



## FREQUENTLY ASKED QUESTIONS

### CEBT Health & Wellness Centers

#### Why is CEBT offering healthcare services as an enhancement to my employer's benefit package?

CEBT, in partnership with Marathon Health, has expanded its health and wellness services as part of its commitment to CEBT members and their health. The services are a valuable part of your benefit package and are designed to help you achieve your highest level of health as well as to provide convenient access to high-quality care close to home and work, to help you better understand your own health, and to provide you with the tools and support to address any health concerns you may have.

#### Who operates the CEBT Health & Wellness Centers?

Marathon Health is our partner, dedicated to bringing quality health services to employees at the workplace by providing medical care, guidance to help better understand health risks and conditions, and support to help people manage their health. Marathon Health operates health centers nationwide, with a focus on helping people become more active in their own health and healthcare.

#### Who staffs the Centers?

CEBT's Health & Wellness Centers are staffed by full-time licensed physician assistants (PA) or Nurse Practitioners (NP) and medical assistants. The providers are experienced in primary care, health coaching, and managing chronic diseases. In Colorado, there are no differences or limitations between PA's and NP's in the scope of services or procedures able to be offered. Each team member brings a diverse background CEBT's Centers, and the team across the state is unmatched in their collective experience. The medical assistants are available to help you schedule appointments, access the eHealth Portal, and to answer any questions you may have about the Center or the services you receive.

#### Who can use the Centers?

The Centers are open to all employees and family members ages two and older enrolled in a CEBT PPO, EPO, HDHP, or Kaiser medical plan. Members on the HRP plan are not eligible as the HRP is not a primary plan.

#### Why should I go to a Center?

The Centers are a convenient place for members to obtain preventive and sick care as well as health coaching and education about chronic conditions. There are many benefits to using a Center including:

- **Saves You Money:** There is no cost for using the Center or for prescriptions dispensed onsite for the vast majority of CEBT's members! Please see the "How much does it cost..." section below.
- **Time:** Little or no waiting time for scheduled appointments
- **Convenience:** Easy and affordable access to care for diagnosis and treatment of illness or injury

#### Where are the Centers located?

Members have the option of visiting any of the six CEBT Health & Wellness Centers in Colorado. When scheduling an appointment, just select the location most convenient for you.

- Loveland – 2889 N. Garfield Ave., Loveland, 970-444-2866
- Greeley – 4675 W. 20<sup>th</sup> Street Rd., Unit B, Greeley, 970-373-4625
- Gypsum – 35 Lindbergh Drive, Gypsum, 970-431-2871
- Glenwood Springs – 1901 Grand Ave., Suite 200, Glenwood Springs, 970-440-8087
- Rifle – 701 Wapiti Ave., Rifle, Suite 201A, 970-440-8085
- Widefield – 930 Leta Drive, Colorado Springs, 719-551-5808



### What hours are the Centers open?

The Centers will be open at least 40 hours per week, Monday – Friday. Centers with more than one clinical team may have expanded hours. Please contact your preferred center for details.

### How much does it cost to use the Centers?

There is absolutely no cost for any type of visit for members enrolled PPO, EPO, Kaiser HMO, or Kaiser DHMO plans. Per IRS regulations, members on the HD2600, HD5000, Kaiser HDHP2500, or Kaiser HDHP5000 plans must pay a small fee (currently \$45) at the time of service only for acute or sick visits. For all members, charges for any services not performed within the Centers will be submitted to your health plan by that provider and processed as any other claim. Examples include but are not limited to: lab work sent offsite, prescriptions written to a pharmacy of your choice, x-rays, MRI's, or referrals to providers outside of health center.

### Do you prescribe medications?

A licensed clinician is available to prescribe medications for conditions that are treated in the Center. Additionally, there are a limited number of medications available for dispensing onsite. These include antibiotics, skin creams and starter packs for chronic conditions. Controlled substances are not available onsite.

### How do I schedule my appointments?

To schedule appointments, you may call the Center or schedule your appointment via the Marathon eHealth portal at [www.marathon-health.com/myphr](http://www.marathon-health.com/myphr). Just click on the Appointments tab on the menu bar that runs across the top of the screen. You can use the Appointments Wizard to access the first available appointment that meets your requirements.

### How long should an appointment take?

Most sick visits and coaching appointments will take about 20 minutes unless it is a Comprehensive Health Review, which may last 45 minutes to an hour.

### Do I have to schedule an appointment or can they accommodate walk-ins?

**To minimize your wait time, and because so many members will need to drive to the health center campus, scheduled appointments are highly recommended.** When possible, the staff at the Centers will accept walk-in visits. A certain number of appointments are open each day to accommodate same-day requests. If you have a specific time you need for an appointment, it is recommended that you call the Center or schedule an appointment online for a time that is most convenient to you.

## PATIENT SERVICES:

### What services are available at the Wellness Centers?

Services are generally the same at each Center. A great rule of thumb is to call your preferred Center first and they can help guide you. Some representative services include:

- **Care:** for a wide variety of common illnesses such as sore throats, headaches, skin problems, infections, sprains and strains, blood draws, and prescriptions
- **Assessments:** health screening for cholesterol, blood pressure, glucose levels, height, weight, and body mass index (BMI)
- **Coaching:** for personal health issues or concerns including weight loss, stress management, tobacco cessation, physical activity
- **Chronic Condition Education & Coaching:** for diabetes, heart problems, high blood pressure, high cholesterol, respiratory conditions and lower back pain
- **Website:** personal health record, health information, and tools and resources for a healthier life



### **How does the Center complement my existing relationship with my Primary Care Physician or Specialist?**

The healthcare provided at the Health Center is available for you to use if you choose. These services should be used as an adjunct to your primary care physician (PCP). Your personal health information from treatment received at the Center can be shared with your PCP with your consent. **It is not the intention of the Center to disrupt current patient/provider relationships. The Marathon Health providers encourage you to develop and strengthen your relationship with a PCP. If you do not have a PCP, Marathon Health will help you find a PCP in the community.**

### **CONFIDENTIALITY:**

#### **Will my private health information be shared with my employer?**

Never! Marathon Health, a third-party vendor, staffs and manages the Centers to ensure privacy and confidentiality of individual data at all times. The same rules that protect your privacy at a local physician's office protect your information at the Centers. Your health information related to workplace injuries or occupational illnesses may be disclosed to your employer in order to comply with laws and regulations related to workers' compensation. Your employer is also permitted to use certain health information for the purpose of administering your group health plan. For example, your health information may be disclosed for the management of health plan premium incentive programs. Your personal health information that is unrelated to your employment or health plan incentives will not be shared with your employer.

#### **How much information will my employer receive about the services provided at the Center?**

Marathon Health will report de-identified, aggregate information, for example:

- How many people visited the center
- How many people participated in the health screenings
- The prevalence rate of certain risk factors (i.e. smoking, obesity, high blood pressure)
- Cost savings associated with center usage
- Reasons for visiting the center: acute care, health coaching, health screening

#### **Will the health information related to my visits be available to me in my personal health record?**

All activity that takes place at the Center is recorded into the patient database that creates the Personal Health Record (PHR) and Electronic Medical Record (EMR) on the Marathon eHealth Portal. The PHR and EMR share the same medical information and you will be able to view all of this content on the password-protected eHealth Portal.

### **TECHNOLOGY**

#### **What is the eHealth Portal and how is it used?**

The eHealth Portal is the website that Marathon Health provides for employees that contains a Personal Health Record (PHR), health content, interactive diet and activity trackers, and an Electronic Medical Record for the clinician to manage and monitor the health of the participants. The foundation for the website is the Personal Health Record that includes the information collected from the health screening and Health History and Risk Assessment Questionnaire (HHRA). The PHR organizes all medical information in one place, including your treatment plans, notes on goals, and a record of the progress made towards achieving health goals.

#### **Who has access to my PHR?**

The PHR is completely confidential and any personal information that is recorded in your PHR will not be shared. Personal health information is protected by law and is never shared with your employer. All personal health information is protected by HIPAA regulations and it is against the law to share it with anyone without express written consent. Key privacy provisions in HIPAA establish that patients must be able to access their records and correct errors, in addition to being informed of how their personal information will be used. Patient information can only be shared to treat the patient and cannot be used for marketing purposes without their explicit consent. The Marathon Health Privacy Policy is outlined on the eHealth Portal and is provided at the time of service in the Center.