



Activate Health & Wellness Center Frequently Asked Questions

Q. Who is Activate Healthcare?

A. Activate Healthcare’s mission is to *“transform health care by activating associates and their families to take charge of their health and organizations to take charge of health care costs.”* We accomplish this through onsite and near-site Health & Wellness Centers that deliver primary care with the time, tools and dedicated staff to make a difference to each individual, engage participants to take charge of their own health, guide the health care continuum to serve individuals better at lower costs, foster a culture of health to make healthy habits the norm within the workplace, and bring communities together to enable employers of all sizes to benefit from full-time dedicated care.

Q. I have a great relationship with my doctor. Why should I go to the Activate Health & Wellness Center?

A. It is great to hear you have a doctor you can relate to. You can keep on seeing them as your primary care provider. In addition, the Activate team can support your Health & Wellness plan by helping you set personal health goals and providing support for your health journey. If, at some point, you wish to establish Activate as your primary care provider, you may do so at that time.

Q. Do I have to make the Activate Health & Wellness Center doctor my primary care physician to use the clinic?

The Activate Health & Wellness Center physician does not have to be your primary care physician for you to use the clinic. Activate clinic providers will gladly provide complementary care for patients who prefer to maintain their outside primary care provider.

Q. Can I bring in a lab order from my physician and get a specimen drawn at the clinic?

Yes, you may schedule an appointment for a lab draw at the Activate Health & Wellness Center and bring in your order from your physician. A specimen will be taken as directed on the order and sent to one of Activate Healthcare’s outside lab partners, such as Mid-America Clinical Laboratories or Quest Laboratories. The results will be sent to your physician.



Q. If I have a prescription from another physician, can I fill it at the Health & Wellness Center?

A. Prescription drugs are dispensed at the clinic under the clinic provider's individual license. The clinic is not a pharmacy, where the prescriptions of any provider can be filled. However, if a patient has a prescription written by an outside provider for a drug that is available at the clinic, the patient can simply set up an appointment at the clinic to be evaluated by the physician or nurse practitioner. After the clinic provider has evaluated the condition, you can get a new prescription for the same drug and fill it at the clinic.

Q. What drugs are dispensed at the Activate Health & Wellness Centers?

A. The Activate Health & Wellness Center will stock approximately 50 of our members' most frequently used generic drugs. A list of formulary options can be made available upon request.

Q. Is the Activate Health & Wellness Center a full-service health care facility?

Yes, the Activate Health & Wellness Center provides a full array of medical services, including personal primary care, urgent care, personal health coaching, preventive screenings, on-site labs and lab draws for specimens that need to be sent outside the clinic, and an on-site dispensary of frequently prescribed generic medications. For care needed outside the clinic, for example imaging services or more comprehensive medical care, the clinic will make appropriate in-network referrals and provide members with several options of outside providers based on cost and quality.

Q. Can the Activate Health and Wellness Center share my test results with my regular doctor or specialist?

Yes. The staff is happy to do this upon your written authorization and direction. Your personal medical information is never shared with anyone outside Activate unless you direct this. Activate clinic providers will gladly provide complementary care for patients who prefer to maintain their outside primary care provider (PCP). Activate Healthcare captures all relevant medical information in its electronic medical record (EMR) system. The information initially is based on a patient's claims history and then updated regularly using data from the client's health plan. With the patient's permission, PCPs and other providers outside of Activate Healthcare can be given access to the EMR.



Q. Who will be working at our Health & Wellness Center?

A. We only hire the best providers who have a passion for supporting their patients' Health & Wellness, not just healing them when they are sick. COSB has been involved in hiring the clinical team to ensure a good cultural and personality fit for the people they will be serving.

Jeanine Kocsis has been hired as your nurse practitioner/health coach, and Jerry Kuna, MD, has been hired as your physician to start March 11. They are both eager to serve the City's employees and families.

Q. Will the doctor be affiliated with a local hospital?

A. No, the doctor will be completely independent. As a result, referrals will be based on the facility that can provide the highest quality and most cost effective service.

Q. How was the medical staff selected for our clinic? How does the City know they are a good fit?

Activate Healthcare and the City of South Bend have worked together through a multi-step process to staff the Activate Health & Wellness Center as follows:

- Activate Healthcare began the process by understanding the City's environment and the health care needs of employees and family members. This helped provide an idea of the medical needs that the clinic will have to address and the personality characteristics that would best match the patient base. Then, a tailored specification for the medical staff was developed with the City's input.
- Focusing on the physician and nurse practitioner/health coach, Activate Healthcare brought the best candidates forward for evaluation. The City then interviewed the candidates to judge for cultural fit.
- The City and Activate Healthcare shared in the hiring decisions. After the interviews, the City and Activate Healthcare decided whether to make an offer. With the City's approval, Activate Healthcare made an offer of employment to the physician and nurse practitioner/health coach.
- Activate Healthcare makes sure the whole medical team works well together. Other staff members are hired locally. However, Activate Healthcare tries to make sure the staff will have a good working relationship with the physician.

Q. What will be the cost to participants to use the Activate Health & Wellness Center?

A. For employees and their family (children three and older), covered on the City's health insurance plan, there will be no cost to access the clinic, either for the visit or for any drugs dispensed at the clinic.



Q. What if I am a COSB employee but am not enrolled in the benefits plan?

A. If you are not enrolled on the City's health insurance, you will only be eligible for limited services related to your jobs, such as DOT physicals and hearing tests.

Q. This is a great benefit! Can I bring my kids to the Activate Health & Wellness Center?

A. Yes, the clinic is available to employees and their family members (age 3 and over) that are covered by the City's health insurance plan. We encourage you to bring your kids covered on the plan 3 and over, for acute care and sports and camp physicals. After age 11, in addition to these services, we will see your children covered on the health insurance plan for more comprehensive physicals. Given the special needs of very young children, the Activate Health & Wellness Center is not the best choice for those 3 and under.

Q: Will the City receive the results of my physical?

NO. Confidentiality is protected by law just as it is at any doctor's office. No personal medical information, test results, coaching information or health goals will be shared with anyone at the City of South Bend. The only information shared with the City of South Bend specific to you is whether you (and your covered spouse) completed the physical, or not.

Q: How can I be assured that my information will remain confidential?

Activate Healthcare takes privacy very seriously. Medical information is stored in a highly secure server and practices are in place to ensure patient confidentiality is maintained. We also have a comprehensive HIPAA Security and Policies Manual, and employees are required to complete privacy and security training. We have never had a security breach or HIPAA violation.

- Our technical and operational controls ensure the confidentiality and integrity of our patients' information, preserving the privacy of that information from external exposure. To ensure the privacy of patient information within the company, Activate Healthcare practices segregation of duties as much as feasible, reviews activity for accidental or deliberate misuse of information, and trains our employees and partners on privacy and security practices that are relevant to their functions.
- Activate Healthcare has a privacy policy that dictates how patient information is used and who has access to the information. This policy is reviewed with patients at the time of their first appointment with the clinic and reviewed annually from that point on. Patients are asked to read the policy and sign a document stating that they understand how Activate will manage their health information. The signed document is maintained within the patient's medical record.



Q. Will there be a change to my insurance plan and or carrier?

A. No, there will not be a change; your coverage with Anthem and other resources available through Anthem will remain the same. The Activate Health & Wellness Center is an added benefit for all employees and the spouses and children of employees enrolled in our benefits plan.

Q. Where is the Activate Health & Wellness Center located? What are the phone numbers?

A. Activate Health & Wellness Center
320 South St. Joseph St., Suite 300
South Bend, IN, 46601

Phone: (574)-406-6376

Fax: (574) 406-6377

Q. What are the hours of the Activate Health & Wellness Centers?

A. We have established hours to accommodate your work needs as follows:

Monday	7 am – 5 pm
Tuesday	9 am – 7 pm
Wednesday	6 am – 4 pm
Thursday	9 am – 7 pm
Friday	6 am – 12 pm

Q. Do I need an appointment? What if I feel I need to be seen as soon as possible?

A. We prefer all visits be scheduled as this allows for little to no wait times in the clinic. The clinic staff will make every effort to accommodate patients on the same day the appointment is requested. By calling ahead, patients avoid the need to wait and also keep other patients from needing to wait. Also, when patients call ahead the MA learns about their condition and can make sure that the right providers and equipment are ready when the patient arrives.

Q. How do I reach the Health & Wellness Center after regularly scheduled hours?

A. You can reach the clinic 24 hours a day, 7 days a week by calling the main line phone number or dial the after-hours number directly at 866.562.9597. During normal business hours, you can reach the staff at the Activate Health & Wellness Centers. After normal business hours (for urgent events), your call will be forwarded to a nurse on call who will be able to help you assess your situation and offer guidance as needed.



Q. Will evening appointments be available to all members?

Yes, some evening appointments will be available. Due to their limited availability, first priority for evening appointments will be given to employees who have birthdays that month and need the appointment time to complete their physicals.

Q: How do I start the process to schedule my physical?

Call the Activate Health & Wellness Center and ask to schedule an appointment time to stop by the clinic for your blood draw. The clinic staff will then provide you with instructions for completing the Health Risk Assessment questionnaire, and they will schedule your physical.

Q: How do I keep my wellness program discounted premium contribution?

Employees and their spouses covered under the City of South Bend Health Insurance Plan will have the opportunity in 2016 to earn a discounted premium contribution by participating in the wellness program.

The wellness program consists of two components:

Part 1 – Complete a physical exam at the Activate Health & Wellness Center during the employee’s birth month. The physical consists of:

- Pre-physical blood draw and biometric screening
- Completion of a Health Risk Assessment questionnaire
- A comprehensive physical exam with the physician or nurse practitioner
- 30-minute health coaching session with the nurse practitioner

Part 2 - Complete four (4) additional activities prior to September 30, 2016. Activity forms will be distributed by Human Resources periodically to self-report your wellness activities. Watch for additional information throughout the year.

Q: To earn the incentive, can I have a physical with my own doctor instead of using the Activate Health & Wellness Center? I recently completed a physical with my own doctor. Can I just report that instead of having another physical at the Health and Wellness Center?

The purpose of the Health & Wellness Center is to provide a comprehensive physical exam with biometric screening and HRA to help you understand your risk factors and ways you can improve your health through the personalized health coaching session. If you would like your physician to do the physical exam portion of this comprehensive process, please contact Human Resources to request an exception. Your physical exam results must be sent to the Health & Wellness Center in a timely manner and you must complete the other components – biometric screening, HRA and personal coaching session in the clinic.



Q: Does my spouse have to complete the physical in order to earn the premium discount in 2016?

Yes, if you cover your spouse on the COSB health insurance plan, then your spouse must also complete the physical during the employee's birth month to earn the premium discount. Both you and your covered spouse must complete the physical in order to receive the discount. Partial discounts will not be awarded if one of you completes it but the other does not.

Q: If I do not complete the physical during my birth month, when will my health insurance premium increase due to the loss of the wellness discount?

If you, and/or your covered spouse, have not completed the physical process at the Activate Health and Wellness Center within 60 days following the employee's birthday, you will receive a letter from Human Resources asking that you contact them regarding continuation of the wellness discount.

Q: If I lose the wellness premium discount because I do not complete a physical during my birth month, can I earn it back if I have a physical later in the year?

Yes! It's never too late to call the clinic and complete your physical, or your spouse's.

Q: What if my spouse is unable to complete a physical at the clinic due to his/her work schedule?

Please contact the Human Resources Department to discuss this.

Q: What are the 4 additional wellness activities that have to be completed by September 30, 2016?

The additional activities are similar to the activities that were part of our prior wellness program: exercise, attend wellness related classes, group activities, etc. These are to be reported on a form that will be distributed by the Human Resources department periodically throughout the year. Watch for additional information during 2016.

Q: When will I lose the wellness discount if I do not complete the 4 wellness activities by September 30, 2016?

If you, and/or your covered spouse, have not completed your 4 wellness activities by the deadline, contact Human Resources regarding continuation of the wellness discount.

Q: If I lose the wellness discount in 2016, can I earn it back in 2017?

Absolutely! Although the wellness program for 2017 has not been finalized, it is expected to include completion of a physical in your birth month. Additional requirements have not yet been set for 2017.