



Welcome to Workplace Health Partners



Strengthened by



Indiana University Health

We're here to care for you

Workplace Health Partners, a healthcare center managed by Indiana University Health, is dedicated to serving Delaware County employees and their families who participate in the benefit plan.

The goal of Workplace Health Partners is to provide convenient access to high-quality primary care at no out-of-pocket cost to you. The hope is that the healthcare center's services will help you stay well and live a healthier life.

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765.747.3888

Location, Services, Hours

Workplace Health Partners

120 N. Tillotson Ave. | Muncie, IN 47304

Services

Preventive Care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School and sports physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)
- Individual health coaching
- Nutrition counseling and wellness education

Immediate and Primary Care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

Lab Services

- Screening and diagnostic labs as ordered by your doctor

Pharmacy – The healthcare center will send your prescription to Young at Heart pharmacy, and your medication will be mailed to your home. (See page 5 for more information.)

Hours

Monday - Friday: 7 am – 6 pm

Appointments are required. Same-day appointments may be available.



Scheduling an Appointment

For your convenience, appointments can be scheduled online. Visit co.delaware.in.us > **Your Government > Health & Human Services > Human Resources > Workplace Health Clinic** and click on **Book NOW!** to access the online scheduling tool.

Instructions for First-time Users

Click on “**Create an Account**” in the tool and complete the required information.

Please note: *The login can be shared by the entire family; however, each individual family member must create a unique password.*

Once all information has been entered, click **Create an Account**. A new screen will appear. Follow the directions to proceed.

Select Service

A new screen with a **Select Service** drop-down box will appear. Click on the box to select the service (e.g., new patient consult, illness visit, minor injury, flu shot) that best describes the reason for your visit.

Select Appointment Time

A calendar will pop up showing available appointments (in white boxes). Click on the date that works best for you.

Please note: *To see other options, click on the << Previous or Next >> buttons to select a new date on the calendar.*

A new **Select Appointment Time** box will appear. Choose a time by clicking in the white space next to the time you prefer.

A screen will open to confirm your appointment information. Please add the specific **Reason for Your Visit** in the designated box and any necessary details for the provider in the **Special Instructions** box.

Click **Finalize Appointment**.

Finalize Appointment

A confirmation screen will open with appointment details.

- Scroll to the bottom of the page to print a copy of your appointment, export the appointment to your calendar or cancel your appointment.
- Scroll to the top of the screen to click **Log Out**.

Instructions for Returning Users

- Enter your login and password and click **Login**.
- Follow the directions above beginning with **Select Service**.

Frequently Asked Questions

What is Workplace Health Partners?

Workplace Health Partners is a physician office managed by Indiana University Health. Three partners—the City of Muncie, Delaware County and Muncie Community Schools—have contracted with IU Health to provide this dedicated healthcare center to serve the partners' employees, qualified retirees and their family members. Healthcare center services are available to anyone who participates in a health plan offered by one of the three partners.

How much does it cost to use the healthcare center?

There is **no out-of-pocket cost** to you for office visits, laboratory services or medications provided by the center.

Where is the healthcare center located?

Workplace Health Partners is conveniently located south of IU Health Ball Memorial Hospital in Muncie. **The address is 120 N. Tillotson Ave.**

Who staffs the healthcare center?

Health and wellness services at the center are provided by qualified professionals employed by IU Health. Workplace Health Partners' staff includes:

- Primary care physician
- Licensed family nurse practitioner
- Registered nurse
- Trained medical assistants
- Certified health coach



What services does the center provide?

Workplace Health Partners offers a wide range of health services. These include:

Preventive Care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School and sports physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)
- Individual health coaching
- Nutrition counseling and wellness education

Immediate and Primary Care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

Lab Services

- Screening and diagnostic labs as ordered by your doctor

Pharmacy – The healthcare center will send your prescription to Young at Heart pharmacy, and your medication will be mailed to your home. (See page 5 for more information.)

Are appointments required?

While appointments are required at the healthcare center, same-day appointments, if available, can be scheduled. For an appointment, call **765.747.3888** or see page 2 for directions on how to schedule online.

What should I bring to my appointment?

Please bring a photo ID and your insurance card.

(See next page for more information.)

Frequently Asked Questions

What if I need medications? Does the healthcare center offer pharmacy services?

Approximately 100 commonly used generic medications are available from Workplace Health Partners at **no out-of-pocket cost to you**. These “in-formulary” medications will be provided whenever possible. Prescriptions will be written by the healthcare center practitioner for medications that are not on the center’s formulary.

- You will receive your medications from the practitioner in the healthcare center whenever possible.
- If you need a medication that is not available on the healthcare center’s formulary, you will receive a written prescription to take to your local retail pharmacy.
- Refills of maintenance medications will be available.
- With the healthcare center practitioner’s approval, you may receive 90-day supplies of medications for chronic illnesses through the center’s mail-order service. Only in-formulary prescriptions written by the healthcare center practitioner are eligible for this service.
- Common over-the-counter (OTC) medications, such as allergy remedies, vitamins and pain relievers, will be provided for seven days (no refills). For continued use of OTC medications, you will be given a prescription for your records, which may allow you to access your personal insurance account funds for these medications.

Please note: Workplace Health Partners will only fill prescriptions written by the center’s providers.

Tell me more about the health coaching. What is it and how can it help me?

Personal health coaching can help you make better lifestyle choices that can lead to a more healthy life. The healthcare center’s certified health coach will support you on your journey and provide accountability to help achieve your health goals. Coaching sessions are scheduled at your convenience. During these one-on-one sessions, your health coach will help you:

- Develop an action plan based on your individual needs
- Build confidence and boost motivation for better health
- Turn your resolutions into reality



Who can use Workplace Health Partners?

If you are an employee or qualified retiree of one of the three sponsoring healthcare center partners (City of Muncie, Delaware County, Muncie Community Schools) and participate in the partner’s health plan, you are eligible to use Workplace Health Partners. Your family members enrolled in the health plan may also use healthcare center services.

Can I bring my children to Workplace Health Partners for care?

Yes. If your children are included in your health plan, they are eligible to visit the center for services. While we encourage you to maintain a relationship with a pediatrician for ongoing care of young children, the healthcare center’s medical staff will be glad to treat your child if immediate care is required and your pediatrician is not available.

Will the healthcare center share my personal medical information with my employer?

Absolutely not. Workplace Health Partners is a physician practice of IU Health. Your privacy is protected, and the services provided are strictly confidential by law under the Health Insurance Portability and Accountability Act (HIPAA).

Will Workplace Health Partners work with my doctor, if necessary?

Yes. If you sign a consent/release form, the healthcare center staff will share appropriate information regarding your visit with your doctor(s).

What if I need to see someone when the healthcare center is closed?

If you have a medical emergency, dial **911** or go to the nearest emergency room.

Your Workplace Health Partners Mail Delivery Benefit At-A-Glance

Ver 1.2, June 2014

3 Ways to Receive Mail Delivery of Your Prescription

1. Get treated by your workplace clinic
2. Receive refills
3. To Obtain additional Refills

Your *Workplace Health Partners* staff will send the pharmacy your prescription directly

The Pharmacy will automatically send refills to your home a few days before they are due.

If you have no additional Refills, you will need to make an appointment with your workplace clinic to obtain more refills for medication

**please note the pharmacy cannot accept prescriptions transferred from another pharmacy or faxed from a non-licensed medical facility (such as a home or office fax).*

Key Points About Your Benefit

- **Enrollment Form**
Employees and dependents need to complete a one-time enrollment form. Your *Workplace Health Partners Clinic* will provide you with a short enrollment form to get started.
- **Coverage**
All employees on the *Workplace Health Partners* health plan with prescription written by the *Workplace Health Partners* medical staff qualify for the mail order pharmacy benefit.
- The following are eligible for the Workplace Health Partners mail order pharmacy benefit:
 - **Generic prescriptions**
- The following are **not eligible** for the mail order benefit:
 - Any Medications classified as a "Controlled Substance"
 - Diabetic needs such as meters, test strips and lancets
 - Brand name medications
- **Processing Time**
If the pharmacy has an accurate enrollment form on file, and if there are no clarifications needed on the prescription, Young at Heart will process your prescription and ship it to you (via US mail or another carrier) within approximately seven business days.

Frequently Asked Questions

- **Enrollment Form**
 - **Do I need an enrollment form for my dependents?** Yes. The enrollment form has individual mailing information and safety information such as allergies.
 - **Can not having an enrollment form on file delay my prescription?** Yes. The pharmacy cannot process your prescription without the enrollment form on file.
- **Coverage**
 - **I prefer the Brand vs the Generic. Can I pay the difference ?** No. The pharmacy can only fill a prescription as ordered by the *Workplace Health Partners* medical staff. The *Mail Delivery* benefit does not allow you to pay the difference.
 - **What happens if my prescription is not eligible?** If your medication is not eligible for the mail delivery benefit, you may be able to use your traditional medication plan to cover your prescription. Please contact your Human Resources department with benefit questions.
 - **Are over the counter (OTC) medicines or supplies eligible for the mail order pharmacy benefit?** No.
 - **Is there a copay for my medications?** No. There are currently no copays for medications eligible for your mail delivery benefit.
- **Processing Time**
 - **How long will it take to process my order?** If there are no clarifications needed which would affect the accuracy of the prescription (such as illegible writing, or a dose that not available) the pharmacy will process your order and mail your medicine using US mail or another carrier within approximately 7 business days.
 - **I need this medication immediately. Can the pharmacy rush my order?** No. The mail order benefit is designed to cover non-urgent prescriptions. Prescriptions for urgent medications should be filled by the clinic provider or at a local pharmacy.



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