



**Welcome** to better care and better health.



## **We're here to help make healthy living easy.**

In this guide, you'll better understand your benefits, how to access care and get more out of your primary care clinics.





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# CARE AT THE CENTER

## Who We Are

What if one conversation could improve the quality of your life? At CareATC, we believe that primary care has this power. Primary care professionals serve on the front lines of healthcare. They are often the first to see depression, early signs of cancer or chronic disease, and other health concerns. We know that primary care professionals are essential to your health and well-being, which is why we work toward eliminating the most common barriers to quality care.

Partnering with your employer, we make it easy to access quality primary care at no cost to you or your family. Finally, care that puts you at the center.

### Call toll-free

If you don't have computer access, need language assistance or still have questions after reading this informational guide, please call this toll-free number: **800.993.8244** (*hablamos español*).

### Connect with us



<https://www.facebook.com/CareATC>



<https://twitter.com/CareATC>



<https://www.linkedin.com/company/careatc>



[www.careatc.com/cityofirving](http://www.careatc.com/cityofirving)

*"My blood sugar was elevated and my A1C was climbing prior to visiting my CareATC Provider. She put me on a medication and I noticed my blood sugar levels started going down which gave me hope. I began exercising more and lost up to 20 pounds. This is only the beginning."*

Anthony L., Columbus, GA



## Preventive Care, Illness, Injury and Chronic Disease Management

Since 2000, CareATC has implemented a technologically advanced healthcare experience that places people first with a proactive approach to health and well-being. CareATC physicians and clinic staff are ready to help each patient address important lifestyle changes like weight-loss, tobacco use, fitness, and nutrition.

## No Insurance Billing



With CareATC, you don't ever have to worry about insurance billing. No matter how many times you see your provider, you will never receive a bill from CareATC. One of the best ways to save on healthcare costs is to take advantage of CareATC for all your primary care needs.

## 100% Confidential and HIPAA Compliant



Your personal health information is 100% safe and secure and is never shared with your employer. The privacy and confidentiality of our patients are protected under federal HIPAA Regulations, state laws and regulations, and the ethics codes of mental health professions. Patient information may not be disclosed without the explicit and informed consent of the patient and authorization by their clinician.

# Get Started

## Activate Your Patient Account



When it comes to managing your health, we make every effort to ensure you can safely and securely access the information that matters most to you. To help everyone get the most from this benefit, it's important each member on your health plan age 18 and over create their own account.

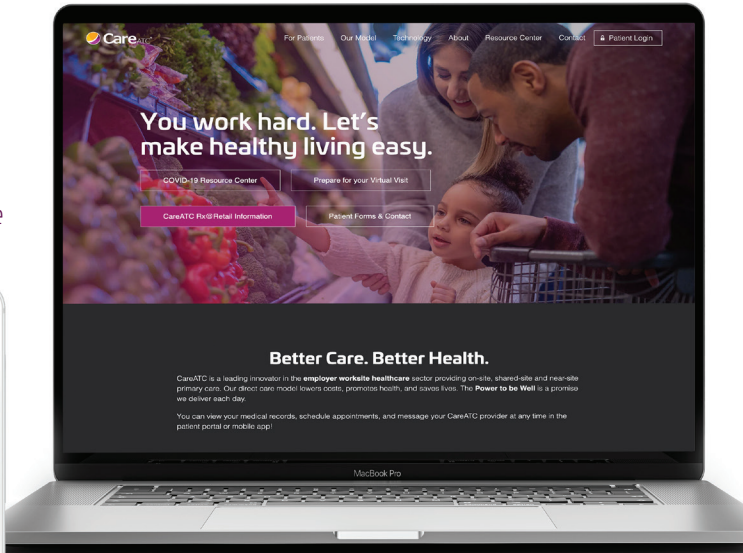
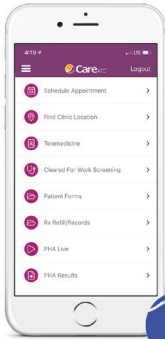
### How to Activate Your Benefits

- 1. Visit [www.careatc.com/activate](http://www.careatc.com/activate) or download the CareATC app and follow the “New here?” prompts.**
- 2. Verify Your Identity**  
Complete a short verification quiz. Make sure your personal information matches your employer records.
- 3. Create Your Account**  
Set your username and password. Provide a phone number and/or email to recover login information.
- 4. Save Us to Your Contacts**  
Using your mobile device, visit [careatc.com/contact-card](http://careatc.com/contact-card) to add CareATC to your contacts and never miss a call or message from your health care team.

If you have trouble registering or logging into the online Patient Portal or mobile app call the Patient Access Center at 800.993.8244.

Show Me  
The App!

Mobile  
App ▼



## Download the CareATC Mobile App

With the CareATC mobile app, you can take your wellness with you — anywhere, anytime! Schedule appointments, get access to information that can help you improve your health, and so much more.

### Download the app to:

- ➔ Schedule In-Person or Virtual Care Appointments
- ➔ Message Your Primary Care Team
- ➔ Complete and Review Forms and Documents
- ➔ View Your Medical Records
- ➔ View Personal Health Assessment (PHA) Results
- ➔ Map Available Clinic Locations
- ➔ Access Exclusive Health Education Content

# Your Wellness Center Benefits

## No-Cost\* Primary Care

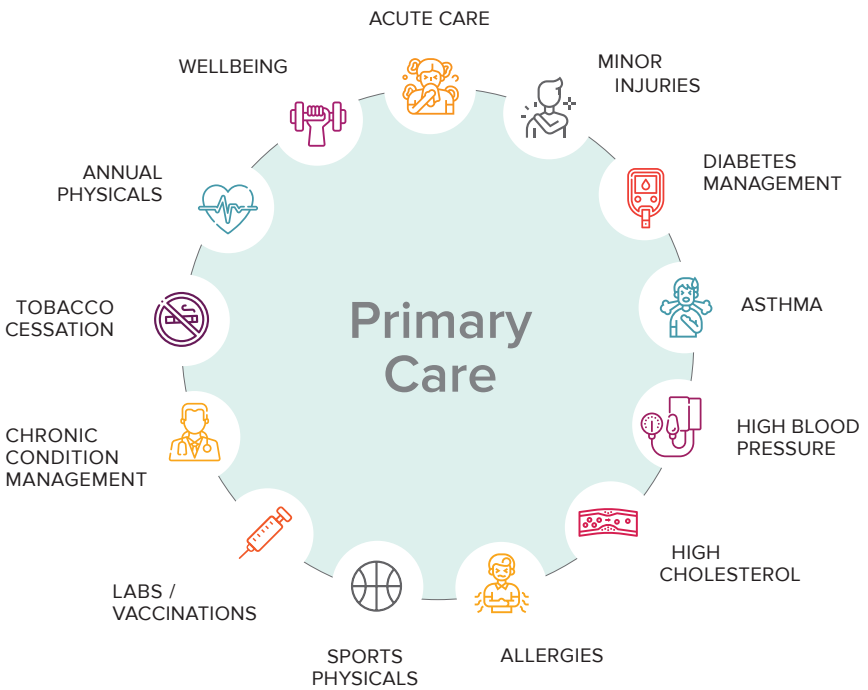
The biggest barriers to quality care are access and cost. Because the City of Irving has partnered with CareATC, there are no fees for services rendered to you, your spouse or dependents (ages 2+) who are on the health plan. CareATC clinics are not open to the general public so you receive greater access to quality care when you need it most. No more long waits in a crowded waiting room or feeling rushed during your appointment. Finally, full-service primary care you can feel good about.

### Services and treatments can include:

- Adult Immunizations
- Allergies / Asthma
- Annual Physicals
- Cold / Flu / Congestion
- Diabetes Management
- Health Coaching
- High Blood Pressure
- High Cholesterol
- Lab Work / Tests On-site
- Minor Injuries
- Over-the-counter Medications On-site
- Personal Health Assessments (PHAs)
- Sick Visits
- Sports Physicals
- Tobacco Cessation
- Weight Control
- Well Woman Exams

*\*Per IRS requirements, a \$40 office visit fee may apply to High Deductible Health Plan members.*








# Quick and Easy Appointment Scheduling



Scheduling appointments is fast and convenient using the CareATC app, Patient Portal or call-in scheduling. Because CareATC clinics are catered to you, it's easy to schedule same-day or next-day appointments.

## Three easy ways to schedule an appointment

-  Call **800.993.8244** (hablamos español)
-  Visit **www.careatc.com/patients**
-  Download the **CareATC app**

## Scheduling on the Patient Portal and CareATC App

- 1** To schedule an appointment, open the CareATC app or visit the Patient Portal at [www.careatc.com/patients](http://www.careatc.com/patients). Log in with your username and password and then follow these steps:



*If you are a new patient, you will need to activate your account first. Please refer to page 5.*



## Virtual Primary Care



Virtual Primary Care is available via telephone or an online face-to-face video visit, depending on availability and your specific symptoms. Virtual visits can cover most needs, including everyday sick visits, well visits, follow-ups, medication reviews, and possible exposure or symptoms related to viral diseases – all from the comfort and safety of your home. During a virtual visit, you and your CareATC provider can discuss any needed referral services or medication options.

### Benefits of Virtual Primary Care

- Virtual Visits Available During Normal Clinic Hours
- Consistent Care from Board-Certified Providers
- Virtual Chronic Disease Management
- Address Acute Care needs
- Convenient Appointment Scheduling
- Prescription At-home Delivery or Pharmacy Pick-up
- 100% HIPAA Compliant
- Bilingual Care Providers Available
- Telephone and Video Visits
- Consistent Care with Centralized EMR

## Free On-site Labs and Over-the-Counter Medications



Whether you're recovering from the common cold or need to get a chronic condition under control, free lab testing and no-cost over-the-counter medications further support your health journey.

### Medications available in your CareATC Clinics:

Acetaminophen  
Aspirin  
Blood Sugar Test Strips  
Blood-Glucose Meters  
Cetirizine  
Diphenhydramine HCL  
Fexofenadine HCL  
Fluticasone Propionate  
Loratadine  
Omeprazole  
Triple Antibiotic Ointment



### Fill prescriptions at your local pharmacy

Your CareATC provider will send your prescriptions to the pharmacy of your choice.

## Texas Clinic Locations

### **Irving MacArthur Blvd**

2021 N MacArthur Blvd, Ste 500  
Irving, TX

### **Arlington Central Park**

3050 S Center St  
Ste 130, Arlington, TX

### **Broad Park**

1770 E Broad St  
Ste 102, Mansfield, TX

### **Fort Worth - Fossil Bluff Drive**

6618 Fossil Bluff Dr  
Ste 132, Fort Worth, TX

### **Fort Worth - Henderson**

500 Henderson Rd  
Fort Worth, TX

### **Humble - Kingwood**

1331 Kingwood Dr  
Humble, TX

### **Humble - West Lake**

17905 West Lake Houston  
Pkwy, Ste 102, Humble, TX

### **Josey Ranch**

1735 Keller Springs,  
Ste 100, Carrollton, TX

### **Magnolia**

110 S Magnolia Blvd  
Magnolia, TX

### **Richardson**

1060 W Campbell Rd  
Ste 300, Richardson, TX

### **Southcross**

4243 Southcross Blvd,  
Ste 202, San Antonio, TX

To view a list of all CareATC national shared-site locations go to <https://www.careatc.com/clinic-locations>.

### **Less wait time, more face time with your medical provider**

Our more individualized appointments give you more time with your provider so you can receive focused attention to cover all your concerns and wellness goals. Experience little to no wait time so you can spend more time on your health.

- Convenient clinic locations with little-to-no wait time
- Extended time with board certified medical providers
- Address risk markers and take a total health approach
- Experience integrated care to achieve your wellness goals

# Frequently Asked Questions



## What is CareATC?

CareATC is a national healthcare company that promotes health, prevents disease and provides a shorter path to care. As a technology-driven healthcare company for the modern workplace, we're all about smart tools that keep you healthy and save you money.

## Why is my employer partnering with CareATC?

Our model of care gives employers greater control over healthcare costs with solutions that work together to build a healthier workforce. In short, we help employees and their families improve health that results in healthcare savings.

## How is CareATC Primary Care different from a traditional primary care practice?

CareATC primary care clinics give employees and their families a place to get comprehensive medical care at little to no cost. Including primary care visits, on-site labs tests and over-the-counter drugs. All of our medical providers are 100% board-certified so you can expect high-quality care at each visit.

## What is a Personal Health Assessment?

The Personal Health Assessment (PHA) is a complete health screening tool that identifies risk factors such as high blood pressure, high cholesterol, diabetes, obesity and much more. Being aware of your current health status is the first step toward a happier and healthier lifestyle. Please note: A PHA requires you to be fasting for eight or more hours.

## Will you share my medical records with my employer?

**No.** Your medical records will never be shared with your employer. With CareATC, your personal health information is 100% safe and secure. The privacy and confidentiality of our patients are protected under federal HIPAA Regulations, state laws and regulations, and the ethics codes of mental health professions. Access to patient records and transmissions by third-party entities, (i.e. employers or family members) is prohibited. Patient information may not be disclosed without the explicit and informed consent of the patient and authorization by their clinician.

## How do I activate my patient account?

Securely activate your account by downloading the **CareATC app** or visiting [www.careatc.com/activate](http://www.careatc.com/activate). Follow these **4 easy steps:**  
**Step 1:** Download the CareATC app and follow the “New here?” prompts or visit [www.careatc.com/activate](http://www.careatc.com/activate). **Step 2:** Verify your identity by completing a short verification quiz. Make sure your information matches your employer records. **Step 3:** Create your account by setting up your username and password. Provide a phone number and/or email address to recover login information. **Step 4:** Save us to your contacts. Using your mobile device, visit [careatc.com/contact-card](http://careatc.com/contact-card) to add CareATC to your contacts and never miss a call or message from your health care team.

*If you have trouble registering or logging into the Patient Portal or CareATC app, you can call the Patient Access Center at 800.993.8244.*

*“I have been a patient for 5 years. My CareATC provider is the kind of doctor who is friendly, genuine, caring, and helpful. In the last year and a half, I have been to a lot of specialists who made me feel like a number. My CareATC provider is not like this at all. He makes me feel like I am more than just a number.”*

*Michelle M., Phoenix, AZ*



## Your health is our mission.

Contact us today to schedule an appointment  
800.993.8244 | [www.careatc.com/patients](http://www.careatc.com/patients) | CareATC app



CareATC Inc. is a leading innovator in the health technology sector providing on-site and shared-site medical clinics. By leveraging groundbreaking technology, CareATC offers customized population health management solutions for employers that reduce healthcare costs by promoting health, preventing disease and providing a shorter path to care. CareATC manages more than 150 clients in 35 states and cares for more than 300,000 patients. Accredited by the Accreditation Association for Ambulatory Health Care Inc., CareATC is based in Tulsa, Oklahoma. To learn more about CareATC Inc., visit [www.careatc.com](http://www.careatc.com).