



**I SAVED A CO-PAY.**

I got a high-quality doctor who is there when needed.

## Get These Benefits & More

- **PARTNER WITH AN EXPERIENCED PRIMARY CARE PHYSICIAN** who delivers a broad scope of care, including primary and preventive care, chronic disease management, urgent care, and coordination with specialists and hospitals.
- **ACCESS YOUR PHYSICIAN 24/7** via cell phone for urgent needs, email through the health portal or visit your physician at a convenient location near work or home.
- **SAVE MONEY.** Most services are free, with no co-pays or co-insurance.\*

\*All services occurring within the clinic are free; certain tests sent to outside labs will be charged to your insurance.

## Sign Up for Paladina Health in Minutes

Visit [paladinahealth.com/enroll](http://paladinahealth.com/enroll) to enroll electronically. It's easy.

Or, call Member Services at **1-866-808-6005** to get started.

The healthcare you want.  
The convenience you need.  
The savings you deserve.

**VISIT [PALADINAHEALTH.COM/ENROLL](http://PALADINAHEALTH.COM/ENROLL) OR CALL 1-866-808-6005 TO SIGN UP.**



[paladinahealth.com](http://paladinahealth.com)

# IMPORTANT:

Your Town of Mount Pleasant benefits now include Paladina Health.

By selecting the Direct Primary Care Plan, you are eligible to have a partner in your health and well-being with Paladina Health. Membership is at no cost to you and your eligible dependents.

## Healthcare that Fits Your Schedule & Budget for You & Your Family

- Save money. Most medical office services are at little to no cost.\*
- Save time. Get care at a convenient medical office location.
- Get peace of mind. Enjoy 24/7 access to your doctor via cell for urgent health needs.

\*All services occurring within the medical office are free; certain tests sent to outside labs will be charged to your insurance.



### 2 CONVENIENT LOCATIONS:

#### Mount Pleasant

Patriots Plaza Shopping Center  
917 Houston Northcutt Blvd

#### North Charleston

5401 Netherby Lane, Suite 101

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## FREQUENTLY ASKED QUESTIONS

### What is Paladina Health?

Paladina Health is a provider of primary care services that is at the forefront of innovation in healthcare. It operates medical offices where patients can get most of the medical services they need from an experienced physician, usually at no cost to the patient, including no copays or co-insurance. Paladina Health physicians are dedicated to serving an employer's population, are highly accessible at convenient clinic locations and are held accountable for delivering great care and service. These physicians provide a personal level of service and are available around the clock via cell phone for urgent health matters.

### How do I enroll?

If you choose to be on the Town's health insurance, and choose the Direct Primary Care Plan, you must enroll in Paladina Health. In addition, any family members that you want to include on the medical coverage must also be enrolled in Paladina Health. When you enroll, you will need to choose one of the Paladina Health doctors to be your primary care physician (PCP). You are welcome to visit the Paladina Health medical office to meet the care team and get biographies for each of the doctors before enrolling.

Steps to enroll in Paladina Health:

- Within 7 days of your hire date, the Town will notify Paladina Health of your eligibility. Keep in mind that your health coverage and Paladina Health membership do not begin until the first of the month following 30 days of your hire date. You must enroll in Paladina Health prior to your effective date of health insurance coverage in order to be eligible for the Direct Primary Care Plan.
- Once Paladina Health has been notified of your eligibility (within ~7 days) go to [www.paladinahealth.com/enroll](http://www.paladinahealth.com/enroll) and sign up. It's that easy! You can also visit the Paladina Health medical office and enroll through the kiosk provided.
- If you do not enroll in Paladina Health, you will be placed in the Standard Plan, and will not have the opportunity to change plans until Open Enrollment.

### What happens if I need to contact my doctor after hours or while I'm away from home?

Simply call your Paladina Health doctor's cell phone. No matter where you are or when you call, you will have 24/7 (including holidays) access to your doctor via cell phone for urgent needs.

### Does choosing the Paladina Health option increase my healthcare costs?

No, it should do just the opposite. Since there are no co-pays, co-insurance or deductibles to meet, it ends up costing you less. The Paladina Health benefit has no impact on your healthcare premium—it is completely separate from your healthcare plan.

### Are there other expenses associated with Paladina Health?

All services occurring within the clinic are free; however, certain tests sent to outside labs will be charged to your insurance. Or, if you are given a prescription for a medication that is not available at the clinic, you will pay your pharmacy for it.

### Why do I still need a health insurance plan if this benefit covers my primary care?

While the Paladina Health benefit does cover approximately 80% of what you typically see a doctor for, it does not cover hospitalizations, specialists, specialist tests, prescription drugs, and certain procedures. You must have insurance coverage to provide for these potential needs.



## FREQUENTLY ASKED QUESTIONS

### **Will the Town have access to my protected health information?**

First, we take your privacy and the confidentiality of your records very seriously. Under HIPAA—federal law—your Paladina Health doctor cannot share your medical records or medical information with the Town, except in some specific instances (e.g., information may be shared that is required to manage the health plan, pay for your membership or administer your benefits with authorized administrators of your health plan).

What will never be shared:

- Specific visit information, beyond what is required to administer your health benefits
- Test results or your health records
- Diagnoses or care plans

### **Does every member of my family have to join?**

Yes, in order to be enrolled in the Direct Primary Care Plan, all members of your family that are enrolled in the Town's medical insurance must enroll in Paladina Health.

### **When I join Paladina Health and change doctors, how do I transfer my records?**

The Paladina Health care team will work with you to get your records transferred. There is typically a written release that you will need to sign, but this process can be coordinated by your care team.

### **I have a gynecologist (or other specialist) that I want to continue to use. Will I still be enrolled in the Paladina Health benefit?**

Absolutely. Your Paladina Health doctor will work closely with your specialists to ensure you receive the highest quality of care. You may continue to see your gynecologist for an annual physical and treatment.

### **What do I do when I need to see a specialist?**

Your Paladina Health doctor is a completely independent physician and is free to select the best specialist for your needs. The doctor can coordinate your appointment for you and will closely monitor your progress while under a specialist's care. If you already have a specialist you like, you may certainly continue to use that doctor.

### **Do I have to visit the Paladina Health physician at their office?**

Your Paladina Health doctor will have regular office hours and you will have access 24/7 to your doctor for urgent needs. You and your doctor will choose the option that is most appropriate for your situation.

### **What happens when my doctor goes on vacation?**

You can contact your doctor via cell phone for urgent needs even when the doctor is on vacation. For extended absences, there will be another Paladina Health doctor who will be available to cover for your physician to ensure you get the same level of care and service.

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