

DIRECT PRIMARY CARE

Penn Medicine HealthWorks Direct Primary Care offers patients an alternative approach to health care. Here, patients and physicians partner to develop and implement comprehensive health and wellness programs that are tailored to the patient's short- and long-term goals. This proactive team approach to care helps HealthWorks optimize the health of its patients with the goal of enhancing and extending their lives.

We manage a patient's routine, acute and chronic medical conditions. Patients who join the practice enjoy a consistently high level of care and service. In addition to the practice's exceptional benefits, patients are afforded the peace of mind that comes with having access to the sophisticated treatments and services of Penn Medicine.

A Personalized Health Care Experience

MEMBER BENEFITS

Penn Medicine HealthWorks Direct Primary Care practices emphasizes a strong patient-physician relationship, a focus on preventive care and long-term wellness, and unparalleled service. Member benefits include:

- Extended, personalized physician wellness visits and ongoing tailored health and wellness counseling
- Same-day/next-day appointments upon request
- 24/7 access via member phone and HIPAA-compliant texting app
- On-site rapid point of care testing and lab services
- Availability of commonly prescribed prescription medications, limiting the need to go to a pharmacy in most cases
- Part of LG Health and uses same medical record system for seamless care
- Flu shot included with membership

SERVICES

As a Penn Medicine HealthWorks patient you receive the following services:

- Facilitated care and referral services
- Access to an online health management and communication tool
- A coordinated, cohesive approach to health care
- Coordination of care across Penn Medicine through Epic Healthcare navigation.
- Timely access to Penn Medicine and Penn Medicine Lancaster General Health specialists

Enrollment Information

Penn Medicine HealthWorks Direct Primary Care charges an annual fee per member, per year. This fee covers services that may not otherwise be covered by the patient's insurance or Medicare. All applicable co-pays and deductibles are due at the time of service. Members are advised to maintain health insurance. Membership terms and conditions apply.



DIRECT PRIMARY CARE

When do membership services begin?

Penn Medicine HealthWorks Direct Primary Care membership takes effect beginning May 1, 2023. Enrollments sent after that date will be effective immediately and continue for one year. Membership is based on the payment of an annual fee, which is payable prior to the start of each enrollment year or on a semi-annual basis.

How do I make an appointment?

Members seeking to schedule an appointment or who require assistance may contact Penn Medicine HealthWorks Direct Primary Care via our HIPAA-secure messaging app or by calling the practice directly.

Practice Contact Information & Hours as of May 1, 2023

Lititz at Moravian Manor Communities: 717-544-8696

Willow Street: 717-544-8694

7:30 am - 4:30 pm Monday, Wednesday and Thursday

9:00 am - 6:00 pm Tuesday

7:30 am - 2:00 pm Friday

How long must I wait for an appointment?

Same-day and next-day appointments are available for individuals requiring prompt medical attention. Requests for routine appointments or physicals can be accommodated within four weeks. Please be advised members should call 9-1-1 in the event of a medical emergency or visit their nearest emergency department.

When I call the practice, will I speak with a live person?

Yes, a member of the practice staff is available during normal business hours - as outlined above - to assist members with their questions or concerns. During non-business hours, members may contact their treatment team via our HIPAA-protected messaging app, or by calling the practice directly and speaking to our on-call staff. Messages will not be responded to outside of business hours. If you have an urgent issue please call the practice to reach on-call providers or dial 911 for medical emergencies.

What happens if my primary physician is unavailable to see me?

On an occasion that your physician is unavailable, services will be covered by another provider on the HealthWorks team on the day of the member's scheduled visit. Whenever possible, members will be notified in advance of their provider's absence and given the option to keep or reschedule the appointment.

Will I need to submit Penn Medicine HealthWorks Direct Primary Care claims to my insurer?

No. For those services which are billable and reimbursable by your insurance, Penn Medicine HealthWorks Direct Primary Care will still submit a claim to your insurance plan on your behalf. In some cases the insurer will make payment directly to you instead of directly to the practice. In such cases, we ask that upon receipt of payment, you forward payment to the practice, along with a copy of your explanation of benefits. Please endorse the check by signing your name and writing **"For Deposit Only Penn Medicine Lancaster General Health"** on the back of the check. In the event that the insurer makes payment directly to the practice, that payment will cover the cost of services provided.

Will other Penn Medicine Lancaster General Health services also be considered out-of-network?

Penn Medicine Lancaster General Health continues to participate with all the major insurers. If your insurance carrier is an approved provider, then services received at Penn Medicine Lancaster General Health outside of the Penn Medicine HealthWorks Direct Primary Care practice will be included as in-network services.

My insurance is through a Medicare Advantage plan (e.g., Personal Choice 65). What else will be different if I access the practice on an out-of-network basis?

If the Medicare Advantage insurer specifically identifies any additional out-of-pocket costs (e.g., co-pays, co-insurance, or deductibles), the practice is required by law to collect those fees from you, in addition to the payment made by the insurance plan. Your plan benefits book issued by the insurer should detail what those out-of-pocket obligations will be.

Does the practice accept credit cards for payment?

Members may use major credit cards or check to pay for co-pays and supplemental services or tests not covered under their health insurance.

Do you issue refunds to members who leave the practice?

Requests for refunds are reviewed on a case-by-case basis and are typically honored only in extenuating circumstances.

How do I renew my membership?

The practice will notify you about renewal of service prior to expiration.

What services will be billed to my insurance/Medicare and what is included in my Penn Medicine HealthWorks Direct Primary Care membership?

Your membership includes a HIPPA-protected text-messaging platform, care coordination/navigation by your physician and treatment team, extended appointment times, on-site lab testing, vaccinations, and a formulary of medications that are located on site.

Any services received outside of those listed above will be billed to insurance and/or Medicare.

How was the membership fee established and will rates increase over time?

Our membership fee was determined based on extensive market research of similar models and is market-competitive. We do not intend to increase our rates in the near future, however as services expand we will continue to evaluate our pricing and adjust as needed in order to continue to provide the high level of care you expect from our practice.

Is there a limit to the number of visits I can have with my provider?

No, there is not a limit. Each of our appointments are scheduled to allow for extended visits with your provider, as well as communication through our HIPPA protected text-messaging app. As a result, you may find that you do not need to be seen in the office as frequently as you might anticipate.

Who performs the in-office procedures, testing and lab draws?

Our clinical support team (LPN's and Certified Medical Assistants) performs lab testing and procedures are performed by your physician.

Will you be bringing on more providers as the demand for this service/practice grows?

We anticipate this service will be well received by the community and that we will need additional providers in the future. Our model is centered on personalized, relationship-based care, which requires us to cap the number of members that each provider can see. If the physician meets that panel size, we will bring on another provider to meet the needs of the community.

I already have a good relationship with my primary care provider, is this practice a good fit for me?

If you are happy with your relationship, access to and care received by your current primary care provider, we encourage you to continue with that relationship. Penn Medicine HealthWorks is pleased to offer the community options for their care, and direct primary care will now be one of those options. What direct primary care offers is a concierge level of care which focuses on convenience, access, and time with your healthcare team.

Can I keep my relationship with my specialists (i.e. cardiologists, neurologists)?

Yes, in fact, some specialized health conditions necessitate the expertise of a specialist. Our team will help to coordinate referrals and care navigation to those specialists, when needed, and will have access to any relevant health information through Epic, our shared electronic medical record. This provides seamless care from your specialists to your HealthWorks direct primary care providers.

What is the average length of time for an appointment?

Direct primary care provides extended appointment times in order for your treatment team to get to know you and your health goals. Our wellness visits can be as long as an hour and half, and sick visits are typically about 30 minutes. Of course, we are mindful of your time and schedule and will only take as much time as necessary and that you have available.



DIRECT PRIMARY CARE

I, _____, agree to provide payment for Penn Medicine HealthWorks Direct Primary Care services as outlined herein. I understand that membership services renew annually and payment for the _____ membership year is now due.
(patient's name)
(year)

Penn Medicine HealthWorks Direct Primary Care charges an annual fee of \$1,100 per member, per year. This fee covers all of the member benefits detailed in the brochure, which are exclusively for Penn Medicine HealthWorks Direct Primary Care members. All applicable co-pays are collected at the time of visit. Members are advised to maintain health insurance and to contact the office before changing insurance. Please include a copy of the patient's insurance card (*both front and back*) along with this form.

If I receive any payment from my insurance for services provided by Penn Medicine HealthWorks Direct Primary Care I agree to sign the check over to the Penn Medicine HealthWorks Direct Primary Care office along with any documentation from the insurance company. Please endorse the check by signing your name and writing "For Deposit Only – Penn Medicine HealthWorks Direct Primary Care" on the back of check. Membership terms and conditions apply.

MEMBER'S CONTACT INFORMATION

First Name: _____ Middle Initial: _____ Last Name: _____

Date of Birth: _____ / _____ / _____ Gender: _____ Email: _____

Work # _____ Cell # _____ Home # _____

Primary Insurance: _____ Member ID: _____

Secondary Insurance: _____ Member ID: _____

Member Signature: _____ Date: _____ / _____ / _____

PAYMENT

Process payment in full (\$1,100). Payment may take up to 30 days to be processed.

Credit Card: Visa Discover AMEX MasterCard

Card # _____ Exp.Date: _____ / _____ Security Code: _____

Cardholder Signature: _____ Date: _____ / _____ / _____

Check # _____ Please make checks payable to **Penn Medicine Lancaster General Health**.

SEND TO: Penn Medicine HealthWorks | Attn: Melissa Sauder, Nurse Supervisor
201 Rock Lititz Blvd., Suite 14 | Lititz, PA 17543

SCAN & EMAIL: HealthWorks@penmedicine.upenn.edu
Subject Line: **Moravian Manor Enrollment**

WALK-IN: Starting April 10
walk into the practice at Moravian Manor Communities to turn in your completed form or fill out a hard-copy in the practice.

ADDITIONAL ADULT MEMBERS (\$1,100 – per member, per year)

First Name: _____ Middle Initial: _____ Last Name: _____

Date of Birth: ____ / ____ / ____ Gender: _____ Email: _____

Work # _____ Cell # _____ Home # _____

Primary Insurance: _____ Member ID: _____

Secondary Insurance: _____ Member ID: _____

Member Signature: _____ Date: ____ / ____ / ____

First Name: _____ Middle Initial: _____ Last Name: _____

Date of Birth: ____ / ____ / ____ Gender: _____ Email: _____

Work # _____ Cell # _____ Home # _____

Primary Insurance: _____ Member ID: _____

Secondary Insurance: _____ Member ID: _____

Member Signature: _____ Date: ____ / ____ / ____

ADDITIONAL CHILD MEMBERS (ages 00-17 at \$700 – a year)

First Name: _____ Middle Initial: _____ Last Name: _____

Date of Birth: ____ / ____ / ____ Gender: _____

Primary Insurance: _____ Member ID: _____

Secondary Insurance: _____ Member ID: _____

Parent/Guardian Signature: _____ Date: ____ / ____ / ____

First Name: _____ Middle Initial: _____ Last Name: _____

Date of Birth: ____ / ____ / ____ Gender: _____

Primary Insurance: _____ Member ID: _____

Secondary Insurance: _____ Member ID: _____

Parent/Guardian Signature: _____ Date: ____ / ____ / ____