

## Frequently Asked Questions (FAQs)

**1) What is Partnership Health Center South Brunswick?**

Partnership Health Center South Brunswick is a primary care facility exclusively dedicated to members of South Brunswick School District health plan and their dependents. It is called PHCSB for short.

**2) Am I required to receive any services there?**

Utilization of Partnership Health Center South Brunswick (PHCSB) services are completely voluntary. All health plan services at PHCSB are offered without co-pays, deductibles, or other out of pocket expenses.

**3) Can my family use the Partnership Health Center South Brunswick?**

Yes! PHCSB is open to all insured members of the district, this includes the dependents that are covered under your health plan.

**4) May I still use the services at PHCSB if I waived coverage under the South Brunswick School District Health Plan?**

PHCSB is dedicated exclusively to the employees and dependents enrolled in the district's health plan. Employees who are not covered by these plans or who have waived coverage are not eligible to use PHCSB.

**5) Are my current benefits changing?**

No; the current benefits under the South Brunswick School District health plan are not changing. PHCSB is being offered as an additional service to those enrolled in the district's health plan.

**6) What are the services provided at the Partnership Health Center South Brunswick?**

Partnership Health Center South Brunswick will provide primary care and urgent care services to all eligible employees, along with their dependents. Well and sick visits are provided for patients ages 2 & older. In addition to primary care and urgent care, X-rays, and physical therapy are also available. A pharmacy is available to fill many common types of prescription drugs. The on-site pharmacist will be available for drug regimen consultations.

PHCSB will also feature a Member Advocate and a Clinical Care Coordinator. The Member Advocate will be available in-person to assist with any escalated claims issue involving your medical plan. However, you may also continue to contact your medical carrier's customer service center for assistance with claims. PHCSB's Care Coordinator is a registered nurse (RN) who works with the Center's Medical Director to coordinate complex care situations between patients and providers. The goal of the care coordination program is to facilitate communication among treating specialists, not change your providers. We want members in the hands of the best doctors as quickly as possible, and treating physicians in communication with each other, to ensure the best treatment pathways for their patients and to avoid errors.

**7) Does Partnership Health Center South Brunswick replace my Primary Care Provider?**

If you are eligible to use PHCSB, it is your choice whether you wish to designate its medical director as your primary care provider.

**8) What if I need a specialist for my condition?**

PHCSB may provide concierge service to assist you in seeing specialist providers. PHCSB staff will often be able to get you an appointment more quickly than if you attempt to obtain a specialist appointment on your own.

**9) Do I pay the specialist co-pay if PHCSB refers me to a specialist?**

Yes, you will still pay the specialist co-pay required for visits outside PHCSB.

**10) Will I receive an ID card for Partnership Health Center South Brunswick?**

Simply present your medical/prescription ID card to access the services at PHCSB.

**11) Do I need to make an appointment at PHCSB?**

Appointments are strongly recommended and are usually provided the **same day that you call**.

**12) What are the hours of PHCSB?**

It is open 7 days a week: Monday through Friday 8:00 AM to 6:00 PM and on Saturday and Sunday from 8:00 AM to 1:00 PM.

It is closed on the following major holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The PHC will follow the South Brunswick School District closing and/or early dismissal schedule for weather-related issues.

**13) What staff will be supporting PHCSB?**

PHCSB will employ the services of a Board-Certified Family Physician, Nurse Practitioner, Pharmacist, Nurse Manager, Registered Nurse Care Coordinator, Certified Medical Assistants, Radiology Technicians, Pharmacy Technician, Licensed Practical Nurse, Behavioral Health Counselor, Physical Therapist, and a Claims Specialist.

**14) Will PHCSB providers treat me if I am in the hospital?**

Partnership Health Center Medical Directors often have staff privileges at a local hospital for professional purposes but do not treat patients there. The hospital staff will provide the necessary treatment and provide medical information to PHCSB staff as appropriate.

**15) Will maintenance drugs be available at the on-site pharmacy?**

Many maintenance drugs are available at the on-site pharmacy. The pharmacy will not dispense any controlled substances.

**16) Will Partnership Health Center share my information?**

PHCSB staff values confidentiality and will be governed by HIPAA requirements like any other medical facility. As part of the district's Health Plan administration, PHCSB may obtain health related information from other authorized components of the Plan but will not share information with outside providers without your participation. PHCSB will reach out to members for care coordination purposes because we've found that even the best specialists often are unaware or lack access to relevant treatment plans from other providers used by the patient. Filling in these information gaps can often avoid serious health problems.

**17) Can I use PHCSB for a minor work injury?**

All injuries related to work must follow your employer's current procedures in place; contact your employer.

**18) What if I have a true medical emergency?**

If you believe you have a life-threatening medical emergency, you should go to the nearest emergency department for treatment. If you arrive at PHCSB and the medical providers evaluate a true emergency, they will send you to the nearest emergency department (ER).

**19) Do I have to clock out and use personal time or vacation time to go to PHCSB during my regularly scheduled hours?**

You should follow your employer's policies and procedures in place for any medical appointments.