



Health and Wellness Center Mission

Fort Wayne Community Schools in partnership with Parkview Physician's Group is dedicated to establishing and promoting wellness and healthy life styles in our employees, spouses and dependents by focusing on prevention, early detection and treatment and managing of chronic diseases at our Health & Wellness Centers.

Q: What are the hours of the Health & Wellness Centers?

A: Catalpa's hours:

- Monday, Wednesday, Thursday 7 a.m.-7 p.m.
- Friday 7 a.m. - 11 a.m.
 - Closed Tuesday, Saturday, Sunday and Holidays

Auburn's hours:

- Monday, Tuesday, Thursday, Friday 7 a.m.-7 p.m.
 - Closed Wednesday, Saturday, Sunday and Holiday

On the 4th Friday of the month the Auburn Center will close from 12:30- 1:30 to allow for professional development/staff meetings.

Q: Can my child/dependent who is under the age of 21 be seen in the centers for mental health (i.e. anxiety, depression)?

A: No, those under the age of 21 you will be referred to another physician outside the FWCS health and wellness centers. The center is not set up to be a primary care center, and mental health issues should be handled by your primary care provider or someone who specializes in mental health. Mental health care in children and young adults is a specialized area of care and requires close monitoring and treatment.

Q: Another physician has prescribed an antidepressant medication for my child/dependent who is under the age of 21; can the center fill this prescription?

A: No. Most mental health medications have a black box warning stating that they are not recommended for people under the age of 21. The prescribing physician takes responsibility for weighing the risks of the medication versus the risks of the mental health issue. This requires careful consideration and expert mental health care. The physicians in our health and wellness centers are not specialists in juvenile mental health care, and, therefore, cannot sign off on such black box medications, which would leave them legally responsible for the prescription.

Q: I am over the age of 21, will the centers fill my prescriptions for anxiety or depression?

A: All patients over 21 can be evaluated in the centers for mental health, including anxiety and depression. The providers in the centers will determine each patient individually and decide each course of treatment on an as-needed basis. If the provider in the centers determine that a patient needs to be seen by a mental health provider they will help that patient get an appointment.

Q: How do I schedule an appointment?

A: You can call the Parkview call center at 260-373-7524. The call center has someone answering the phones 24 hours a day. As a reminder, the Health & Wellness Centers are *not* walk-in clinics (except for flu shots and lab work). You must schedule an appointment to be seen.

Visits are by appointment only, so please arrive on time. The goal is to see each patient on time. **If you are more than 10 minutes late for your appointment, understand that you will be asked to reschedule in order for those following you to be seen on time.** If you need to cancel,



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New items are in red.

reschedule, or you will not be able to make your scheduled appointment, please notify the center as soon as possible.

Q: Why do I have to use the Call Center?

A: We have switched to Parkview's call center to provide us with immediate services. When you call they will be able to help you schedule an appointment; if you have a medical question for a nurse, they will direct you to one; or if you need a medication refill, they will transfer you to a voicemail to leave a message so they can get your refill ready to be picked up on the next business day.

Q: How do I schedule online?

A: Starting Monday, October 10, 2016 you will be able to schedule online. In order to make an appointment online you must have been seen in the centers after December 2015 **AND** have an active MyChart account. <https://mychart.parkview.com/MyChart/> If you have not been seen or do not have an active MyChart account, you will need to use the call center to schedule an appointment. Please note: MyChart can only be used to make an appointment. Please do not try to get medication refills through MyChart. See below on how to get a medication refill.

Q: Can I use my account to schedule other family members at the centers?

A: No. Every person utilizing the centers will need their own MyChart account. The account is set-up to that individual's medical record.

Q: How do I get a MyChart account?

A: In order to start a MyChart account you need an activation code from Parkview. The staff at the FWCS Wellness Center can help you set this up while you are there.

Q: Who can be seen at the Health & Wellness Centers?

A: All FWCS employees and their eligible dependents who are covered by FWCS' health insurance are eligible to use the Health & Wellness Centers. It doesn't matter if you are on the Buy-up, Core or High-Deductible plan. FWCS retirees still enrolled in the FWCS health plan and individuals who have continued their health enrollment through COBRA are also able to use the Health & Wellness Centers.

Q: What can the Health & Wellness Centers do?

A: There are many services that can be done at the Centers. They are set-up to help you with primary and secondary disease prevention, preventive care, diagnosis and treatment of most chronic health conditions, treatment of acute, non-life threatening illness and injuries, routine physicals, evaluation and basic medication management, lab testing and routine screenings.

Q: Do I need to have an initial 40-minute appointment with the Health & Wellness Centers if I was already seen by another Parkview provider?

A: Yes. Before receiving services at the Health & Wellness Center you will need to become an established patient. This appointment must take place prior to receiving medication refills.

Q: What do I need to take with me to the Health & Wellness Center?

A: You will *always* need to produce a photo I.D. and your FWCS Anthem insurance card. Please bring all current medication bottles to your initial visit. Please note that you will be asked to sign paperwork if you have never been to a Parkview facility or haven't been to any Parkview facility within the last year. They will verify your information each time you call or come in for an appointment.



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Q: Why am I asked my name, date of birth, social security number and address every time I check in?

A: It is Parkview's standard of care to verify patient information each time you are seen by one a provider. They must make sure they have the right patient and that your address has not changed. They ask for your social security number the first time you are seen because they must check to make sure you don't already have an account within Parkview's computer system. They will verify your last 4 digits if you are already a patient in their computer system.

Q: Why do I have to show my insurance card?

A: They must verify with Anthem that you are member on the FWCS insurance plan.

Q: How do I set-up a lab appointment?

A: Labs are done on a walk-in basis and can be done from 7 a.m.-4 p.m. There is no appointment necessary.

Q: What labs can be done?

A: Any lab can be done at the centers as long as it only requires a venous blood draw. There are some tests that require special handling that need extra accommodations, such as genetic testing; these tests may be directed to another lab. This may be at an additional cost to you and may be filed under your health insurance. If you are unsure if your test falls into this category, you can make an appointment with a provider at the center to discuss your options.

Q: How do I get my lab results?

A: After 7 business days lab results will be available to view on MyChart. If a provider from the centers ordered them to be done you can call the Health & Wellness Center to receive the results. If an outside provider ordered them you will need to contact the ordering provider to receive the results, or wait 7 days to view them in MyChart.

Q: Why am I getting a bill from an outside laboratory if I received services at the center?

A: There are some tests that need to be processed by a specialty laboratory. Some examples include, but are not limited to, diagnostic testing (e.g. Fort Wayne Med Lab) and genetic testing. These bills will be submitted to your insurance plan and will go toward your deductible. If you receive a bill, please call the facility that sent the bill and make sure they have a copy of your insurance card.

Q: How do I get my medications for the first time?

A: You must make an initial **40-minute appointment** to see the physician. You need to bring all medication bottles to this appointment. This will allow the physician to ask you questions and assess your medications. Once they have gone through them they will be able to refill them through the Health & Wellness Center, if they are on the list of available medications.

Q: Can I drop off a prescription to be filled?

A: No. The Health & Wellness Centers are not pharmacies. They operate as a dispensary. You **MUST** make a provider appointment to discuss this medication and any other medication changes before you will be given medications through the center.

Q: How do I get a medication refill?

A: If you have already had your initial 40-minute appointment, call the Parkview call center (373-7524) to leave a message for the center to refill your prescription. It will be available **after 24 hours, on the next business day**. Every 6 months you must make an appointment with a provider for a



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medication check in order to continue getting refills. Please do not use MyChart to request prescription refills. The only way to get a refill is to use the call center.

Q: How do the Health & Wellness Centers work with my prescriptions?

A: The Health & Wellness Centers are not pharmacies and stock only generic medications in pre-packaged doses. The Health & Wellness Center provider will be able to prescribe many medications that can be filled immediately at the Health & Wellness Center, but this does not mean that every medication you are currently taking will be available. (NOTE: narcotics *will not* be maintained.) If the provider determines you need a medication that is not carried on-site, a prescription will be written. The prescription can be picked up at a retail pharmacy of your choice. This will be filed with your health insurance and any applicable deductible will apply. Please be aware that the Health & Wellness Center providers cannot prescribe medication for conditions they are not responsible for treating. A medication list is available on the intranet for viewing at [Health and Wellness Formulary list](#) There could be changes to the medications offered at the centers.

Q: Why can't I get over the counter medications refilled anymore?

A: Effective February 1, 2017 we will no longer be offering over the counter medication refills. FWCS monitors formularies and on occasion will adjust the medication list.

Q: I work for FWCS, can the Centers fill out my FMLA paperwork, or authorize FMLA?

A: No, you will need to see your primary care physician or specialist in order to get FMLA authorized. If you do not have a primary care physician, you can go on to anthem.com or castlighthouse.com and search for a primary physician.

Q: What is a Care Advisor?

A: A Care Advisor is a Registered Nurse. Their focus is to work with you one on one, helping you to find your own unique, personal approach to health. Care Advisors can coordinate your health care needs, connect you to helpful services and support, and discuss non-emergency health questions over the phone.

Q: Why is a Care Advisor contacting me?

A: They will contact you if you are seen in the clinic and the physician would like some follow up done. They will contact you after a hospital stay or emergency room visit to make sure you understand your discharge instructions and are set up for follow-up care. If you have blood work done at the centers or during lab day and it comes back abnormal, they might contact you to make sure you make an appointment with a physician to discuss it.

Q: How do I contact a wellness coach?

A: We have six wellness coaches who are contracted to work with FWCS. Each wellness coach is assigned to provide coaching for 11 buildings. If you are unsure who your buildings' wellness coach is, please email FWCSWellnessCoach@Parkview.com to be directed to the right wellness coach.

Q: Why is the wellness coach checking my insurance card for a one on one meeting?

A: To be able to meet with a wellness coach one on one the FWCS employee or spouse must be on our health insurance. They will ask for your insurance card as a verification. They do not bill your insurance.



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Q: What do I do if I get a bill from Parkview after using the Health & Wellness Centers?

A: You should not be charged for any services provided at the Health & Wellness Centers. Do not pay the bill. Please call Parkview Patient Accounts at 373-7770.

Q: I had my well women screening and testing done, why did I received at bill from Fort Wayne Medical Lab?

A: Pap smears from woman screenings are sent to Fort Wayne Medical Labs to be tested. The only thing that is covered is the normal testing. Any extra testing that is ordered will apply toward your deductible and may result in a bill. Please make sure you discuss any testing that needs to be done with the provider.

Q: What happens if I visit the Health & Wellness Center and find I need health care for a service not provided by the Health & Wellness Center?

A: The Health & Wellness providers can only provide health services to employees and dependents within their scope of license and experience. Employees with emergent health conditions will be authorize a referral for you. Employees should always make wise decisions picking health facilities and specialists using available online health plan tools such as Anthem.com, Anthem Care Compare, Castlight and the FWCS Employee Assistance Program (Bowen Center).

Q: How do I access my records?

A: You will need a validation code from Parkview to access MyChart. You can then log onto <https://mychart.parkview.com/MyChart/> to access your medical records.

Q: Who should I contact if I have additional questions or concerns?

A: Gina Dundon RN, FWCS Wellness Coordinator

Email gina.dundon@fwcs.k12.in.us Office Number 260-467-1089 Cell 260-452-6152

For more information on the clinics and wellness activities, please go to our intranet pages:

- http://home.fwcs.k12.in.us/employee_wellness.php
- http://home.fwcs.k12.in.us/human_resources/fwcs_clinic.php