

# Teammate Health & On-Site Care

## Frequently Asked Questions

### What is Teammate Health and On-Site Care?

Teammate Health and On-Site Care locations are part of Atrium Health's commitment to your health. Whether you are **at work or at home** when you experience a need for healthcare, **Teammate Health and On-Site Care** are available for convenient, reliable and cost-effective care.

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### Locations

<b>Airport Center (APC)</b> 4435 Golf Acres Drive Building P, Suite 300 Human Resources Charlotte, NC 28208	<b>On-Site Care</b> Monday – Friday 8:00 a.m. – 5:00 p.m.  855-438-0011 or 704-512-4296	<b>Teammate Health</b> Monday – Friday 7:30a.m. – 4:30 p.m.  704-631-0200
<b>Atrium Health Anson</b> 500 Morven Road Wadesboro, NC 28170		<b>Teammate Health</b> 3 <sup>rd</sup> Tuesday of month 8:00 a.m. – 11:00 a.m.  704-355-2106
<b>Carolinas Medical Center (CMC)</b> Levine Children's Hospital 1000 Blythe Avenue, Annex Building Charlotte, NC 28203	<b>On-Site Care</b> Monday – Friday 7:00 a.m. – 7:00 p.m.  855-438-0011 or 704-512-4296	<b>Teammate Health</b> Monday – Friday 7:00 a.m. – 4:30 p.m.  704-355-2106
<b>Atrium Health Cleveland</b> 201 Grover Street Shelby, NC 28150		<b>Teammate Health</b> Monday – Wednesday & Friday 8:00 a.m. – 4:30 p.m.  704-487-3022
<b>Atrium Health Kings Mountain</b> 706 West King Street Kings Mountain, NC 28086		<b>Teammate Health</b> Thursday 8:00 a.m. – 4:30 p.m.  980-487-5361

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## Frequently Asked Questions

<p><b>Atrium Health Lincoln</b> 433 McAllister Road Lincolnton, NC 28092</p>		<p><b>Teammate Health</b> Monday, Wednesday, Friday 7:00 a.m. – 3:30 p.m.</p> <p>980-212-6007</p>
<p><b>CHS NorthEast</b> 675 Memorial Boulevard., Suite 100 Concord, NC 28025</p>	<p><b>On-Site Care</b> Monday – Friday 8:00 a.m. – 5:00 p.m.</p> <p>855-438-0011 or 704- 512-4296</p>	<p><b>Teammate Health</b> Monday – Friday 7:30 a.m. – 4:30 p.m.</p> <p>704-403-1723</p>
<p><b>Atrium Health Pineville</b> 10620 Park Road Building 400, Suite 202 Charlotte, NC 28210</p>	<p><b>On-Site Care</b> Monday – Friday 8:00 a.m. – 5:00 p.m.</p> <p>855-438-0011 or 704-512-4296</p>	<p><b>Teammate Health</b> Monday – Friday 7:30 a.m. – 4:30 p.m.</p> <p>704-667-7930</p>
<p><b>CHS Stanly</b> 301 Yadkin Street Albemarle, NC 28001</p>	<p><b>On-Site Care</b> Monday, Wednesday, Thursday 7:30 a.m. – 4:30 p.m.</p> <p>855-438-0011 or 704-512-4296</p>	
<p><b>Atrium Health Union</b> 1423 Franklin Street, Suite F Monroe, NC 28112</p>	<p><b>On-Site Care</b> Monday – Friday 7:30 a.m. – 4:30 p.m.</p> <p>855-438-0011 or 704-512-4296</p>	<p><b>Teammate Health</b> Monday – Friday 7:30 a.m. – 4:30 p.m.</p> <p>704-667-1275</p>
<p><b>Atrium Health University City</b> 101 East W. T. Harris Boulevard Suite 4104 Charlotte, NC 28262</p>	<p><b>On-Site Care</b> Monday, Wednesday, Thursday 7:30 a.m. – 4:30 p.m.</p> <p>855-438-0011 or 704-512-4296</p>	<p><b>Teammate Health</b> Monday, Tuesday, Friday 7:30 a.m. – 4:30 p.m.</p> <p>704-863-3305</p>
<p><b>CMC—Mercy</b> 2001 Vail Avenue Room SB 112 Charlotte, NC 28207</p>		<p><b>Teammate Health</b> 1<sup>st</sup> and 3<sup>rd</sup> Monday of Month 7:30 a.m. – 4:00 p.m.</p> <p>1<sup>st</sup> Wednesday of Month 2:00 p.m. – 4:00 p.m.</p> <p>704-304-4959</p>

# Teammate Health & On-Site Care

## Frequently Asked Questions

### General Information

#### Is On-Site Care just for teammates who work at that location?

On-Site Care is available for use by all teammates, whether you work at the site, live near the clinic or simply need to receive care. On-site care is also available for spouses and dependents (age 3 and older) who are covered by our Atrium Health insurance plan.

#### What type of provider will be available at On-Site Care?

A nurse practitioner or physician assistant, also known as an advanced clinical practitioner (ACP), will provide care at these locations. ACPs are supervised by a licensed physician in the State of North Carolina and can practice independently. An ACP can diagnose and treat injuries and illnesses and write certain levels of prescriptions if needed.

### Services Provided

The following are examples of common services available to teammates through Teammate Health, On-Site Care and Virtual Visit:

On-Site Care	Teammate Health	Virtual Visit
<i>Cost: Tiered Pricing*</i>	<i>No Cost to Teammates</i>	<i>Cost: \$35 Per Visit</i>
Acute illnesses (such as cold or sore throat expected to last a short time)	Post-Offer Health Assessments	Acute illnesses (such as cold or sore throat expected to last a short time)
Medication re-fills and some chronic condition care. May require collaboration with PCP.	Immunizations	
Know Your Numbers Assessments	Bloodborne Pathogens & Other Infectious Diseases Exposures	
Know Your Numbers Lab Review	Respiratory Fit Testing	
Healthy Weight Reward Weigh-In	Random Urine Drug Testing Program	
Annual Wellness Exam with or without Pap	TB Skin Testing	

\* Copay based on acuity level (\$40/\$70/\$120 until deductible is met, \$10 after deductible is met)

# Teammate Health & On-Site Care

## Frequently Asked Questions

**On-Site Care** provides a convenient option for you if you experience rapid onset of illness with symptoms that are expected to last for a short duration with treatment, including:

- Cold, cough, bronchitis, and flu
- Ear, sinus, and upper respiratory infections
- Seasonal allergies/maintenance allergy injections
- Minor injuries (splinters, sprains, cuts, etc)
- Additional access point for treatment of occupational injuries/illness
- LiveWELL Know Your Numbers screening and lab review
- Healthy Weight Reward weigh-in
- Annual Wellness Exam with or without Pap

### Can I use Atrium Health On-site Care if I get sick at home?

Yes. Any On-Site Care location is available to you. Simply make an appointment and visit the location most convenient to home or work. Should you become ill on the weekend, our On-Site Care location at CMC has convenient weekend hours. Additionally, Virtual Visit provides access to a medical professional 24/7.

### Can I get my routine prescription refills from On-Site Care?

Yes. Maintenance prescription refills could be handled by your primary care provider, however on-site care will collaborate with your PCP to accommodate your need. Some conditions are suitable for on-site to manage. If you do not have a primary care provider and you want or need one, you may call our Provider Referral Line at **704-355-7500** or **800-821-1535** to speak with an associate. You may also use our physician directory at [AtriumHealth.org](http://AtriumHealth.org) and click on "Find a Doctor."

### Can I get my routine labs at On-Site Care?

Yes. Laboratory tests related to your illness or injury may be performed as appropriate. LiveWELL Know Your Numbers screening and lab review is available at On-Site Care. PCP ordered labs will need to be done at a reference lab.

### Can I get my annual physical at On-Site Care?

Yes. During an annual wellness exam at On-Site Care the provider will review your past medical history, interim medical history since your last physical exam, health habits, and health maintenance needs. This annual wellness exam is designed to educate you on changes you can make to live a healthier life and to identify any potential health problems early. If lab work is needed, a blood draw may be completed.

### Can On-Site Care be used for a break area if I have a migraine?

No. The clinic cannot be utilized as a break area. On-Site Care is designed to treat minor illnesses and occupational injuries and other non-emergency conditions. The clinic is set up to treat and release patients.

# Teammate Health & On-Site Care

## Frequently Asked Questions

**Teammate Health** provides services for teammates, volunteers, students and non-employee LIPs (Licensed Independent Practitioners) as required by governmental and accreditation guidelines and services to protect the health and well-being of the same. The services provided include:

- Post-Offer Health Assessments
- Immunizations-employment related or required
- Drug and Alcohol Testing
- Return to Work Evaluations
- Medical Surveillance
- Exposure Counseling and follow-up for bloodborne pathogens and infectious diseases
- TB Screening and Exposure follow-up
- TB Respirator Medical Evaluation, Training and Fit Testing
- Teammate and Management Training in Teammate Health Issues
- Statistical Reporting

### Can I get immunizations at Teammate Health and Wellness?

Applicants are expected to bring their personal immunization record to their Health Assessment appointment. If they are not able to obtain their immunization record, Teammate Health will provide their employment related immunizations. Teammate Health will also provide regulatory, mandated immunizations to current teammates (e.g., hepatitis B, influenza).

## Eligibility

### Who is eligible to use On-site Care and Teammate Health?

All full-time, part-time and PRN team members are eligible to use On- Site Care and Teammate Health. On-site care also is eligible to teammate spouses and dependents (age 3 and older) on our Atrium insurance plan.

### If I don't have a primary care provider, will I still be able to go to On-Site Care?

Yes. On-Site Care will collaborate with your current primary care provider if necessary. If you do not have a primary care provider and you want or need one, you may call our Provider Referral Line at **704-355-7500** or **800-821-1535** to speak with an associate. You may also use our physician directory at [AtriumHealth.org](https://www.AtriumHealth.org) and click on "Find a Doctor."

### Can my dependents/spouse use On-Site Care?

Yes. On-Site Care is for all teammates. Spouses and dependents (age 3 and older) may use on-site care if they are on our LiveWELL Health Plan.

# Teammate Health & On-Site Care

## Frequently Asked Questions

### Making an Appointment

#### How do I make an appointment?

##### *Call On-Site Care:*

Monday, Wednesday & Thursday, 7:30 a.m. – 4:30 p.m.

Stanly: 980-323-4382

University: 704-863-3300

Monday – Friday, 8 a.m. – 5p.m.

Airport Center: 704-631-0222

NorthEast: 704-403-6980

Pineville: 704-667-7920

Monday – Friday, 7:30 a.m. – 4:30 p.m.

Union: 704-667-1270

Monday – Sunday, 7 a.m. – 7 p.m.

CMC: 704-355-9345

To make an appointment when On-Site Care is closed, call 704-512-3971 to be routed to the afterhours Telehealth service.

#### Can I just walk in?

Appointments are required to ensure each patient is seen in a timely fashion. However, a walk in may be accommodated based on schedule availability.

### Costs and Insurance

#### How much will a visit to On-Site Care cost?

Teammates, spouses and dependents enrolled in the LiveWELL Health Plan will pay tiered pricing based on acuity level (\$40/\$70/\$120 per visit) before your deductible is met, and \$10 per visit after your deductible is met. Teammates may use their Health Savings Account (HSA) to pay for services. Teammates not on the LiveWELL Health Plan will pay the same tiered pricing as plan members. There is no fee for visits because of occupational injuries/illnesses.

#### Can I use other insurance through a different employer?

No. On-Site Care does not accept outside insurance.

#### Do I have to pay at the time of visit, or can I be billed?

Payment is expected at the time of service by debit or credit card, cash, GEMPay or FSA/HSA debit card if applicable.

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### Are services eligible for Flexible Spending Account (FSA) or Health Savings Account (HSA) reimbursement?

Yes, FSA/HSA debit cards will be accepted. Documentation will be provided for submission of manual claims, if requested.

### Is GEMPay currently accepted as payment?

Yes, you may use your GEMPay account to pay for services at On-Site Care.

### What to Bring to your Appointment?

#### What will I need when I visit On-Site Care?

Your teammate (employee) ID badge and LiveWELL Health Plan insurance card need to be presented at the time of service. You should also be prepared to provide your teammate (employee) ID number. Payment is expected at the time of service. For spouses and dependents, your insurance card must be presented at time of visit. For payment options, please see above for costs and insurance information.

#### What if I forget my badge?

You must be able to provide photo identification and a teammate ID number at the time of appointment.

### Recording Paid Time for Non-Exempt Teammates

#### How do I record my time for the one hour of paid-time, per [Time Out for Prevention](#), for visiting Teammate Health and On-Site for care?

##### Using Time & Labor:

1. Go to Weekly Elapsed panel.
2. Enter 1 hour on the day of the visit.
3. Enter the Time Reporting Code "RWS" (or use the magnifying glass to look at available earnings codes and pull it from there — it is the second from the bottom).

##### Kronos:

1. Only the time approver can enter this via a "pay code edit."
2. Choose arrow to get the drop-down box and select the pay code.  
(RWS is listed at the very bottom of the list).
3. Enter 1.0 in the amount field.

*Note: Only non-exempt teammates can use this code and cannot enter more than 1 hour on a single day.*