

**1. What are the primary goals of the Complete Health & Wellness Center?**

- Provide a convenient alternative for basic and urgent medical care at minimal or no out-of-pocket cost for employees
- Provide care for work-related injuries
- Provide opportunities for early detection of potential health risks to improve quality of life
- Enhance the culture of health and wellbeing by engaging employees in health promotion, prevention and health risk management activities
- Reduce medical claims paid by Blue Cross and Blue Shield (Blue KC), to potentially help minimize future health insurance premiums for employees and the District

**2. Am I required to use the Complete Health & Wellness Center?**

No, you are not required to use the Complete Health & Wellness Center. The health and wellness center is provided as a resource. Benefits of using the Complete Health & Wellness Center include cost savings, reduced waiting time for medical attention and access to high quality service and care. *Note: Beginning March 14, 2016, all work related injuries will be treated at health and wellness center unless injury is life or limb threatening which will be directed to the nearest emergency room.*

**3. How does the Complete Health & Wellness Center benefit Lee's Summit R-7 School District?**

Lee's Summit R-7 School District's ultimate goal is to provide the highest quality education to the students we serve. To assist in meeting this goal, the District must continue to attract and retain quality staff by providing a competitive and comprehensive benefit package. It is important to Lee's Summit R-7 School District that employees are able to live to their fullest and healthiest potential. The health and wellness center will provide an opportunity to improve employee health and wellness. The health and wellness center will also benefit the District as well as employees, with a reduction in medical claims paid by Blue KC which could help minimize future health insurance premiums.

**4. Who is eligible to use the Complete Health & Wellness Center?**

The following individuals **participating in the LSR7 medical insurance plan** are eligible to receive personal healthcare services at the health and wellness center:

- Employees
- Pre-Medicare retirees
- COBRA/LTD participants
- Spouses
- Dependents over the age of 2

All employees, regardless of enrollment, will be able to access the Complete Health & Wellness Center for work-related injuries and occupational health services.

**5. Can my family members use the Complete Health & Wellness Center?**

Yes, if enrolled in a District medical plan and are over the age of 2.

**6. Can R-7 District students use the Complete Health & Wellness Center?**

Only if the student's parent/legal guardian is an employee of the District, the child is over the age of 2 **AND** enrolled in a District medical plan under his or her parent/legal guardian's medical coverage. An appointment must be scheduled by the child's parent/legal guardian.

## 7. What services are available at the Complete Health & Wellness Center?

The Complete Health & Wellness Center is a resource to manage your acute illnesses and minor injuries, prescribe medications, assist with chronic conditions, provide preventive care exams and support the overall health and wellness of you and your family.

Examples of services provided at the center:

### Preventive Services

- Health Risk Assessments
- Physical exams (annual well women/men, school, sports and camp)
- Routine preventive lab work, including periodic blood monitoring

### Vaccinations

- Hepatitis A & B
- Pneumonia
- Seasonal flu (ages 2+)
- Shingles
- TB testing
- Tdap
- Tetanus
- Travel immunizations
- Other vaccinations may be available; call CareHere at 1.877.423.1330 to confirm availability

### Health Coaching provided by

- Registered Dietitian
- Registered Nurse
- Behavioral Health Coach
- Tobacco Cessation Coach
- Exercise Physiologist

### Minor Injury Treatment

- Contusions
- Minor lacerations and stitches
- Personal or work-related injuries
- Sprains and muscle strains

### Non-preventive Care

- Allergies/allergy injections
- Cold and flu symptoms
- Disease management for chronic conditions (diabetes, hypertension, high cholesterol, asthma, for example)
- Ear infections
- Minor cuts
- Non-preventive lab work
- Skin conditions
- Sinus infections
- Sore throat
- Upper respiratory conditions
- Urinary tract infections
- Viral and bacterial infections

### Occupational Health

- Return-to-work physicals
- Driver physicals
- Drug screenings

### Workers' Compensation

- Work injury treatment and management
- Manage referrals and provide recommendation on injury trends

### Nurse Line

- Answered 24 hours a day, 7 days a week
- 1.877.423.1330

If you are unsure whether a medical issue can be addressed by health and wellness center staff, please call CareHere directly at 1.877.423.1330.

For a serious or life threatening situation, call 911 or proceed to the nearest emergency room.

## 8. Can prescriptions be written at the Complete Health & Wellness Center?

Yes. The Nurse Practitioners can write prescriptions after completing an assessment. You can fill your prescription at your preferred pharmacy or through mail order.

## 9. Are well-child visits available at the Complete Health & Wellness Center?

No; however, the center does provide services for sick care, flu shots, strep tests, as well as sports and camp physicals for children over the age of 2. If you have not selected a pediatrician, the Complete

Health & Wellness Center would be happy to refer you to a provider within the Blue KC provider network.

**10. Are child immunizations available at the Complete Health & Wellness Center?**

No. It's very important for our childhood patients to keep an ongoing relationship with a pediatrician. Their pediatrician is able to be on call, track growth chart, etc. and inside this relationship, the pediatrician is able to track and monitor the immunizations they administer in conjunction with her/his full picture and ongoing knowledge of the patient.

**11. Is prenatal care available at the Complete Health & Wellness Center handle prenatal care?**

No; however, the health and wellness center can provide pregnancy testing and well-woman exams. If you are seeking prenatal care, the health and wellness center would be happy to refer you to the appropriate provider within the Blue KC network. The health and wellness center can also provide you with information on the prenatal support program offered through Blue KC, called Little Stars, available to all pregnant women enrolled in a District medical plan.

**12. Why might I be referred to a provider outside of the Complete Health & Wellness Center?**

If the care or treatment your condition requires is outside of the standard scope of practice of the health and wellness center, you will be referred to a provider who can quickly, and most effectively, treat your condition. In most instances, the Complete Health & Wellness Center can assist in expediting the referral process for timely care. If you are unsure of the care you need or the provider you should see, calling CareHere first for advice, or having an initial visit at the center can save you time and money, as opposed to being referred out from an urgent care center, where you would incur a higher cost.

**13. What do I do if I have been referred to a specialist by a health and wellness center provider?**

If you have been referred to a specialist by a health and wellness center provider, please schedule an appointment with a specialist for follow-up regarding your care. The Complete Health & Wellness Center would be happy to help you coordinate your specialist appointment within the Blue KC provider network.

**14. What if I still want to use my Primary Care Physician (PCP)?**

If you have an existing Primary Care Physician (PCP), you are encouraged to keep that relationship. The Complete Health & Wellness Center is not intended to replace your current PCP relationship; rather it is intended to provide a convenient and affordable option to receive immediate health care and to supplement your current PCP relationship. The Complete Health & Wellness Center will coordinate care and share results with your current PCP, with your permission. You can also use the health and wellness center for lab services and the lab results can be sent to your PCP.

**15. Can a Complete Health & Wellness Center provider be my Primary Care Physician (PCP)?**

Yes. The health and wellness center providers can assist you in establishing a relationship with a provider who can best meet your medical needs, if you prefer.

**16. What is the cost to use the Complete Health & Wellness Center?**

**Preventive** services are available at no cost to all employees, retiree/LTD/COBRA participants and family members enrolled in a District medical insurance plan. Examples include health risk assessment, annual well exams, health coaching, immunizations, etc.

**Non-preventive** services (examples include sick visits, disease management, personal injury treatment, etc.) may require minimal copay based upon medical plan enrollment as follows:

Health Insurance Plan	Non-Preventive Copay
Blue-Care HMO Plans	\$0
Preferred-Care Blue PPO Plan	\$0
Blue Saver High Deductible Health Plan, <u>with Health Reimbursement Account (HRA)</u>	\$0
Blue Saver High Deductible Health Plan, <u>with Health Savings Account (HSA)</u> <sup>1</sup>	\$20, until deductible met (applies towards deductible)

<sup>1</sup> Due to IRS regulations, a minimal visit fee is required for non-preventive visits, including chronic care or other significant benefits. The visit fee will be re-evaluated on an annual basis. This fee is still considerably less than you would pay for similar services at a physician office, urgent care center or retail clinic.

If applicable, payment will be collected at time of appointment. For safety reasons, the health and wellness center does not accept cash or checks. Payment with a credit or debit card is required.

**17. Why are “Blue Saver” High Deductible Health Plan Health Savings Account (HSA) eligible members required to pay a fee for non-preventive Clinic visits?**

Employees and their dependents enrolled in the District’s “Blue Saver” High Deductible Health Plan that participate in a Health Savings Account will incur a \$20 per visit fee for **non-preventive services** only. To meet IRS guidelines and maintain the tax advantage of an HSA, a visit fee must be charged for non-preventive visits. The visit fee will be re-evaluated on an annual basis. This fee is still considerably less than you would pay for similar services at a physician office, urgent care center or retail clinic. Keep in mind there is no fee for preventive care and once your deductible is met, all visits will be at no charge.

Payment will be collected at time of appointment. For safety reasons, the Complete Health & Wellness Center does not accept cash or checks. Payment by credit or debit card is required.

**18. Will my health information be shared with Lee’s Summit R-7 School District?**

No. The Complete Health & Wellness Center operates in compliance with HIPAA (Health Insurance Portability and Accountability Act), just like the District insurance carriers do, keeping your personal health information private and confidential. By law, your personal health information, as well as your family members’ health information, will NEVER be shared with the District without your consent, unless you are receiving treatment for occupational health or a work-related injury.

**19. Will the District have access to my health records if I am seen in the Complete Health & Wellness Center for a work-related injury?**

Lee’s Summit R-7 School District will have access only to information associated with work-related injuries, just as they always have. The records for work-related injuries are kept in a separate medical record, to ensure no additional health information is shared with the District. All other medical records are stored in a separate, secure electronic records system accessible only to Complete Health & Wellness Center providers.

**20. Is the Complete Health & Wellness Center the same as a retail clinic, such as a MinuteClinic or CareSpot Clinic?**

No. The Complete Health & Wellness Center provides many more services than a retail clinic and is available at a lower cost. While retail clinics provide treatment for many of the things you can be seen for at the Complete Health & Wellness Center, such as sore throats and sinus infections, there are many additional services the Complete Health & Wellness Center can provide. For example, you can be seen at

the Complete Health & Wellness Center for lacerations and muscle strains. Typically, these services are not provided at a retail clinic. Additionally, the Complete Health & Wellness Center can provide preventive exams, health risk assessments and health coaching which are not available at retail clinics.

**21. Are the providers at the Complete Health & Wellness Center employed by Lee’s Summit R-7 School District?**



No. The health and wellness center providers are **not** employees of Lee’s Summit R-7 School District. The Complete Health & Wellness Center is managed by CareHere, a company which specializes in providing care in this type of setting. The Nurse Practitioners, Medical Assistant and Registered Nurse are all employees of CareHere. CareHere partners with a physician to provide oversight to the Nurse Practitioners, as required by state law. The physician conducts periodic chart reviews each month and can be consulted on more complex cases, if necessary.

**22. Who will I see at the Complete Health & Wellness Center?**

Complete Health & Wellness Center is staffed by Nurse Practitioners, a Registered Nurse and a Medical Assistant. Health and wellness center providers are **not** employees of Lee’s Summit R-7 School District.

The Complete Health & Wellness Center is managed by CareHere, a company which specializes in partnering with employers to provide cost-effective healthcare. The Nurse Practitioners, Registered Nurse and Medical Assistant are all employees of CareHere. CareHere partners with two supervising physicians to provide physician oversight to the Nurse Practitioners, as required by state law. The physician conducts periodic chart reviews each month and can be consulted on more complex cases, if necessary.

Complete Health & Wellness Center is currently staffed with:

- **Nurse Practitioner:** The Nurse Practitioners will conduct an assessment to determine how to treat your illness or injury or complete your physical exam. They can also write a prescription if necessary.



**Shelley Hiesberger,**  
*RN, MSN, NP-C*



**Gretchen Renfro,**  
*APRN*

➤ **Other Staff Include:**

- Supervising Physician
- Medical Assistant
- Registered Nurse

**23. Can a Nurse Practitioner do the same things my Primary Care Physician (PCP) can do?**

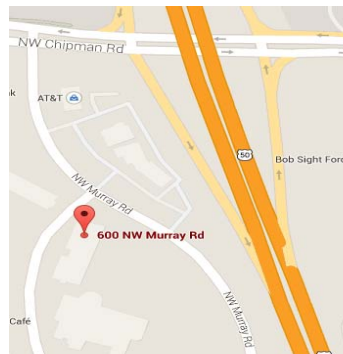
Nurse Practitioners work in many primary care physician offices. They begin their education with a nursing degree followed by an advanced graduate degree. Nurse Practitioners can treat you for many things you may see a Primary Care Physician (PCP) for such as ear infections, sore throats, and preventive exams. They are also accustomed to working with physicians and will refer you to a specialist or a PCP if they are not comfortable treating your illness. Nurse Practitioners are also able to write prescriptions for medications. They are credentialed and licensed by the state.

**24. Where is the Complete Health & Wellness Center located?**

600 NW Murray Rd, Suite 103  
(in the Summit Ridge Medical Plaza)  
Lee’s Summit MO, 64081

*Location Details:*

- *Parking is on the west side of the building*
- *If you enter near the circle drive you will be on the first floor and can go down the hall to Suite 103*



**25. Can I find information about the Complete Health & Wellness Center online?**

Yes. Information can be found at: [www.CareHere.com](http://www.CareHere.com) and at : <http://benefits.lsr7.org/hwc>.

**26. When is the Complete Health & Wellness Center open?**

The Complete Health & Wellness Center is open as follows:

Day	Hours
Monday-Thursday	7:00 am-11:30 am; 12:30 pm-6:00 pm
Friday	7:00 am-12:00 pm
Saturday	8:00 am-11:00 am
Sunday	Closed

The Complete Health & Wellness Center will be **closed** on the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

When a holiday falls on a non-workday, the holiday will be observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday).

**27. Are walk-in appointments available?**

No. In order to be respectful of patients who have scheduled appointments, patients must call CareHere at 1.877.423.1330 or go online at [www.CareHere.com](http://www.CareHere.com) to schedule an appointment. This helps alleviate additional wait times, and deters any inconvenience to you. If time permits, CareHere will do their best to fit you in; however, if a same day appointment is not available, CareHere staff will work to get you in as quickly as possible.

*Note: Employees with work-related injuries have priority and will be seen as soon as possible. A District nurse, supervisor or Workers’ Compensation office staff will contact the center for appointments for work-related injuries.*

**28. What will the standard wait time be?**

The wait time should be minimal as appointments are required. Appointments allow reduced wait time for you and other patients.



**29. How can I schedule an appointment?**

**Use of the Complete Health & Wellness Center is by appointment only. No walk-ins allowed.** By having a scheduled appointment, you should expect little to no wait time. Same day appointments may be available. Appointments can be scheduled online at [www.CareHere.com](http://www.CareHere.com) or by phone at 1.877.423.1330.

Before you can schedule an appointment, you must first register with CareHere (**you cannot register until your insurance start date**). Each eligible participant must be registered separately. You will need one of the following access codes to complete your registration:

Health Insurance Plan	Access Code
Blue-Care HMO Plans	LSR72
Preferred-Care Blue PPO Plan	LSR72
Blue Saver High Deductible Health Plan, <u>with Health Reimbursement Account (HRA)</u>	LSR72
Blue Saver High Deductible Health Plan, <u>with Health Savings Account (HSA)</u> <sup>1</sup>	LSRH8

There are two ways to complete registration with CareHere:

1. Call 1.877.423.1330

OR

2. Follow the steps below at [www.CareHere.com](http://www.CareHere.com) to register:

- a. Click **Member Login**
- b. Click **I need to register for the first time with my Access Code**
- c. Enter your **Access Code** (use above chart to determine correct access code)
- d. Click **Go**
- e. Provide responses to all questions on the next four web pages of the health questionnaire, including Contact Data and Health and Behavioral Data.

**Be sure to keep your CareHere login information.**

Once registered, you can schedule an appointment by calling 1.877.423.1330 or online at [www.CareHere.com](http://www.CareHere.com).

**30. What if there are no same day appointments available when I try to schedule online?**

If you urgently need to be seen the same day for an acute sick visit, call CareHere at 1.877.423.1330. Let the CareHere advocate know your need, and they will relay your message to the health and wellness center providers. If possible, the health and wellness center will try to accommodate your same day need. If they cannot, they will help schedule you for the next available appointment.

**31. Does CareHere have a nurse advice line?**

Yes. CareHere provides a nurse advice line 24 hours a day, 7 days a week at 1.877.423.1330. You can talk to a registered nurse who can answer your urgent care questions and give you health care advice.

**32. Will I have access to health coaching at the Complete Health & Wellness Center?**

Yes. CareHere provides telephonic health coaches in the following areas:

- Registered Dietitian
- Registered Nurse
- Behavioral Health Coach
- Tobacco Cessation Coach
- Exercise Physiologist

### 33. How do I contact a CareHere health coach?

There are three ways:

1. You may be referred to a CareHere health coach by a Complete Health & Wellness Center provider
2. You may reach out to the CareHere wellness team directly by emailing [wellness@carehere.com](mailto:wellness@carehere.com) or calling 1.877.866.6430.
3. Through CareHere Connect by logging into [www.CareHere.com](http://www.CareHere.com) then clicking on the “My Coaches” tab.

### 34. What should I do if I have any comments or concerns about my experience at the Complete Health & Wellness Center?

If you have a comment or concern about your experience in the Complete Health & Wellness Center, please contact CareHere directly at **1.877.423.1330**, and be prepared with the following information:

- The health center you are associated with: Complete Health & Wellness Center
- Your first and last name
- Details on your comment or concern
- Any specific dates, if applicable
- A phone number you can be easily reached

Or contact the District’s Benefits Manager at [InsCvgInfo@lsr7.net](mailto:InsCvgInfo@lsr7.net) or at 816.986.1048.

### 35. How can I get the most out of my relationship with CareHere?

To get the most out of your relationship with CareHere, follow these steps:

- Register online or by phone
- Schedule your “Get to Know Me” appointment
- Follow these recommended appointment guidelines:
  - If you have a chronic condition, schedule back-to-back appointments for your first visit and bring a list of current medications
  - Schedule back-to-back appointments for all annual physicals
  - Cancel your appointment if you can’t make it
  - Arrive at least 10 minutes before your scheduled appointment time
  - You may be rescheduled if you are more than 10 minutes late for your appointment
- Complete a CareHere Health Risk Assessment (HRA)
- Explore CareHere Connect
- Ask a CareHere provider to be referred to one of CareHere’s Health Coaches or reach out to the CareHere Wellness team directly by emailing [wellness@carehere.com](mailto:wellness@carehere.com) or calling 1.877.866.6430.

### 36. Can I access my medical record online?

Yes at [www.CareHere.com](http://www.CareHere.com). CareHere and the Complete Health & Wellness Center offer easy, secure, private access to your medical information online, so you can view your personal health record whenever and wherever you have internet access.

### 37. What is CareHere Connect?

CareHere Connect is an online health education program that will help you set goals and will break them down into actionable tasks. On the CareHere Connect system you will be able to log in to see your health data (provided by CareHere) and learn what you can do, step-by-step, to achieve better health. Here’s how to log in:

- Go to [www.CareHere.com](http://www.CareHere.com)
- Click **Member Login** and fill in your CareHere username and password and click **Go**.
- At the left-hand side of the screen, you will find the **CareHere Connect** button. Click that button to start.
- This will pull up a registration screen, click **Join Now**.
- Fill out the form with the requested information and click **Next** to get started.



Specific wellness plans are assigned from the CareHere provider but a general health program is available without referral.

With CareHere Connect, you will be able to:

- *Contact your wellness coaches*
- *Access and view CareHere lab results*
- *View your progress within your online wellness plan*
- *Have access to numerous wellness webinars and demonstrations*
- *Access the Library to search out wellness information*
- *Join social wellness groups*
- *Participate in CareHere wellness challenges*

**38. If I still have questions regarding the Complete Health & Wellness Center, who should I contact?**

For questions, please contact CareHere at 1.877.423.1330. District resources are here to help and support you as well; please visit the District's website at: <http://benefits.lsr7.org/hwc>, contact the District's Benefits Manager at [InsCvgInfo@lsr7.net](mailto:InsCvgInfo@lsr7.net) or at 816.986.1048.

## Schedule an appointment today!

Cut out the Complete Health & Wellness Center card below, and keep it in your wallet! Give one to your family members if they are enrolled in Lee's Summit R-7 School District's medical insurance plan.

600 NW Murray Rd. Ste. 103 • Lee's Summit, MO



**Complete**  
Health & Wellness Center

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