



VALLEY HEALTH
A L L I A N C E
Primary Care Network



NETWORK Q&A

For Plan Participants

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Where can I go for Primary Care to receive my annual wellbeing health screening or receive the greatest health plan benefit?

Seek care at Valley Health Alliance primary care practices.

- Aspen Center for Women's Health
- Aspen Clinic Internal Medicine Associates
- Aspen Internal Medicine Consultants
- Aspen Medical Care
- **Aspen Valley Hospital (AVH)**
- Aspen Valley Pediatrics
- Aspen Valley Primary Care (AVH)
- Eagle Valley Family Practice (VVH)
- Glenwood Medical Associates
- GRH Family Medicine - Battlement/Mesa
- GRH Family Medicine - Clinic West/Rifle
- **Grand River Health (GRH)**
- Internal Medicine (VVH)
- MidValley Family Practice
- Mountain Family Health Centers
- Pediatric Partners (VVH)
- Roaring Fork Family Practice (VVH)
- **Valley View Hospital (VVH)**
- Silt Healthcare (VVH)
- Women's Health Care (VVH)

Where do I need to go for a primary care physician in the network?

Valley Health Alliance provider team

What is coordinated care?

Care designed to meet the spectrum of your healthcare needs using a team of people working to get you the services you need at the right place, at the right time.

Care teams will have an informed understanding of the VHA patients' current state of health and be able to intervene earlier to help using clinical and claims data, lab results and imaging care coordination.

The system will help the VHA patients access the appropriate specialists with the best premium prices because the care coordinators will be familiar with the VHA patients' plan.

High risk patients will benefit from increased attention from their primary care team: provider, nurse, medical assistant, and/or care coordinator. These patients will experience more help with things like accessing community resources, help with prescription benefits, links to specialists, assistance with transportation to and from visits, and connecting with home health services.

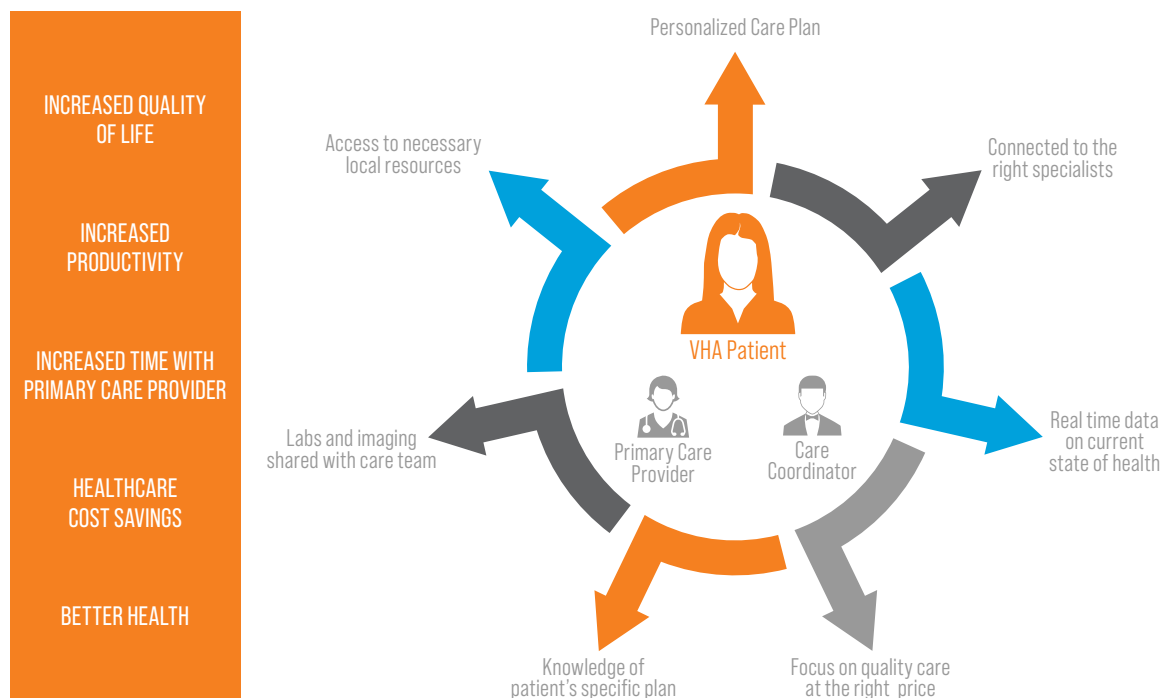
What is the VHA Primary Care Network?

The VHA brings together employers, healthcare providers, and actionable data to the same table, placing primary care providers at the forefront of the care you will receive. This approach links you to the local healthcare system in a supportive manner. It also creates a system that understands your plan and ensures you receive the care you need, when you need it, and at the right price.

As this diagram illustrates, you are at the center of this program. Connecting you to a primary care team (led by your primary care provider and supported by your care coordinator) offer more robust approach to primary care. The personalized care plan will be developed with you to ensure your health goals are enhancing your quality of life.

You will be connected to necessary local resources as you need them.

Data, lab results, and imaging will flow so the care team has a better understanding of your current state of health and are able to intervene earlier to help you .



How does the VHA network benefit me?

You get local, coordinated care at an affordable price.

Your providers and your employer are working together to deliver better, more affordable care right here, at home. Your doctors wants to be the best option — not simply the convenient option. A locally built program can adapt and evolve to meet our community's needs.

What if I don't choose one of these providers?

You may have to pay more for your visit.

What do I tell my Provider Office when scheduling a Preventive Care Wellness Visit?

Make sure that you specify that the purpose of the visit is for your preventive wellness visit and that you are part of a Valley Health Alliance health plan.

What will a Preventive Care Wellness visit look like?

You will have your blood pressure taken, height and waist circumference measured, and you may have some blood tests. Your provider will complete a physical exam and make recommendations regarding your general health that usually focus around healthy eating and active living, or disease screenings and wellbeing.

How much will I pay for annual checkups from VHA primary care doctors?

Annual wellness exams are free to you; covered at 100% with no copays or deductible. When your provider visit moves beyond an annual wellness exam you may incur a copay or a deductible depending on your plan.

What isn't covered at my Preventive Care Wellness Visit, and will cost me money?

If you need testing or treatment for a chronic condition, those services may be subject to your deductible and/or associated copays or coinsurance.

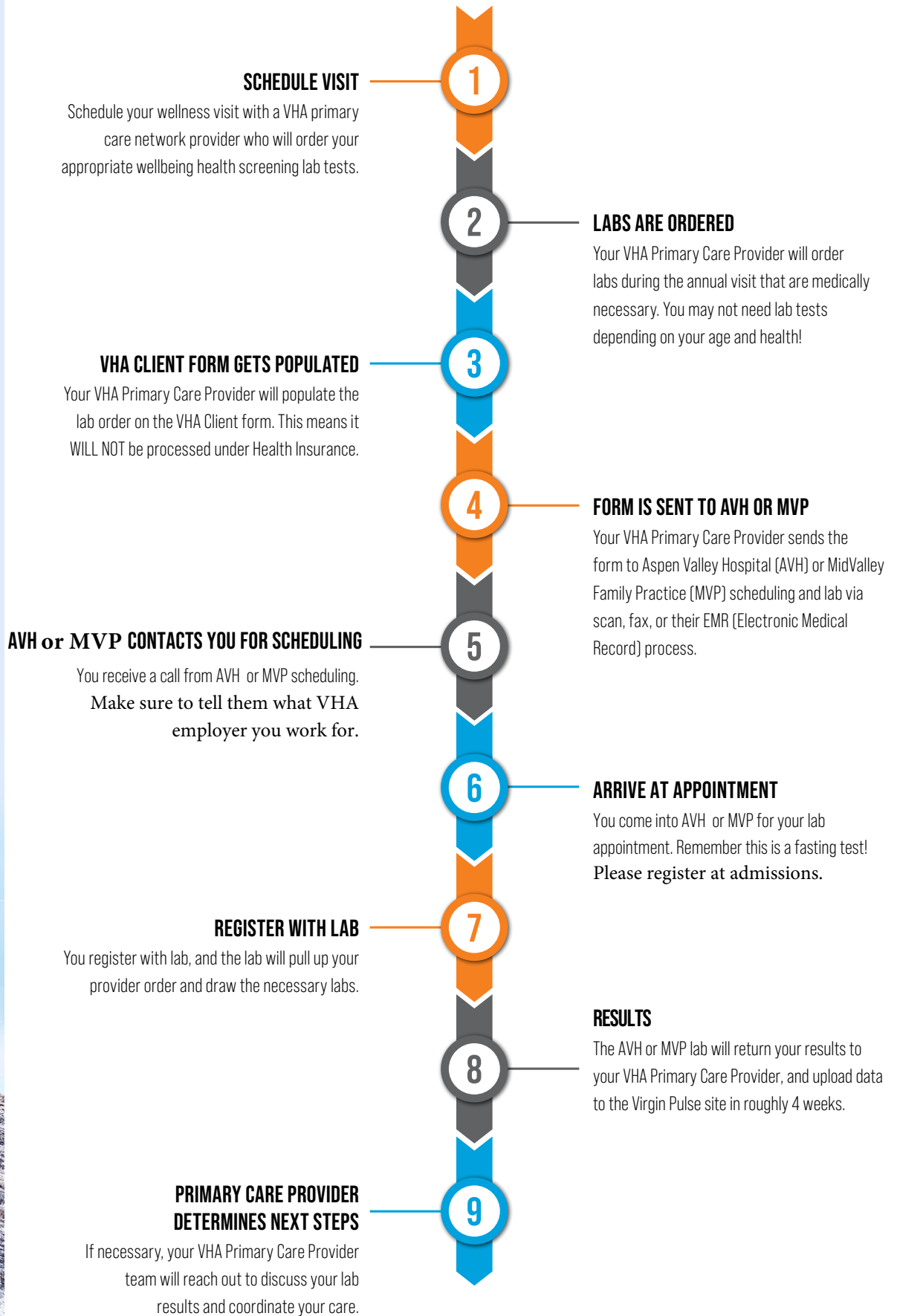
What labs are covered through the wellbeing health screen?

Your provider will review and recommend what labs are ordered but may include the following:

- CBC w auto
- A1c
- TSH
- Chem13 (CMP)
- PSA (_ Scrn)
- Cholesterol
- HDL
- LDL
- Triglycerides
- Glucose

These labs will be paid for by your employer, and not processed via your health insurance plan when taken at an Aspen Valley Hospital lab or MidValley Family Practice. If these labs are drawn at a lab other than Aspen Valley Hospital or MidValley Family Practice, you may be exposed to additional out-of-pocket costs.

What is the process to get my wellness health screen laboratory test taken?



What happens if I need additional labs outside of the wellbeing health screening labs offered?

The provider can order them for you but you will pay for the costs according to your health plan benefits.

Why is it important to have a primary care provider team?

A primary care provider team, who knows you when you are healthy, can serve you better when you are sick. They know what is normal for you. Primary care provider teams are the organizer of your health care. They work to keep you healthy, and if you are not well, they can best facilitate the care you need and for your family. It's helpful to all be talking in the same terms regarding your health. Make sure you get your annual check-up.

How is the data from this program used?

Data is used to improve the quality of care; we compare notes on best practices for process improvement and consistency. Your employer may use deidentified aggregate data to analyze trends that may be used to develop future educational campaigns.

How is my data protected?

Your primary care provider team and care coordinator have access to your clinical data in their practice records as usual. Your employer will only receive data related to the overall company's total healthcare spend. None of your individual health data will be shared with your employer.

The wellness program also receives information for the purpose of earning and tracking progress towards your incentives.

Your employer and the larger VHA group will not see individual health data, but can use consolidated information to make improvements in the care system. This information is deidentified.

All federal data privacy laws and those applicable to the state of Colorado are followed.

How do I make the most of my doctor visit?

Make sure you ask and understand the answers to:

1. What is my main health concern?
2. What do I need to do about it?
3. Why is it important for me to do this?

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