) your “medical home”, participation is voluntary.

Q. Do the Center (s) replace my primary care physician?

A. You may continue to use your present provider if you wish.

Q. Will my health insurance change once I am able to participate in the Center (s)?

A: Your current health plan benefits will remain in place.

Q. If I need to be seen in the Center (s) will the time be taken from my pay?

A: You will need to make arrangements to be away from work as you do now if you need to go to the doctor's office. The advantage is that you will be away from your work a much shorter time.

Q. Who do I contact if I have a problem with the Center (s)?

A: You can feel free to call our Hotline at; 1(800) 941-0644 option 4. Someone will call you back to discuss your issue.

Q. Are my visits shared with my employer?

A. **No.** Only the physician and the other WeCare Center (s) staff will have access to the data. It will only be used by the Center (s) staff for the purpose of helping you with your health issue.

About Your Medical Information

Q. How do I transfer my medical records to the Center (s)?

A: Ask your primary care physician to release copies of your records to you, or you can go by the Center (s) and fill out a medical release form. The staff will send this form to your physician and have your records sent directly to the



Center (s). Then, schedule an appointment with the **Center (s)** physician or Nurse Practitioner at which time you will be able to review your records and establish your medical history in the electronic record.

Q. Will the Center (s) forward copies of my medical records from the Center (s) to my Primary Care Physician?

A: Yes. When a release of information is signed and received in the **Center (s)**, a copy of your records will be either given to you or sent directly to your Primary Care Physician.

About Appointments at the Center (s)

Q. Do I need a referral to use the Center (s)?

A. No referral is needed to use **the Center (s)**.

Q. Do I have to have an appointment?

A. Because the **Center (s)** is a medical home with all of the services you have been receiving at your physician's office, we request that appointments are scheduled by using the website, the 800 scheduling number or by calling the Clinic. We do know that things do come up without notice and the **Center (s)** staff will do everything possible to meet your unexpected needs as quickly as possible.

Do I need to select a clinic site as my "Preferred Clinic Site"?

A. **In order to better serve all patients, we request you select a site that will be your clinic site of choice for your care. Many employees select the site that is closest to their home address. Whenever you schedule an appointment you will be asked to declare your Preferred Clinic Site.**

Q. How do I schedule an appointment?

A: Scheduling can either be done on-line, by you, the patient, by calling the 800 # call **Center (s)**, or by calling the clinic directly. As we draw closer to the time of our participating, you will receive specific directions as to how to schedule an appointment.

Q. Can the Center (s) make referrals to any specialists?

A: Yes, the **Center (s)** staff will assist you with referral to specialist within your network as needed and ordered by the Center's Physician or Nurse Practitioner.

About what the Center (s) offers

Q. What type of medical provider services can I receive at the Center (s)?

A. *Medical Services include but are not limited to the following:* Sore throats/ears/headache, strains, sprains, musculoskeletal problems, abdominal pain, non-specific chest pain, cough, sinus, allergies, allergy injections with patient supplying drug, rashes, acute injuries, acute routine office procedures, minor surgical procedures, such as sutures for laceration treatment, flu shots. Also, included will be dispensing medication commonly utilized by LSC health plan participants, laboratory testing, EKGs, pulse oximetry and many more.

Q. Can I get all my medications from the Center (s)?

A: The Health and **Wellness Center (s)** will make certain generic drugs available to employees and dependents at no out of pocket expenses. There will be every attempt made to have as many generic drugs used by the employees of LSC, their spouses and dependents in the Centers. We will review the list of medications quarterly to see if there are drugs that need to be added to the pharmacy inventory. We want to remind all participants that the clinic pharmacy is designed to meet the health and wellness needs of the participants. It does not function as a retail pharmacy.

Q. Can I have my laboratory blood work done at the Center (s)?

A. Yes. You are encouraged to utilize the **Center (s)** for not only the laboratory work ordered by the providers in the **Center (s)**, but also for laboratory orders from a provider outside of the **Center (s)** – even if you decide not to make **the Center (s)** your "Medical Home." Results of the laboratory testing ordered by a provider outside of the **Center (s)** will be electronically sent to that provider. By having your laboratory work done at the **Center (s)**, your



medical needs will be met, you will have no out of pocket expense, and you will save the LSC health plan a substantial amount of money.

Q. Will the Center (s) be able to provide my annual physical examinations?

A. Yes. The **Center (s)** will have the equipment to meet most of the needs associated with your physical examinations that you have received at your physician's office – both men and women.

Q. Will the Center (s) staff help me with my condition management and lifestyle management issues?

A. Yes. There will be an "onsite" nurse educator in **the Center (s)** who will be dedicated to assisting all participants with their condition and lifestyle issues. The physician, nurse practitioner and nurses will partner with you to maximize the quality of your health and wellness.

About the Eligibility

Q. Who is eligible for the Health and Wellness Center (s)?

A. The employee, spouse and dependents who participate in the LSC Health Plan. Q:

Q: Are there specific requirements for the privilege of using the Health and Wellness Clinic?

A: All participants age 18 and over will be asked to participate in a Health Risk Appraisal. The HRA consist of completing a questionnaire and having a biometric blood draw. Upcoming dates for the biometric blood draws will be posted. The HRA information will be sent to the participants home and to the clinic professional staff. No Personal Health Information determined from the HRA information will be shared with Lafayette School Corporation. It will be a resource for you and the staff at the Health and Wellness Clinic to achieve or maintain good health.

About the Health and Wellness Center (s) Hours

Q. How often would the Center (s) be open?

A: **Center (s)** hours are established by WeCare TLC (the contracted management company) and representatives from the LSC. The hours will be established to meet the needs of the employees, their spouses and their dependents. The available hours will be distributed for all employees as the time for **Center (s)** opening draws closer.

About the Health and Wellness Center (s) Staff

Q. For whom will the Center (s) employees work?

A. An independent management company – WeCare TLC – will be responsible for recruiting, hiring and managing the **Center (s)** employees. The employees will be WeCare employees – not LSC employees.

Q. Are the staff experienced?

A: WeCare strives to provide the Health & Wellness Center with experienced staff. Your health is important to us and we are committed to provide you the best possible care and service.