



# What to know. What to expect.

## What is CareTeam Health Center?

Frederick County Public Schools partnered with CareTeam powered by CareATC to exclusively provide employees and spouses/dependents (ages six and older) with extensive primary care and wellness services at a brand-new Health Center. Employees/Spouses/Dependents must be enrolled in the FCPS health insurance plan.

## What services does the Health Center provide?

CareTeam Health Center provides primary care services, health coaching, nutrition counseling with an onsite Registered Dietician, chronic disease management, immunizations, tele-medicine, and laboratory services.

## What types of treatment are provided at the Health Center?

- Allergies
- Asthma
- Cold & Flu
- Congestion & Sinus
- Diabetes Management
- Gastrointestinal
- High Cholesterol
- Immunizations
- Hypertension
- Minor Lacerations
- Minor Burns
- Sprains & Strains
- Thyroid Dysfunction
- Sports Physicals
- And more

## Who is eligible to use the Health Center:

- Employees who participate in one of the FCPS Anthem Health plans
- Spouses and dependents (ages six and older) who participate in one of the FCPS Anthem Health plans.

## How much does an appointment cost?

| Anthem Plan Type         | Preventive Services* | Non-Preventive Services** |
|--------------------------|----------------------|---------------------------|
| Anthem KeyCare25 Members | \$0                  | \$0                       |
| Anthem HSA 1500 Members  | \$0                  | \$30/visit                |

Examples of **\*Preventive services** include: annual physical and blood draw related to annual physical; many common immunizations; preventive assessments and screenings; health coaching and nutrition counseling.

Examples of **\*\*Non-Preventive Services** include: appointments for acute issue like sinus infections, allergies, colds, or rashes.

Employees may also use funds from their HSA account to pay the Health Center fee. This fee does not go towards employee's health plan deductible.

## What are the Health Center hours?

Monday: 7:00am – 4:00pm

Tuesday - Thursday: 7:00am – 5:00pm

Friday: 7:00am – 10:00am

## What makes the CareTeam Health Center different?

Eligible employees and their families will soon experience the CareATC difference.

First, preventive care like physicals, chronic care management, health coaching and nutrition [www.careatc.com/fcps](http://www.careatc.com/fcps) counseling are free for everyone. For employees/spouses and dependents on the FCPS plan, Anthem HSA 1500, acute visits are a flat fee of \$30 and that includes any labs that may be drawn during the visit.

CareATC focuses on building meaningful relationships with patients. Appointment times average 20 -30 minutes so that a patient's "whole health needs" can be addressed. CareATC will work with patients to set attainable goals and will build tailored care management plans to help them achieve those goals.

CareATC guarantees little to no waiting room time for patients and with the convenient location of the Health Center, patients can be seen for their appointments and back to work much faster.

CareATC also uses technology that adds even more convenience to the 'patient experience' like pre-visit check-in; tele-health capabilities; and an online portal where patients can schedule appointments, communicate with the clinic staff, see lab results and more.

## How do I schedule appointments and communicate with the provider?

All appointment scheduling and patient communication will be managed through a secure Patient Portal. Employees can access the Patient Portal by visiting <https://www.careatc.com/fcps> and clicking on the "Patient Portal" button.

In order to use the Patient Portal, all patients must first register by following the same link above, click on the Patient Portal button and click "Sign up Today" highlighted in the bottom right-hand corner of the page, and follow the instructions.

If patients encounter any issues with the registration process, they should call the Health Center directly at 540.773.8517.

## Will the Health Center fee be applied to my insurance deductible?

While CareATC does not submit any claims to the insurance carrier, they do provide a copy of a superbill in the Patient Portal. If an employee would like to retroactively get credit for the visit against their deductible, they may submit that superbill directly to the insurance provider for reconciliation. Because the majority of visits that occur in the primary care setting are "preventive visits," there will be no visit charge enforced for those specific visits.

## Can I keep my current primary care physician?

**Yes.** The CareTeam Corporate Health Center provides an additional, convenient option to address healthcare needs and concerns to eligible employees and spouses/dependents. For those who do not have a primary care physician, the dedicated clinician at the onsite Health Center can also serve as their primary care provider.

## What if I need to see a specialist?

The CareATC clinician will make referrals and coordinate care with specialists when needed.

## How do I get a copy of my care summary from the CareTeam Health Center?

For a summary of care, test results, and medications, patients can access that information directly in the Patient Portal at: [www.careatc.com/fcps](http://www.careatc.com/fcps).

## Is my medical information confidential?

**Yes.** CareATC is HIPAA compliant and adheres to all applicable laws and regulations governing the security and confidentiality of patient information. Patient information will not be shared with FCPS. All patient provider communication is protected and confidential.

## Can I contact the clinician if I have any questions?

Patients may send the provider a message through the Patient Portal at: [www.careatc.com/fcps](http://www.careatc.com/fcps). Patients also have the option to call the Health Center phone number at 540.773.8517 and leave a message. The provider will respond to inquiries in a timely manner. If a patient is having a medical emergency, dial 911.

## Can I get prescriptions through the Health Center?

The CareATC clinician will determine if a prescription medication is required during a patient visit. If a prescription is needed, an electronic prescription will be sent to a pharmacy of the patient's choice.

### What is the tele-medicine service?

CareATC Virtual provides scheduled tele-medicine visits for the convenient treatment of minor medical issues as well as routine health coaching and care follow-up. For certain clinical conditions, CareATC Virtual services can be a convenient substitute for an in-person appointment when/if patients are in a remote office location or are otherwise unable to come to the CareTeam Health Center in person for an appointment, perhaps due to an illness. However, virtual care is not applicable in all cases and is never preferable to an inperson visit whenever possible.

Patients should consider utilizing CareATC Virtual for health coaching, care follow-up, and/or treatment of routine minor medical conditions such as the following:

- Allergies
- Asthma
- Bladder Infections
- Bronchitis
- Cold & Flu
- Diarrhea
- Insect Bites
- Pink Eye
- Skin Problems
- Sprains & Strains
- Respiratory Infections

### How do I schedule a tele-medicine appointment with my CareTeam Health Center provider?

CareATC Virtual/telemedicine appointments are available during regular Health Center hours. Patients can schedule a tele-medicine appointment by visiting [www.careatc.com/fcps](http://www.careatc.com/fcps) and clicking on the Patient Portal button and click “schedule appointment” and on the drop down menu, select “Secure Online Video Appointment” as an appointment type. If a patient has any issue, he/she can contact the Health Center directly at 540.773.8517. Virtual appointments follow the same fee structure as in-person appointments.

### What lab services are performed onsite?

The CareTeam Health Center has a standard formulary of lab services that are offered onsite. For more complex testing, CareATC’s clinician can provide on-site blood draws and coordinate for a lab service to pick up and process off-site. The provider will discuss lab services options during the appointment.

### How do I view my lab results?

To view lab results, patients should simply log in to the Patient Portal at [www.careatc.com/fcps](http://www.careatc.com/fcps).

### What is the billing process for appointments at the Health Center?

As part of the registration process, the patient can choose to have their credit card stored on file. Patients who are on the Anthem HSA 1500 Health Plan who are seen for an acute visit, will be charged a \$30 fee. There is a standard five-day processing period for payments made through the system to accommodate for the payer’s bank. As a result, patients may not see the charge posted for up to five business days. If for some reason the patient does not make a payment at the point of care or does not have a credit card stored on file, he/she will be billed.

Statements are sent out on a monthly basis. Patients also have the option of contacting their provider directly to arrange payment or are able to make a payment through the Patient Portal.

For billing questions, patients should contact CareATC directly at 540.773.8517.

### Is it safe to visit the Health Center with COVID-19?

CareATC is closely following CDC guidelines and protocols to limit the potential spread and exposure of COVID-19:

- Requiring phone screening calls before each visit
- Requiring face masks be worn while in the Health Center
- Following CDC guided cleaning protocols
- Checking temperature and symptoms upon arrival for patients
- Expanding use of telemedicine



CareTeam Health Center

# Meet Your Medical Provider



## Robin Luttrell, MSN, FNP-C

Primary Care

Robin Luttrell is a certified family nurse practitioner with 26+ years of nursing experience. Robin grew up in Frederick County and received her Associate Degree in Nursing from Shenandoah University. She went on to receive her Bachelor of Science in Nursing and Master of Science in Nursing-Family Nurse Practitioner from Walden University. Throughout her career, she gained the expertise to provide holistic care for a diverse range of medical conditions.

As a member of the American Association of Nurse Practitioners and the American Nurses Association, Robin is deeply engaged in the latest developments and best practices in healthcare. She delivers compassionate, detail-oriented care, focusing on patient satisfaction. Outside of patient care, Robin enjoys weekendng by the pool and spending time with her children, grandchildren, and Pomeranian puppies.

### CareTeam Health Center

1330 Amherst Street, Suite E  
Winchester, VA 22601

### Health Center Hours:

|                |                  |
|----------------|------------------|
| Mon, Tue, Thur | 7:00am - 4:00pm  |
| Wed            | 7:00am - 5:00pm  |
| Fri            | 7:00am - 12:00pm |

*Three easy ways to schedule an appointment:*

 540.773.8517  [www.careatc.com/fcps](http://www.careatc.com/fcps)

