

## FREQUENTLY ASKED QUESTIONS

### **What is Paladina Health?**

Paladina Health is a provider of primary care services that is at the forefront of innovation in healthcare. It operates patient-centered medical homes where patients can get most of the medical services they need from an experienced doctor at no out-of-pocket cost. Paladina Health doctors are dedicated to serving an employer's population, are highly accessible at convenient office locations and are held accountable for delivering great care and service. These doctors provide a personal level of service and are available around the clock via phone for urgent health matters.

### **How are you different from an Urgent Care Clinic?**

As a primary care doctors office, we don't have the long wait times that you may experience when going to a walk-in clinic. Scheduling your appointment for same or next day urgent needs allows you to get in at your scheduled appointment time instead of waiting behind the people in front of you.

### **Who is eligible to sign up for Paladina Health?**

As an active member of the State Health Benefits Program (SHBP) or School Employees' Health Benefits Program (SEHBP), you are eligible to enroll in Paladina Health services. You may choose to enroll yourself and/or any of your eligible family members. Employees retain the same access to their insurance-contracted providers through Horizon and the same benefits as offered in their current SHBP/SEHBP health plan.

### **Why are SHBP/SEHBP offering this benefit?**

The SHBP/SEHBP are offering this choice to address the cost of the healthcare you receive through this collaboration with Paladina Health. Through this program, you will receive high-quality primary care with no co-pays through your Paladina Health doctor. Ultimately, this innovative approach to primary care is designed to help you be healthier and to lower your overall out-of-pocket healthcare costs.

\*Care delivered by phone or email is no additional cost.



### **Does choosing the Paladina Health option increase my healthcare costs?**

No, it should do just the opposite. Services are provided at no out of pocket costs and you do not have co-pays. There is also no charge for phone, email or other remote interactions with your doctor. Paladina Health services cover a wide array of the most common tests and procedures.

### **What is different about Paladina Health compared to my current primary care provider?**

Paladina Health provides primary care services for you and your family, but is not just another primary care provider. As a Paladina Health patient, you get your doctor's phone number to call 24/7 for urgent needs. You'll also get help and assistance in navigating the healthcare system when you need specialist services or care that cannot be provided at the Paladina Health office.

### **How experienced are Paladina Health doctors?**

Paladina Health doctors are dedicated, board-certified or board-eligible, usually with a minimum of eight to ten years of experience as a practicing doctor. Our doctors have 70 percent fewer patients than a typical primary care doctor, allowing them to spend more time with you when you need it, start appointments on time and provide you with appointment availability in the timeframe that meets the urgency of your health issue.

### **I already have a long-standing PCP, why would I change?**

Paladina Health is an additional option to your existing health plan. If you choose to enroll, we recommend that your Paladina Health provider become your first point of contact. Due to the limited number of patients managed by Paladina Health doctors, you will experience a meaningful patient-doctor relationship, excellent care, and easy access to your personal doctor. This means that rather than going directly to a specialist to receive care, you take advantage of the many convenient access points to your Paladina Health doctor and you may even be able to avoid a visit with a specialist. As such, we recommend that immediately after signing up, you schedule your first appointment—the comprehensive patient evaluation.

### **What if I have a pediatrician for my children I already like?**

Most Paladina Health doctors are fully trained in pediatrics and can be another option for your children's healthcare. Typically, it takes less time to get an appointment at the Paladina Health doctor's office than it does in a pediatrician's office. Also, your Paladina Health doctor is available 24/7 via phone for urgent needs, including nights and weekends.

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### **WHAT HAPPENS IF I AM EXPERIENCING AN URGENT HEALTH ISSUE AFTER HOURS? OR I AM AWAY FROM HOME?**

Simply call your Paladina Health doctor's phone. Your doctor will respond to your concerns no matter where you are or when you call. He or she is directly available to you for urgent situations 24 hours a day, every day of the week, including holidays.



paladinahealth.com

### **Why should I sign up now if I'm not sick currently?**

#### **Why not wait until I am sick?**

Injuries and illnesses happen on weekends and evenings when most doctor practices are closed. That is usually the time you most need access to a trusted medical professional. With Paladina Health, you'll receive your doctor's phone number for just this reason. However, it is important to first build a relationship with your care provider. You will want your doctor to know you, your medical history and your health concerns long before you get sick. Plus, Paladina Health employs screening protocols that may catch a health issue that can be treated early, preventing something from becoming an urgent situation.

#### **How do I enroll my dependents?**

Signing up your dependents is easy—and no cost to you. Just visit [paladinahealth.com/newjerseyinfo](https://paladinahealth.com/newjerseyinfo). Your dependents will get the same 24/7 doctor access for urgent needs and patient-first care from Paladina Health. You can check or change your and/or your family's enrollment status at any time by calling Paladina Health Member Services at 1-866-808-6005.

#### **Can I visit any Paladina Health location? Am I only allowed to see my selected doctor?**

Your selected Paladina Health doctor will be your primary point of contact and the medical professional overseeing your care. However, you may make an appointment at any of our Paladina Health doctor's offices that are open to the public and choose to see another provider as needed. You may also email or call your doctor with your questions, or for consultation. In this situation, contact your Paladina Health doctor first and they will advise on the best option for you. The services, convenience and costs at a "public" location will be the same as at your established Paladina Health location. In the event your selected Paladina Health doctor is not available (for example: on vacation or unplanned absence), Paladina Health will provide coverage to ensure your healthcare needs are met.

#### **What if I'm not ready to sign up now, but may want to later?**

You may enroll in Paladina Health at any time by visiting [paladinahealth.com/newjerseyinfo](https://paladinahealth.com/newjerseyinfo).

### **HOW DO I ENROLL?**

Enroll online in minutes. Visit [paladinahealth.com/newjerseyinfo](https://paladinahealth.com/newjerseyinfo) to create your online account and get started.

Or, contact Paladina Health Member Services at **1-866-808-6005** or [memberservices@paladinahealth.com](mailto:memberservices@paladinahealth.com).

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